Rockbridge County
City of Lexington
City of Buena Vista

EMERGENCY OPERATIONS PLAN

October 2014
CONTENTS

Contents .......................................................................................................................................... 2
EXECUTIVE SUMMARY ................................................................................................................. 4

BASIC PLAN

I. Introduction ............................................................................................................................... 5
II. Planning Situation and Assumptions ..................................................................................... 7
III. Roles and Responsibilities .................................................................................................... 13
IV. Concept of Operations ........................................................................................................ 17
V. Finance and Administration .................................................................................................. 26
VI. Plan Maintenance ................................................................................................................ 28
VII. Exercise and Training ......................................................................................................... 29

Appendix 1: Glossary of Key Terms ......................................................................................... 30
Appendix 2: List of Acronyms ................................................................................................... 35
Appendix 3: Authorities and References .................................................................................... 37
Appendix 4: Matrix of Responsibilities ....................................................................................... 38
Appendix 5: Succession of Authority ......................................................................................... 39
Appendix 6: EOP Distribution List ............................................................................................. 40
Appendix 7: Essential Records .................................................................................................. 41
Appendix 8: NIMS Resolution .................................................................................................... 42
Appendix 9: Resolution of Adoption of EOP ........................................................................... 45
Appendix 10: Local Declaration of Emergency ......................................................................... 48
Appendix 11: Record of Changes ............................................................................................... 49

EMERGENCY SUPPORT FUNCTIONS (ESFs)

ESF # 1 - Transportation ................................................................. ESF1-1
ESF # 2 - Communications ......................................................... ESF2-1
ESF # 3 – Public Works ............................................................... ESF3-1
ESF # 4 - Fire .............................................................................. ESF4-1
ESF # 5 – Emergency Management .............................................. ESF5-1
ESF # 6 – Mass Care, Housing, Human Resources ...................... ESF6-1
ESF # 7 – Resource Management ................................................ ESF7-1
ESF # 8 – Public Health and Medical Services ............................ ESF8-1
ESF # 9 – Search and Rescue ....................................................... ESF9-1
ESF # 10 – Oil and Hazardous Materials ..................................... ESF10-1
ESF # 11 – Agriculture and Natural Resources .......................... ESF11-1
ESF # 12 – Energy ....................................................................... ESF12-1
ESF # 13 – Public Safety and Security ........................................ ESF13-1
ESF # 14 – Long Term Recovery .................................................. ESF14-1
ESF # 15 – External Affairs ......................................................... ESF15-1
ESF # 16 – Military Affairs ............................................................ ESF16-1
ESF # 17 – Volunteer and Donation Management ....................... ESF17-1
SUPPORT ANNEXES

Animal Care and Control ................................................................. SA1-1
Damage Assessment ........................................................................ SA2-1
Debris Management ....................................................................... SA3-1
Dam Safety ...................................................................................... SA4-1
Pandemic Influenza ......................................................................... SA5-1
Executive Summary

Pursuant to the Code of Virginia §44-146.20, Rockbridge County, the City of Buena Vista, and the City of Lexington maintain a unified Emergency Operations Plan (EOP). This consolidated EOP is the framework to combine efforts of planning, logistics, resources and disaster emergency response through adoption of a combined Emergency Operations Plan.

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

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

The EOP consists of a Basic Plan followed by the Emergency Support Functions (ESFs), and Support Annexes.

The Basic Plan establishes the legal and organizational basis for emergency operations among each of the three jurisdictional governments. The EOP sets the framework to effectively respond to, and recover from, all-hazards and emergency situations.

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

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

In addition to the Executive Summary, included in the Basic Plan is a resolution of adoption from each governing body. The purposes of these resolutions are two-fold. First, the resolution serves as the format for formal adoption of the Emergency Operations Plan. Second, the resolution charges and authorizes the Director or his/her designee with the responsibility of maintaining this plan over the next four (4) years. The EOP must be reviewed and adopted on a four-year schedule.
I. Introduction

Rockbridge County, the City of Buena Vista, and the City of Lexington are vulnerable to a variety of hazards. These hazards include flooding, drought, hurricane and severe winter storms. To effectively respond to any emergency of a size or complexity beyond routine response systems, it is critical that all public officials, departments and agencies, non-governmental organizations and the public understand their roles and responsibilities. These non-routine responsibilities begin as the incident is recognized and the response initiated. These responsibilities become particularly important as Command organizes beyond the initial reactive phase of the first responders.

A planned and coordinated response on the part of local and state officials in support of in-the-field emergency responders can save life, protect property and facilitate restoration of essential services. The foundation for this coordinated response is established through the Rockbridge County, City of Buena Vista, City of Lexington Emergency Operations Plan. The "Commonwealth of Virginia Emergency Services and Disaster Laws of 2000", as amended (Code of Virginia, § 44-146.13 to 44-146.29:1) mandate that state and local governments develop and maintain a current Emergency Operations Plan in order to be prepared for such events.

The Rockbridge County/City of Buena Vista/City of Lexington Emergency Operations Plan consists of a Basic Plan followed by the Emergency Support Functions, and Support Annexes.

Plan Preface

The following items are included in the Rockbridge County/City of Buena Vista/City of Lexington EOP:

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

Purpose and Scope

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

The EOP employs a multi-agency operational structure based upon the principles of the National Incident Management System (NIMS) / Incident Command System (ICS) to manage, coordinate and direct resources committed to an incident. Rockbridge County, the City of Buena Vista, and the City of Lexington are practitioners of NIMS. The jurisdictions are committed to providing the required NIMS training to all persons with direct responsibility for implementing the EOP and critical functions within the EOP. Supporting plans for all-hazards disasters set forth the concepts and procedures whereby the three governments can effectively apply available resources to ensure that casualties and property damage will be minimized. An active EOP facilitates the restoration of essential services following an emergency or disaster situation.

The Emergency Operations Plan identifies a range of disasters that could possibly occur in or near this locality. The EOP works to anticipate the needs that the jurisdiction might experience during an incident. The
EOP provides guidance across county/city(s) departments, agencies, response organizations and private entities through outlining an overall emergency response system:

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

The EOP is applicable to all local agencies that may be requested to provide support.
II. Planning Situation and Assumptions

Situation

Rockbridge County, the City of Buena Vista and the City of Lexington are located in Southwest Virginia. The area has a population of 36,157, based on the 2013 U.S. Census. The area covers 607 square miles. The following demographics are included in the population estimate:

<table>
<thead>
<tr>
<th>ROCKBRIDGE COUNTY</th>
<th>Percentages/Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population 2013 estimate</td>
<td>22,307</td>
</tr>
<tr>
<td>Persons per Household, 2008-2012</td>
<td>2.44</td>
</tr>
<tr>
<td>Median Household Income, 2008-2012</td>
<td>$45,859</td>
</tr>
<tr>
<td>Persons under 5 years, percent, 2010</td>
<td>3.9%</td>
</tr>
<tr>
<td>Persons under 18 years, percent, 2010</td>
<td>17.6%</td>
</tr>
<tr>
<td>Person 65 years and over, percent, 2010</td>
<td>23.6%</td>
</tr>
<tr>
<td>Persons below poverty level, percent, 2008-2012</td>
<td>12.0%</td>
</tr>
<tr>
<td>White alone, percent, 2013</td>
<td>94.6%</td>
</tr>
<tr>
<td>Black or African-American alone, percent, 2013</td>
<td>2.7%</td>
</tr>
<tr>
<td>Asian, alone, percent, 2013</td>
<td>0.6%</td>
</tr>
<tr>
<td>Hispanic or Latino, alone, percent, 2010</td>
<td>1.4%</td>
</tr>
<tr>
<td>Two or More Races, percent, 2010</td>
<td>1.5%</td>
</tr>
<tr>
<td>Language other than English spoken at home, pct. age 5+, 2008-2012</td>
<td>3.4%</td>
</tr>
</tbody>
</table>

http://quickfacts.census.gov/qfd/states/51/51163.html

<table>
<thead>
<tr>
<th>CITY OF BUENA VISTA</th>
<th>Percentages/Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population, 2013 estimate</td>
<td>6,680</td>
</tr>
<tr>
<td>Persons per Household, 2008-2012</td>
<td>2.29</td>
</tr>
<tr>
<td>Median Household Income, 2008-2012</td>
<td>$35,921</td>
</tr>
<tr>
<td>Persons under 5 years, percent, 2010</td>
<td>6.2%</td>
</tr>
<tr>
<td>Persons under 18 years, percent, 2010</td>
<td>21.4%</td>
</tr>
<tr>
<td>Person 65 years and over, percent, 2010</td>
<td>16.1%</td>
</tr>
<tr>
<td>Persons below poverty level, percent, 2008-2012</td>
<td>19.9%</td>
</tr>
<tr>
<td>White alone, percent, 2010</td>
<td>91.0%</td>
</tr>
<tr>
<td>Black or African-American, alone, percent, 2010</td>
<td>5.2%</td>
</tr>
<tr>
<td>Asian, alone, percent, 2010</td>
<td>0.4%</td>
</tr>
<tr>
<td>Hispanic or Latino, alone, percent, 2010</td>
<td>1.5%</td>
</tr>
<tr>
<td>Two or More Races, percent, 2010</td>
<td>1.7%</td>
</tr>
<tr>
<td>Language other than English spoken at home, pct. age 5+, 2008-2012</td>
<td>3.3%</td>
</tr>
</tbody>
</table>

http://quickfacts.census.gov/qfd/states/51/5111032.html
The area is home to several institutions of higher education, Virginia Military Institute, Washington & Lee University, Southern Virginia University, and Dabney S. Lancaster Community College. All institutions of higher learning are partners in our Regional Emergency Management Advisory Group (EMAG), which is the vehicle that is being used to conduct all planning and response to disasters. Additionally, this group is responsible for all training within the region and serves as the group for planning, conducting, and evaluating exercises within the region. All of these institutions have points of contact with the Emergency Management Coordinators.

Two railroad companies cross through the area: Norfolk-Southern and CSX. These railroads pose a significant risk to the area secondary to the amount of hazardous materials that are carried, and that the rails transverse a majority of the county. The railroad travels through densely populated areas such as Buena Vista.

The area has two major interstates that transverse the county, I-81 and I-64. Additionally, the roadways of U.S. Route 11, U.S. Route 130 and U.S. Route 501 are located within the jurisdictions. These routes are heavy traveled each day by local residents, visitors to the area and trade/commerce. The interstates support a significant amount of truck travel. The jurisdictions experience traffic crashes every week involving these roadways, to include tractor-trailers that may be carrying significant quantities of hazardous materials. Hazardous material incidents require an emergency response and may adversely impact the environment, the population, travel and commerce. Incidents involving the interstate system will quickly impact the other area roadways and jurisdictions. The risks become increased and widespread, travel time increases and populated areas assume additional risk of secondary incidents. Such circumstance places additional burden upon jurisdictional emergency services.

The EOP recognizes the increasing risks related to man-made hazards, identified through hazardous materials reporting required by the Superfund Amendments and Reauthorization Act of 1986 (SARA). The EOP further identifies, through a review of the Pre-Hazard Mitigation Plan for Central Shenandoah, Virginia, the risk level related to identified hazards and the past and on-going mitigations to address those risks. The chief natural hazards occurring in Rockbridge County, City of Buena Vista and City of Lexington include flooding, severe snow and ice storms, high winds, and risk of wildfire. The table below indicates the

<table>
<thead>
<tr>
<th>CITY OF LEXINGTON</th>
<th>Demographic</th>
<th>Percentages/Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population, 2013 estimate</td>
<td></td>
<td>7,170</td>
</tr>
<tr>
<td>Persons per Household, 2008-2012</td>
<td></td>
<td>2.06</td>
</tr>
<tr>
<td>Median Household Income 2008-2012</td>
<td></td>
<td>$36,511</td>
</tr>
<tr>
<td>Persons under 5 years, percent 2010</td>
<td></td>
<td>3.2%</td>
</tr>
<tr>
<td>Persons under 18 years, percent, 2010</td>
<td></td>
<td>11.2%</td>
</tr>
<tr>
<td>Person 65 years old and over, percent, 2010</td>
<td></td>
<td>14.2%</td>
</tr>
<tr>
<td>Persons below poverty level, percent 2008-2012</td>
<td></td>
<td>22.9%</td>
</tr>
<tr>
<td>White alone, percent, 2013</td>
<td></td>
<td>85.5%</td>
</tr>
<tr>
<td>Black or African-American alone, percent, 2013</td>
<td></td>
<td>2.3%</td>
</tr>
<tr>
<td>Asian, alone, percent</td>
<td></td>
<td>2.3%</td>
</tr>
<tr>
<td>Hispanic or Latino, percent, 2013</td>
<td></td>
<td>4%</td>
</tr>
<tr>
<td>Two or more races, percent, 2013</td>
<td></td>
<td>2.1%</td>
</tr>
<tr>
<td>Language other than English spoken at home, pct age 5+, 2008-2012</td>
<td></td>
<td>8.4%</td>
</tr>
</tbody>
</table>

Table No. 3 – 2013 Census Demographic Data

http://quickfacts.census.gov/qfd/states/51/51678.html
probability of the incidents previously identified as above. Both natural and man-made hazards identified below pose a potential for the loss of life, destruction of property, impact to agriculture and infrastructure.

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Probability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flooding</td>
<td>Significant</td>
</tr>
<tr>
<td>Drought</td>
<td>High</td>
</tr>
<tr>
<td>Hurricane</td>
<td>High</td>
</tr>
<tr>
<td>Severe Winter Weather</td>
<td>High</td>
</tr>
<tr>
<td>Land Subsidence/Karst</td>
<td>Medium</td>
</tr>
<tr>
<td>Tornado</td>
<td>Medium</td>
</tr>
<tr>
<td>Wildfire</td>
<td>Medium</td>
</tr>
<tr>
<td>Landslide</td>
<td>Low</td>
</tr>
<tr>
<td>Terrorism</td>
<td>Low</td>
</tr>
<tr>
<td>Earthquakes</td>
<td>Low</td>
</tr>
</tbody>
</table>

Table No. 4 – Hazard Ranking from Central Shenandoah Hazard Mitigation Plan

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

Assumptions

The Rockbridge County / City of Buena Vista / City of Lexington Emergency Operations Plan is based on an all-hazards principle that most emergency response functions are similar regardless of the hazard.

- The Emergency Management Coordinator of each locality will mobilize resources and personnel as required by the situation to save life, protect property, restore critical infrastructure, insure continuity of government and facilitate recovery of individuals, families, businesses and the environment.
- Incidents are managed at the local level.
- All parties will have mutual aid agreements with neighboring jurisdictions.
- Rockbridge County, the City of Buena Vista and the City of Lexington use the National Incident Management System (NIMS) and the Incident Command Structure (ICS).
- Special facilities (schools, nursing homes, adult day-care and child care facilities) are required to develop emergency plans. The Emergency Manager may request the facility to furnish a copy for review as applicable by the Code of Virginia.
- Regulated facilities (Superfund Amendments and Re-authorization Act) sites posing a specific hazard will develop, coordinate, and furnish emergency plans and procedures to local and state departments and agencies as applicable and required by codes, laws, regulations or requirements.

Tab 1 to Planning Situation and Assumptions
MAP OF ROCKBRIDGE COUNTY

Tab 2 to Planning Situation and Assumptions
MAP OF CITY OF BUENA VISTA

Tab 3 to Planning Situation and Assumptions
MAP OF CITY OF LEXINGTON
III. Roles and Responsibilities

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

The Emergency Management programs of Rockbridge County, the City of Buena Vista, and the City of Lexington involve local government officials, local government agencies, private sector and non-profit organizations. Their roles are summarized in the following discussions.

Elected Officials

Members of the Rockbridge County Board of Supervisors and Buena Vista and Lexington City Councils are responsible for:

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

Local Chief Executive Officer

The Administrator of Rockbridge County and the City Managers of Buena Vista and Lexington. These officers are responsible for:

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

Director of Emergency Management

The Rockbridge County Director of Emergency Management shall be the County Administrator. The Director of Emergency Management for the City of Buena Vista is the City Manager. The Director of Emergency Management for the City of Lexington is the City Manager. He/She is responsible for:

- Determining the need to evacuate endangered areas
- Exercising direction and control from the Emergency Operations Center (EOC) during disaster operations
- Overall responsibility for maintaining and updating the EOP

Emergency Management Coordinator

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

- Assessing the availability and readiness of local resources most likely required during an incident
- Developing mutual-aid agreements to support the response to an incident
- Coordinating damage assessments during an incident
- Advising and informing local officials about emergency management activities during an incident
- Developing and executing public awareness and education programs;
- Conducting exercises to test plans and systems and obtain lessons learned
- Involving the private sector and nongovernmental organizations in planning, training and exercises
- Maintaining the local EOC in a constant state of readiness
• Developing and maintaining the Emergency Operations Plan, ensuring the plan takes into account the needs of the jurisdiction, including persons, property, structures, individuals with special needs, and household pets
• Assuming certain duties in the absence of the director of emergency management
• Ensuring that the EOP is reviewed, revised and adopted every four years

Local Government Agencies

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

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

Emergency Support Functions (ESFs)

An ESF is a grouping of government and certain private-sector capabilities into an organizational structure to provide support, resources, program implementation, and emergency services that are most likely to be needed during incidents. Operating agencies and local departments participate in the Emergency Support Functions (ESF) structure as coordinators, primary response agencies and support agencies or as required to support incident management activities.

Rockbridge County, the City of Buena Vista and the City of Lexington identify the primary agencies on the basis of authority, scope of responsibility, available resources and capabilities. Support agencies are assigned based on the resources and capabilities in a given functional area. (See Appendix 1 – Matrix of Responsibilities). Additional discussion on roles and responsibilities of ESF coordinators, primary agencies, and support agencies can be found in the introduction to the ESF Annexes. Note, not all incidents result in the activation of the ESFs. The possibility exists an incident may be addressed without activating the ESFs. The ESFs are responsible for:

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

Nongovernmental and Volunteer Organizations

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

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

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

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

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

Citizen involvement

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

The Citizen Corps Council implements the Community Emergency Response Teams (CERT), Medical Reserve Corps (MRC), Neighborhood Watch, Volunteers in Police Service, and the affiliate programs and provides opportunities for special skills and interests. These programs develop targeted outreach for special needs groups and organize special projects and community events.

**Individuals and Households**

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

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

General

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

1. The Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended, provides that emergency services organizations and operations will be structured around existing constitutional government. Rockbridge County’s organization, along with the City of Buena Vista, and the City of Lexington, for emergency operations consists of existing government departments, non-governmental and private sector emergency response organizations.

2. The Director of Emergency Management is the County Administrator in Rockbridge County, and the City Manager in both Buena Vista and Lexington. The day-to-day activities of the emergency preparedness program have been delegated to the Emergency Management Coordinator of each respective government. The Director, in conjunction with the Coordinator, will direct and control emergency operations in time of emergency and issue directives to other services and organizations concerning disaster preparedness, and be responsible for dissemination of critical public information.

3. The Emergency Management Coordinator, assisted by department heads, will develop and maintain a primary Emergency Operations Center (EOC) from which to coordinate operations in time of emergency. Secondary to the three localities activating duplicate resources during time of emergency and disaster, an agreement exists whereas an emergency or disaster occurring within the boundaries of Rockbridge County, the City of Buena Vista and the City of Lexington, that each of the three governments will cooperate to Command and mitigate the situation.

   Depending upon the location of the emergency/disaster, the determination of where to open a jointly operated EOC will be decided by Unified Command. Unified Command consists of the Emergency Management Coordinators for Rockbridge County, the City of Buena Vista, and the City of Lexington. Each locality may maintain an EOC facility. Such serves as measure of redundancy with equipment and staff. The primary identified physical EOC location for conducting Unified Command is the Lexington Police Department, 11 Fuller Street, Lexington, VA.

4. The day-to-day activities of the emergency management program, for which the Emergency Management Coordinator is responsible, include developing and maintaining an Emergency Operations Plan, maintaining the EOC in a constant state of readiness, and other responsibilities as outlined in local and state regulations.

5. The Director of Emergency Management or in his/her absence the Emergency Management Coordinator shall determine the need to evacuate large areas and will issue orders for evacuation or other protective actions as necessary. Local law enforcement will implement evacuation directives and provide security for the evacuated area(s). In the event of a hazardous materials incident, the jurisdictional Fire Chief or his designee shall implement immediate protective actions, to include evacuation as appropriate.

6. Succession to the Director of Emergency Management shall be the Mayor or the Chairman of the Board of Supervisors.

7. The heads of all government departments and agencies will maintain plans and procedures in order to be prepared to effectively accomplish their assigned responsibilities.
8. The Emergency Management Coordinator will assure compatibility among the Emergency Operations Plan, and the plans and procedures of key facilities and private organizations within the jurisdiction as appropriate.

9. The local government must be prepared to bear the initial impact of a disaster. External resources may not be immediately available from the state or federal government during a natural or man-made disaster. All appropriate and locally available forces and resources will be fully committed before requesting assistance from the Commonwealth. Requests for assistance will be made through the local EOC, then forwarded to the Commonwealth of Virginia, Emergency Operations Center (VEOC) and State Coordinator as appropriate.

10. The Director of Emergency Management or in his/her absence the Emergency Management Coordinator, with support from designated local officials, will exercise direction and control from the EOC during disaster operations. The EOC may be partially or fully staffed depending on the type and scope of the disaster. The EOC will provide logistical and administrative support to response personnel deployed to the disaster site(s). 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.

11. The heads of government departments/agencies will develop and maintain detailed plans and standing operating procedures necessary for their departments to effectively accomplish their assigned tasks. Department and agency heads will identify sources from which emergency supplies, equipment and transportation may be obtained. Accurate records of disaster-related expenditures will be maintained. All disaster-related expenditures will be documented to provide a basis for reimbursement if Federal disaster assistance is initiated. In time of emergency, the heads of county/city offices, departments and agencies will continue to be responsible for the protection and preservation of records essential for the continuity of government operations. Department and agency heads will establish lists of succession of key emergency personnel.

12. Day-to-day functions that do not contribute directly to the emergency operation may be suspended for the duration of any emergency. Efforts that would routinely be required of those functions will be redirected to accomplish the goals of emergency incident mitigation.

13. In the event an incident exceeds local emergency response capabilities, outside assistance is available through mutual-support agreements with outside jurisdictions and volunteer emergency organizations or through the VEOC. A local emergency must be declared and local resources must be fully committed before state or Federal assistance is requested.

Concurrent Implementation of Other Plans

The Rockbridge County, City of Buena Vista, City of Lexington Emergency Operations Plan is the core plan for managing incidents. The EOP details the local coordinating structures and processes used during incidents. Supplemental agency and inter-agency plans provide details on the authority, response protocols and technical guidance for responding to and managing specific contingency situations, such as hazardous materials spills and wild land fires, etc. In many cases, the local agencies manage incidents under these plans using their authorities. The supplemental agency or inter-agency plans may be implemented concurrently with the EOP but, are subordinate to the overarching core coordinating structures, processes and protocols detailed within the EOP.

Organizational Structure

In accordance with the National Incident Management System (NIMS) process, resource and policy issues are addressed at the lowest possible organizational level. When issues cannot be resolved at that level, they are forwarded to the next higher authority level. Reflecting the NIMS construct and in alignment with the National Response Framework (NRF), the EOP includes the following Command and coordination structures:
• Incident Command Posts, on-scene and structured by the National Incident Management System
• Area Command (when required)
• Emergency Operations Centers
• Emergency Support Functions
• Joint Field Office (JFO), which is responsible for coordinating Federal assistance supporting local incident management activities
• Local Department of Emergency Management
• Director of Emergency Management
• Coordinator of Emergency Management
• Incident Commander

Emergency Operations Center (EOC)

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

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

The Incident Command System ensures:
• Manageable span of control (3 to 7 staff; optimum is a 5 to 1 ratio);
• Personnel accountability (each person reports to only one person in the chain of command)
• Functional positions staffed only as needed. Responsibilities for any unstaffed positions are delegated and consolidated with another staffed position

The diagram on page 21 represents the EOC staff structure. Additional details on the EOC function can be found in the ESF # 5 Annex.

Disaster Field Office (DFO) - Local

The Disaster Field Office (DFO) is responsible for coordinating Disaster assistance supporting local incident management activities. Activities at the DFO primarily focus on recovery operations. However, a DFO may simultaneously be operational with the local EOC during incident operations.

Additional details on the programs and services coordinated from the DFO are available in Emergency Support Function #14 Annex.
ROCKBRIDGE COUNTY/CITY OF BUENA VISTA/CITY OF LEXINGTON
ORGANIZATIONAL STRUCTURE

- Governing Body
  - Director of Emergency Management
  - Emergency Management Coordinator
ROCKBRIDGE COUNTY/CITY OF BUENA VISTA/CITY OF LEXINGTON
NATIONAL INCIDENT COMMAND SYSTEM STRUCTURE

Incident Commander

- Liaison
- Safety Officer

Public Information Officer

- Operations Section
- Planning Section
- Logistics Section
- Finance and Admin. Section
Sequence of Action

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

Non-emergency / Normal Operations

These are actions that are implemented during non-emergency or disaster periods that will prepare Rockbridge County. The City of Buena Vista and the City of Lexington for potential emergency response if necessary:

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

Pre-Incident Actions

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

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

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

Response Actions

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

- Law enforcement
- Protection of responder health and safety
- Fire
- Emergency Medical Services
- Evacuations
- Dissemination of public information
- Actions to minimize additional and collateral damages
• Urban search and rescue
• Public health and medical services
• Distribution of emergency supplies
• Debris clearance
• Protection and restoration of critical infrastructure
• Daily functions of the government that do not contribute directly to the emergency operation may be suspended for the duration of the emergency response
• Efforts and resources may be redirected to accomplish an emergency job or task
• Implementation of evacuation orders as required
• Open and staff emergency shelters as required
• Submit Situation Reports to the Virginia Emergency Operations Center (VEOC)

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

Recovery Actions

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

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

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

Mitigation Actions

Mitigation actions are completed to reduce or eliminate long-term risk to persons and property from hazards and damages. During the mitigation process, these issues need to be addressed:

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

The governing body shall declare, by resolution, an emergency to exist whenever the threat or actual occurrence of a disaster is or threatens to be of sufficient severity and magnitude as to require significant expenditure and a coordinated response in order to prevent or alleviate damage, loss, hardship or suffering. A local emergency may be declared by the Director of Emergency Management with the consent of the local governing body. If the governing body cannot convene secondary to the disaster or other exigent circumstances, the Director or in his absence, the Deputy Director, shall declare the existence of an emergency, subject to the confirmation by the governing body, and within 14 days of the declaration (Title §44-146.21 Code of Virginia).

A declaration of a local emergency as defined in statute §44-146.16 shall activate the Rockbridge County, City of Buena Vista, City of Lexington EOP, and authorize the furnishing of aid and assistance thereunder (Title 44-146.21(b)).

A declaration of a local emergency by a governing body is only binding upon the locality upon which that body governs. For all three localities to declare a local emergency, each governing body must independently and separately declare the Local State of Emergency.

Activation of the Emergency Operations Center (EOC)

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

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

Availability of staff and operational needs may allow or require positions to be combined or positions to not be filled. Functional positions are staffed only as needed. Responsibilities for any unstaffed positions are delegated and consolidated with another staffed position.

Communication, Alert and Warning will be provided to the public via the Emergency Alert System (EAS) and Alert Rockbridge. Other systems will be used as available to include door-to-door notifications, loud speakers, television, radio and the internet.
V. Finance and Administration

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

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

Concept of Operations

A. In an emergency situation as defined by the Emergency Operations Plan, the Finance Director or designee will be responsible for expediting the process of purchasing necessary capital items. Verbal approval will replace the usual written budget change request process. However, the budget change requests must be documented at a later time. The Director of Emergency Management or designee must request verbal approval of funding.

B. The Finance Director or designee will permit over-spending under specific line items, e.g. overtime, materials and supplies, under emergency circumstances as defined in the EOP. A year-end adjustment can be made, if required.

C. The Finance Department will staff the Emergency Operations Center’s Finance and Administration Section during emergency operations. This section will work with the Emergency Support Functions (ESFs) to facilitate necessary expenditures and purchases.

D. The Director of Emergency Management or designee must define disaster related expenditures for the Finance Section and the appropriate length of time these disaster-related expenditures will be incurred. All disaster related expenditures must be documented in order to be eligible for post-disaster reimbursement from the Commonwealth of Virginia or Federal Government. The Finance Department will implement record keeping of all incurred expenses throughout the emergency/disaster period. This office will also assist in compilation of information for the “Report of Disaster-Related Expenditures,” as required.

E. The Finance Department will work with ESF #7 - Resource Management, to track resource needs, purchases, equipment and personnel utilizing electronic software, to the extent possible.

F. Employees must complete and submit payroll records, to include overtime hours worked, during disaster response and recovery operations. Copies of employee payroll records must be signed by their supervisor or the EOC Manager, as appropriate.

G. The Chief Administrative Officer (county administrator / city manager) of each locality may re-assign local government employees, as needed, to maintain continuity of government during disaster response and recovery operations.

H. Each locality has established mutual-aid agreements with local volunteer and non-governmental agencies for use of facilities, food, equipment, and the like, during disaster response and recovery operations. Rockbridge County, City of Buena Vista and the City of Lexington also participate in the Statewide Mutual Aid (SMA) Agreement. The SMA provides for requesting goods, services, personnel and equipment through the Virginia Emergency Operations Center. Mutual Aid Agreements are referenced in ESF #7.
Actions

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

Coordination

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

The planning team may include the Emergency Management Coordinator, Public Works, representatives from internal agencies such as Finance, Human Resources, and the like. External group representatives may include Emergency Medical Services (EMS), fire, law enforcement, hospitals, The American Red Cross, the health department and others, as appropriate.

Rockbridge County, City of Buena Vista and the City of Lexington will conduct a comprehensive plan review and revision of its EOP every four years, followed by the EOP adoption by each governing body to ensure the plan remains current.

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

A responsibility of the EM Coordinator for each locality is to assure the EOP is tested and exercised on a scheduled basis.
VII. Exercise and Training

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

The Emergency Management Coordinator of each locality is responsible for the development, administration and maintenance of a comprehensive training and exercise program customized to the needs of the citizenry. This program will be designed to attain an acceptable level of emergency preparedness for Rockbridge County, the City of Buena Vista and the City of Lexington.

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

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

The Emergency Management Coordinator for each locality will maintain the training and exercise schedule and assure that the appropriate resources are available to complete the activities. All exercises will be done jointly with Rockbridge County, the City of Buena Vista and the City of Lexington as to maximize coordination, preparedness, efficiency and effectiveness.

Following each exercise or actual event, a hot-wash and After Action Review (AAR) will be conducted. Strengths and areas for improvement will be identified, addressed and incorporated into an update of the EOP.
Appendix 1 – Glossary of Key Terms

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Incident Command System
See: National Incident Management System

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

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

Local Emergency
The condition declared by the local governing body when in its judgment the threat or actual occurrence of 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/she 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. Reference Code of Virginia, § 44-146.16

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

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

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

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

National Incident Management System
A Command model for disaster response that uses common terminology, modular organization, integrated communications, unified command structure, action planning, manageable span or control, pre-designed facilities, and comprehensive resource management. With NIMS there are five functional elements: Command, Operations, Logistics, Planning and Finance/Administration. Post September 11, 2001, NIMS is used synonymous with the Incident Command System (ICS). ICS is, however, a separate framework from the NIMS model. NIMS incorporates ICS within its structure.
National Response Framework
Is a guide to how the Nation conducts all-hazard response. It is built upon scalable, flexible and adaptable coordinating structures to align key roles and responsibilities across the nation.

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

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

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

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

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

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

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

State
“State” or “state,” used in context with governmental jurisdiction, authority or responsibility, references and is used synonymous for, the Commonwealth of Virginia.

State of Emergency
The condition declared by the Governor when, in his judgment, a threatened or actual disaster in any part of the State is of sufficient severity and magnitude to warrant disaster assistance by the State to supplement local efforts to prevent or alleviate loss of life and property damage.
Superfund Amendments and Reauthorization Act of 1986
Established Federal regulations for the handling of hazardous materials.

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

Weapons of Mass Destruction
Any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than 4 ounces, or a missile having an explosive incendiary charge of more than 0.25 ounce, or mine or device similar to the above; poison gas; weapon involving a disease organism; or weapon that is designed to release radiation or radioactivity at a level dangerous to human life. (Source: 18 USC 2332a as referenced in 18 USC 921).
Appendix 2 – List of Acronyms

APHIS  Animal and Plant Health Inspection Service
CERT  Community Emergency Response Team
CFO  Chief Financial Officer
CR  Community Relations
DSCO  Deputy State Coordinating Officer
DHS  Department of Homeland Security
DRC  Disaster Recovery Center
DMME  Department of Mines, Minerals, and Energy
DRM  Disaster Recovery Manager
EAS  Emergency Alert System
EOC  Emergency Operations Center
ESF  Emergency Support Function
EPA  Environmental Protection Agency
ERT-A  Emergency Response Team – Advance Element
FBI  Federal Bureau of Investigation
FCO  Federal Coordinating Officer
FEMA  Federal Emergency Management Agency
HSEEP  Homeland Security Exercise and Evaluation Program
IC  Incident Commander
ICS  Incident Command System
JIC  Joint Information Center
JFO  Joint Field Office
LEPC  Local Emergency Planning Committee
MACC  Multi-agency Command Center
MOA  Memorandum of Agreement
MOU  Memorandum of Understanding
NAWAS  National Warning System
NCR  National Capital Region
NGO  Nongovernmental Organization
NIMS  National Incident Management System
NOAA  National Oceanic and Atmospheric Administration
NRC  Nuclear Regulatory Commission
NRF  National Response Framework
NWS  National Weather Service
PDA  Preliminary Damage Assessment
PIO  Public Information Officer
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>POC</td>
<td>Point of Contact</td>
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<tr>
<td>RACES</td>
<td>Radio Amateur Civil Emergency Services</td>
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<tr>
<td>SAR</td>
<td>Search and Rescue</td>
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<tr>
<td>SCC</td>
<td>State Corporation Commission</td>
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<tr>
<td>SOP</td>
<td>Standard Operating Procedures</td>
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<tr>
<td>USACE</td>
<td>U.S. Army Corps of Engineers</td>
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<td>USCG</td>
<td>U.S. Coast Guard</td>
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<td>USDA</td>
<td>U.S. Department of Agriculture</td>
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<tr>
<td>VOAD</td>
<td>Voluntary Organizations Active in Disaster</td>
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<tr>
<td>WAWAS</td>
<td>Washington Area Warning System</td>
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<td>WHO</td>
<td>World Health Organization</td>
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<td>WMD</td>
<td>Weapons of Mass Destruction</td>
</tr>
</tbody>
</table>
Appendix 3 – Authorities and References

Federal
1. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended
2. The Homeland Security Act of 2002
4. Local and Tribal NIMS Integration: Integrating the National Incident Management System into Local and Tribal Emergency Operations Plans and Standard Operating Procedures, V. 1, Department of Homeland Security

State

Local
1. Central Shenandoah Regional Pre-Hazard Mitigation Plan, 2013
## Appendix 4 – Matrix of Responsibilities

<table>
<thead>
<tr>
<th>Agency</th>
<th>ESF #1 Transportation</th>
<th>ESF #2 Communications</th>
<th>ESF #3 Public Works</th>
<th>ESF #4 Fire Fighting</th>
<th>ESF #5 Emergency Management</th>
<th>ESF #6 Mass Care</th>
<th>ESF #7 Resource Support</th>
<th>ESF #8 Health &amp; Medical</th>
<th>ESF #9 Search &amp; Rescue</th>
<th>ESF #10 Hazardous Materials</th>
<th>ESF #11 Agriculture &amp; Natural Resources</th>
<th>ESF #12 Energy</th>
<th>ESF #13 Public Safety</th>
<th>ESF #14 Long-Term Recovery</th>
<th>ESF #15 External Affairs</th>
<th>ESF #16 – Military Affairs</th>
<th>ESF #17 – Volunteers &amp; Donations</th>
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P = Primary  
S = Support
Appendix 5 – Succession of Authority

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

<table>
<thead>
<tr>
<th>Organization/Service Function</th>
<th>Authority in Line of Succession</th>
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<tbody>
<tr>
<td>Director of Emergency Management</td>
<td>1. County Administrator/City Manager</td>
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<td>2. Chairman BOS/Mayor</td>
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<tr>
<td>Coordinator of Emergency Management</td>
<td>1. Emergency Management Coordinator</td>
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<td>2. Deputy Emergency Management Coordinator</td>
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<td>Head of Law Enforcement</td>
<td>1. Sheriff/Police Chief</td>
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<td>2. Chief Deputy/Deputy Chief</td>
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<td>3. Senior Officer Deputy/Shift Sergeant</td>
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<td>1. Fire Chief</td>
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<td>2. Assistant Chief</td>
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<td>3. Captain</td>
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<td>2. Public Works Supervisor</td>
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<td>2. Deputy Director</td>
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<td>Local Social Services Director</td>
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<td>2. Social Work Supervisor</td>
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<td>3. Eligibility Supervisor</td>
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Table 5 – Succession of Authority
Appendix 6 – Emergency Operations Plan Distribution List

Director of Emergency Management (x3)
Emergency Management Coordinator (x3)
Rockbridge Sheriff's Office
Police Departments (x2)
Fire departments (x11)
Utility providers
Director of Inspections
Director of Parks and Recreation
Assessor (Chief)
Director of Social Services
Rockbridge County Administrator
City Manager (x2)
Unit Director - Extension Service
Health Department
County Attorney
City Attorney (x2)
Communications Center
Public School System
Public Information Office
Emergency Medical Services units (x4)
Virginia Department of Transportation
Damage Assessment Team
Local Emergency Planning Committee
The public via web-page
Appendix 7 – Essential Records

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

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

The evacuation of records in the event of an emergency will be accomplished only by approval of the Clerk of the Circuit Court. The loading and transportation of these records is the responsibility of the Sheriff’s Office.

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

Agencies/Organizations
Each agency/organization within Rockbridge County, the City of Buena Vista and the City of Lexington government should establish its own records protection program. Those records deemed essential for continuing government functions should be identified and procedures should be established for their protection, such as duplicate copies in a separate location and/or the use of safe and secure storage facilities. Provisions should be made for the continued operations of automated data processing systems and records.
Appendix 8 – NIMS Resolution

Declaration of Adoption
National Incident Management System

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

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

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

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

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

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

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

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

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

____________________________________
Chairman, Board of Supervisors

ATTEST:

____________________________________
Clerk, Rockbridge County Board of Supervisors

Adopted this ___ day of ____________________ 2014
Declaration of Adoption  
National Incident Management System

BE IT RESOLVED by the City of Buena Vista Department of Emergency Management as follows:

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

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

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

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

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

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

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

Adopted by the City of Buena Vista City Council and effective on the date of adoption.

____________________________________  
Mayor, City of Buena Vista

ATTEST:

____________________________________  
Clerk, City Council

Adopted this ___ day of ____________________ 2014
Declaration of Adoption
National Incident Management System

BE IT RESOLVED by the City of Lexington Department of Emergency Management as follows:

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

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

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

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

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

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

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

Adopted by the City of Lexington City Council and effective on the date of adoption.

____________________________________
Mayor, City of Lexington

ATTEST:

____________________________________
Clerk, City Council

Adopted this ___ day of ____________________ 2014
Appendix 9 – Resolution of Adoption of EOP

Resolution
Emergency Operations Plan

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

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

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

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

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

______________________________
Chairman, County Board of Supervisors

ATTEST:

______________________________
Clerk
Rockbridge County Board of Supervisors

Adopted this ___ day of ____________________ 20____
Resolution
Emergency Operations Plan

WHEREAS the City Council of the City of Buena Vista, Virginia recognizes the need to prepare for, respond to, and recover from natural and manmade disasters; and

WHEREAS the City of Buena Vista has a responsibility to provide for the safety and well being of its citizens and visitors; and

WHEREAS the City of Buena Vista has established and appointed a Director and Coordinator of Emergency Management.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Buena Vista, Virginia, this Emergency Operations Plan as revised is officially adopted, and

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

____________________________
Mayor, City of Buena Vista

ATTEST:

____________________________
Clerk
City Council

Adopted this ___ day of ____________________ 20___
Resolution
Emergency Operations Plan

WHEREAS the City Council of the City of Lexington, Virginia recognizes the need to prepare for, respond to, and recover from natural and manmade disasters; and

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

WHEREAS the City of Lexington has established and appointed a Director and Coordinator of Emergency Management.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Lexington, Virginia, this Emergency Operations Plan as revised is officially adopted, and

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

______________________________
Mayor, City of Lexington

ATTEST:

______________________________
Clerk
City Council

Adopted this ___ day of ____________________ 20____
Appendix 10 – Local Declaration of Emergency

Consent to Director of Emergency Management’s
DECLARATION OF EMERGENCY

WHEREAS, the (insert name of governing body) does hereby find:

1. That due to ________________________________, (insert name of locality) is facing dangerous conditions;

2. That due to ________________________________, conditions of extreme peril to life and property necessitates the proclamation of the existence of an emergency;

3. The Director of Emergency Management has declared a local emergency.

NOW THEREFORE, IT IS HEREBY PROCLAIMED that the (insert name of governing body) consents to the declaration of emergency by the Director of Emergency Services and the emergency now exists throughout ____________________; and

IT IS FURTHER PROCLAIMED AND ORDERED that the Rockbridge County/City of Buena Vista/City of Lexington Emergency Operations Plan is now in effect.

(insert name of governing body)

________________________________________
________________________________________
________________________________________
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________________________________________
________________________________________

ATTEST:

________________________________________
Clerk, (insert name of governing body)

Adopted this _____day of _____________, 20____
Appendix 11 – Record of Changes

Should any stakeholder find an error in this plan that stakeholder should contact the Emergency Management Coordinator and make him/her aware of the issue. Also if any person has a suggestion to improve upon this plan they should also contact their Emergency Management Coordinator to offer that suggestion. Changes to the plan will be made in coordination with all three localities.

<table>
<thead>
<tr>
<th>Date of Change</th>
<th>Section</th>
<th>Change</th>
<th>Authorization</th>
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</table>
Animal Care and Control Annex

Primary Agency
Virginia Cooperative Extension Service representative
Local Animal Control Officers
Law Enforcement Agencies
SPCA

Supporting Agencies
Emergency Management
Fire and EMS Agencies
Local Veterinary Clinics and Veterinarians

Introduction

Purpose:
To provide guidelines for rapid response to disasters affecting the health, safety and welfare of animals, both domestic and livestock. Resources in emergency preparedness, response and recovery include but are not limited to, small and large animal care, facility usage and displaced pet/livestock assistance.

The Animal Disaster Plan coordinates public and private sector resources to meet the animal-service needs that may arise during an emergency including:

- Rescue and capture of animals that have escaped confinement
- Evacuation/transportation
- Sheltering
- Veterinary care for the sick and injured
- Quarantine of infectious or contaminated animals
- Disposal of dead animals

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

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

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

A. Frequency of animal ownership in the United States

<table>
<thead>
<tr>
<th>Species</th>
<th>Percentage of US households owning pets</th>
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<tbody>
<tr>
<td>Dogs</td>
<td>36.5</td>
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<tr>
<td>Cats</td>
<td>30.4</td>
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<tr>
<td>Birds</td>
<td>3.1</td>
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<tr>
<td>Horses</td>
<td>1.5</td>
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Source: 2012 U.S. Pet Ownership & Demographics Sourcebook

B. Average number of animals per household

<table>
<thead>
<tr>
<th>Species</th>
<th>Average number of pets per pet-owning household</th>
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</thead>
<tbody>
<tr>
<td>Dog</td>
<td>1.6</td>
</tr>
<tr>
<td>Cat</td>
<td>2.1</td>
</tr>
<tr>
<td>Birds</td>
<td>2.3</td>
</tr>
<tr>
<td>Horses</td>
<td>2.7</td>
</tr>
</tbody>
</table>

Source: 2012 U.S. Pet Ownership & Demographics Sourcebook

Concept of Operations

Organization:

Animal Disaster Plan Manager (Virginia Cooperative Extension Service representative) coordinates all evaluation planning activities and assists, as appropriate, the animal care and control agency staff’s efforts to:

- Identify facilities that may be used to shelter evacuated animals
- Protect and care for animals during and following catastrophic emergencies, as well as participate in the evacuation of animals at risk during catastrophic emergencies
- Disseminates to the public appropriate action(s) that should be taken to protect and care for companion and farm animals that are to be evacuated or left behind

Rockbridge County, the City of Buena Vista and the City of Lexington Animal Control:

- Obtain information for dissemination to the public on the appropriate action that should be taken to protect and care for companion and farm animals during disaster situations
- Disseminate information on appropriate actions to protect and care for companion animals that are to be evacuated or left behind
- Makes public announcements about availability of animal shelters and their locations
- Coordinates the preparedness actions that should be accomplished in order to feed, shelter, and provide medical treatment for animals during and after catastrophic emergencies
- Upon notification by the Animal Disaster Plan manager (Virginia Cooperative Extension Service agent) at the EOC, provides a listing of the location(s) of the animal shelters that have been opened to shelter and care for companion animals
• Feed, shelter and secure veterinary treatment for animals during catastrophic emergencies
• Provide information to owners about facilities that have been opened to shelter and care for animals

Central Shenandoah Health District:

• To address health concerns as well as sanitary and safety issues as appropriate
• Recommend methods of proper isolation of diseased animals and disposal of dead animals
• Supervise prevention and control of epizootic and zoonotic diseases
• Develop procedures to handle all aspects of animal care and control in disaster and major emergency situations
  o Establish animal shelters
  o Rescue and evacuation
  o Health care
  o Food and water
  o Disposal
  o Identification and reuniting pets with their owners
  o Protection of citizens from any dangers (illness or injuries) posed by domestic pets during and after a disaster

ADMINISTRATIVE ACTIONS:

1. Normal Operations: Develop and maintain plans to provide animal care and control in time of emergencies.
   A. The Rockbridge County, City of Buena Vista, City of Lexington Emergency Operations Plan provides an organizational structure, chain of command, and outlines the duties and responsibilities of the designated Animal Disaster Plan Manager involved in implementation of the response to a disaster or major emergency. The Virginia Cooperative Extension Service Agent shall be designated as the Animal Disaster Plan Manager.
   B. Develop procedures for public information and education on animal disaster preparedness, to include a directory of recognized animal health care responders, licensed veterinarians and guidelines for individual owners on appropriate responses to disasters.
   C. Assign emergency duties and provide training of volunteers as appropriate.
   D. Identify essential shelters and develop procedures to provide for their security in time of emergency. Identify individuals qualified to make determinations regarding animal behavior with respect to legal authority and knowledge to make those decisions.
   E. Review and update plans and procedures, if necessary, as time permits.

2. Increased Readiness: A natural or man-made disaster is threatening the local area:
   F. Alert on-duty personnel
   G. Monitor the situation and be prepared to mobilize, if required
   H. Request stand-by of volunteers

3. Mobilization Phase: Conditions continue to worsen requiring full-scale mitigation and preparedness activities:
   I. Alert all personnel
   J. Activate resources as needed
   K. Activate Animal Care Units
   L. Implement evacuation, if requested by landowner
4. **Response Phase:** Disaster strikes. An emergency response is required to help protect lives and property. The appropriate designee of the animal disaster plan team and/or volunteers will:

   A. Maintain effective communication with the EOC, shelters and field personnel.
   B. Search, rescue and transport animals to shelters.
   C. Receive and care for animals.
   D. Identify, control and, if necessary, recommend the destruction of animals to the proper authorities that pose hazards to the well-being and safety of citizens. Recommend methods of proper disposal of dead animals in coordination with the Health District/Environmental Health Officer, the animal control officer and local veterinarians.
   E. Register, tag and maintain accurate records.
   F. Provide food, water, and waste disposal for small and large animals at the shelter.
   G. Provide care for sick and/or injured animals. Maintain secure veterinary medical facilities and supplies.
   H. Recommend methods and supervise prevention and control of epizootic and zoonotic diseases in conjunction with the Central Shenandoah Health District.

5. **Recovery Phase:**

   A. Identify and dispose of dead animals.
   B. Provide documentation of injuries and deaths of animals and cascading events resulting from emergencies and disasters and report this information to the state through the EOC.
   C. Reunite animals with owners.
   D. Open long-term shelter of animals for homeless owners.
   E. Report disaster related expenses to state agencies.
   F. Deactivate shelter.

6. **Evaluation Phase:**

   M. Determine what worked well and what improvements need to be made.
   N. Evaluate whether or not the individuals responsible for the plan kept their commitments.
   O. Revise the plan if necessary.

**RESPONSIBILITIES:**

1. The Animal Disaster Plan Manager (Virginia Cooperative Extension Service representative) will:

   A. Contact the Emergency Management Coordinator and/or the Deputy Emergency Management Coordinator to coordinate response activities with the recognized animal-care responders.
   B. Manage the public and private sector efforts to meet the animal service needs that arise including: Rescue and capture of animals that have escaped confinement, evacuation, sheltering, care of the injured, sick, and stray and disposal of dead animals.
   C. In coordination with the State Veterinarian and the USDA (located at the Virginia Department of Emergency Management office), assist in the isolation, euthanasia and disposal of diseased animals.
   D. Handle inquiries regarding actions to protect and care for companion animals, farm animals, (location of animal shelters, provisions and requirements, - e.g. use of leashes and cages – for transportation of companion animals, etc.) and available emergency assistance including how and where to get help for companion and farm animals.
2. SPCA will:
   A. Prepare a resource list that identifies the agencies/organizations that are responsible for providing the supplies (medical, food, and other necessary items) needed to treat and care for injured and sick animals during large-scale emergencies and disasters to include state and national resources.
   B. Activates emergency response teams (evacuation, shelter, medical treatment, search and rescue, etc.) as needed.

3. Animal Control Officers will:
   A. Assist with transportation of animals to shelters.
   B. Assist in animal rescue operations.

4. Health Department/Environmental Health will:
   A. Provide support when dealing with the safe isolation of diseased animals and coordinates with the animal care agencies and animal control to dispose of these animals when necessary in cooperation with the USDA.

5. VDOT will:
   A. Provide assistance in the disposal of diseased animals in disaster operations as requested by the licensed State representative at the local level.

ADMINISTRATION AND LOGISTICS:

1. Coordinate preparedness activities with the appropriate public and private sector organizational representatives. The activities include planning that addresses provisions for protection of companion and farm animals, and animals in animal shelters. Coordination with State and National animal protection volunteer groups will be necessary to ensure the needs of animals are met during disaster situations, as well as providing volunteer training opportunities.

2. Assess the situation and make a decision on the number and location of shelters that will be used to house animals. Typical facilities include the jurisdiction’s animal shelter(s), veterinary hospitals, boarding kennels. Facilities for agricultural animals could include boarding stables, horse farms, and dairy farms, and/or public land (after obtaining clearance through the EOC).

3. Make provisions for purchasing, stockpiling, or otherwise obtaining the essential stocks (food, water, medical, etc.) needed to support an extended stay (3-14 days) in shelters within the risk area or in mass care facilities.

4. Based on information on the high-hazard areas in the jurisdiction, make an initial estimate of the numbers and types of animals that may need to be evacuated.

5. Coordinate the actions needed to obtain sufficient personnel to staff animal shelters, as needed.

6. Ensure each animal shelter has a highly visible identity marker and sign that identifies its location, with signs from major intersections directing people to shelter(s).

7. Coordinate with the EOC to facilitate dissemination of information to the public on the location of the companion animal shelters that will be opened.

8. If appropriate, coordinates with personnel in public shelters to act as a referral source for individuals with service animals.
9. Open shelters and provide food, water, and medical care, as needed, for the animals in the shelter.

10. Keep shelters open as long as is deemed necessary by the animal control shelter manager.

11. Ensures each shelter receives the necessary supplies to sustain itself.

12. Forms emergency response teams (evacuation, shelter, veterinary treatment, search and rescue, etc.) that include trained professionals and volunteers to accomplish necessary actions during response operations.

13. Coordinates the services and assistance provided to the animal victims. Activities may include the protection, care, and disposal (if appropriate) of animal victims impacted by disasters.

14. Coordinates to arrange travel routes and schedules the timing for evacuation of farm animals, animals in kennels, veterinarian hospitals, animal shelters, etc. from the risk area.

15. As appropriate, mobilizes transportation vehicles (stock trailers, trucks equipped with animal cages, etc.) that may be used to evacuate the animals, to include transportation accommodations for large breed animals.

16. Implements evacuation by sending evacuation team(s) to load and transport the animals being evacuated.

17. As appropriate, dispatches search and rescue teams to look for animals left behind by their owners, stray animals, and others needing transportation to a safe location, in areas other than a mandated evacuation area. This need assessment will determine subsequent rescue efforts.

18. Coordinate with the Environmental Health on the location, collection, and disposal of dead animals.

19. When appropriate, terminate shelter operations and close the facility.
Tab 1 to Animal Care and Control Annex

ORGANIZATIONAL CHART OF EMERGENCY RESPONSE FOR ANIMALS

Emergency Management Coordinator

Chief Animal Control Officer

Humane Society

Health Department

Local Veterinarians

Transportation Coordinator

Housing Coordinator

Logistics Coordinator

Volunteer Drivers

Commercial Resources

Volunteer Homes

Food Medical Cages
Damage Assessment Annex

Coordinating Agency
Rockbridge County, City of Buena Vista, and City of Lexington Building and Zoning

Cooperating Agencies
Assessor’s Office
Department of Public Works
Department of Parks and Recreation
Department of Finance
Police Department
Extension Agent
Health Department
Sheriff’s Office
Department of Social Services
Public Schools
American Red Cross
Amateur Radio Emergency Services
Virginia Department of Transportation (VDOT)

Introduction

Purpose:
The Damage Assessment Support Annex describes the coordinating processes used to ensure the timely and accurate assessment and reporting of damages in Rockbridge County, the City of Buena Vista, and the City of Lexington after an emergency or disaster. The Damage Assessment Annex provides procedures to estimate the nature and extent of the damage(s), and outlines details of the damage assessment process as required by the Commonwealth of Virginia for determination of the need to request a Presidential Disaster Declaration as outlined in the Stafford Act.

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

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

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

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

During the recovery phase of a disaster, Rockbridge County, the City of Buena Vista and the City of Lexington will conduct a systematic analysis of the nature of the damage to public and private property, which estimates the extent of damage based upon actual observation and inspection. Damage assessment will be performed on an urgent basis to provide an initial estimate of damage. A damage estimate of public and private property is required for Rockbridge County, the City of Buena Vista and the City of Lexington. The assessment is to determine required actions, the establishment of properties, and the allocation of local government resources. The assessment also identifies the need for external assistance and resources.

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

1. Individual Assistance (IA):
   a. Temporary housing
   b. Individual and family grants (IFG)
   c. Disaster unemployment assistance
   d. Disaster loans to individuals, businesses and farmers
   e. Agricultural assistance
   f. Legal services to low-income families and individuals
   g. Consumer counseling and assistance in obtaining insurance benefits
   h. Social security assistance
   i. Veteran’s assistance
   j. Casualty loss tax assistance

2. Public Assistance (PA):
   a. Debris removal
   b. Emergency protective measures
   c. Permanent work to repair, restore or replace road systems, water control facilities, public buildings and equipment, public utilities, public recreational facilities, and the like

Assumptions:

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

1. The Initial Damage Assessment (IDA) results will be reported to the Virginia EOC within 72 hours of the incident (WebEOC –primary; Fax or Call – secondary).
2. At the Incident Commander’s discretion, a primary priority for damage assessment is to assess Rockbridge County, the City of Buena Vista and the City of Lexington structural / infrastructure damage(s).
3. A Federal/State supported Preliminary Damage Assessment will be conducted in coordination with Rockbridge County, the City of Buena Vista and the City of Lexington to verify IDA results and determine long-term needs. This data will be used to determine the need for a Presidential Disaster Declaration.
4. An estimate of expenditures and obligated expenditures will be submitted to Rockbridge County, the City of Buena Vista, the City of Lexington and to the VEOC before a Presidential Disaster declaration is requested.
5. Additional reports will be required when requested by the Emergency Management Director or Emergency Management Coordinator depending upon the type and magnitude of the incident;
6. Supplies, equipment and transportation organic to each organization will be utilized by that organization in the accomplishment of its assigned responsibility or mission.
7. Additional supplies, equipment and transportation essential to the continued operation of each organization will be requested through ESF #7 (Resource Support) within the EOC.
8. The approval to expend funds for response and recovery operations will be given by the department head from each agency or department involved in recovery operations. Each agency or department should designate a responsible person to ensure that actions taken and costs incurred are consistent with identified missions.

Concept of Operations

Organization:

The ultimate responsibility of damage assessment lies with the local governing authority. The Rockbridge County, the City of Buena Vista and the City of Lexington Emergency Management Coordinator or his/her designee will be responsible for damage assessments, collection of the data and preparation of necessary reports through the functions of ESF 14, (Long Term Recovery).

Damage assessments will be conducted by qualified, trained local teams under the supervision of the jurisdictional building department. The damage assessment teams will be supported by multiple agencies from Rockbridge County, the City of Buena Vista and the City of Lexington. If the nature of the incident is such that local resources are incapable of assessing the damage, state assistance will be requested of the VEOC via resource request procedures.

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

Basic administrative and accountability procedures for any damage assessment activities will be followed as required by County, State and Federal regulations. If supplies, materials and equipment are required, records will be maintained in accordance to jurisdictional, Commonwealth and Federal reporting requirements. All procurement processes will follow appropriate jurisdictional procurement policies and regulations, and Commonwealth and Federal policies and regulations as necessary.
9. Organizational Chart:

Responsibilities:

1. Department of Building and Zoning:
   a. Assemble the appropriate team and develop damage assessment plans, policies and procedures.
   b. Maintain a list of critical facilities that will require immediate repair if damaged.
   c. Appoint a representative to be located within the EOC to direct damage assessment operations to include operation of the teams, collecting data and developing accurate and appropriate reports for the Rockbridge County, City of Buena Vista and the City of Lexington Emergency Management Coordinators.
   d. Solicit cooperation from companies and local representatives of support agencies to serve as members of damage assessment teams.
   e. Conduct damage assessment training programs for the teams.
   f. Coordinate disaster teams, which are conducting the field surveys.
   g. Collect and compile incoming damage reports from field-teams, from other operations directors and from external agencies, systems and companies.
   h. Using existing policies and procedures, determine the state of damaged buildings and place notification / placards as necessary.
   i. Using existing policies and procedures, facilitate the issuance of building permits, and for the review and inspection of the site-related and construction plans submitted for the construction or restoration of buildings.
   j. Assist in the establishment of the sequence of repairs and priorities for the restoration of effected areas.
   k. Correlate and consolidate all expenditures for damage assessment to the Department of Finance.
I. Ensure that there will be an escort available for any Commonwealth or Federal damage assessment teams. And prior to the arrival of external damage assessment team(s), prepare an area or site map, showing the location of damage sites.

2. Department of Public Works:
   a. Designate representatives to serve as members of damage assessment team(s).
   b. Participate in damage assessment training.
   c. Collect and compile damage data regarding public and private utilities, and provide to City/County Department of Building and Zoning within the EOC.
   d. Participate, as requested, in Initial Damage Assessment field reviews, and provide escort for Commonwealth and local damage assessments.

3. Virginia Department of Transportation:
   a. Designate representatives to serve as members of damage assessment team(s).
   b. Participate in damage assessment training.
   c. Collect and compile damage data regarding public and private transportation resources, and provide the data to jurisdictional Department of Building and Zoning within the EOC.
   d. Participate, as requested, in the Initial Damage Assessment field reviews and provide escort for Commonwealth and Local damage assessments.

4. Extension Office:
   a. Designate representatives to serve as members of damage assessment teams.
   b. Participate in damage assessment training.
   c. Collect and compile damage data regarding public and private agricultural resources, and provide to jurisdictional Department of Building and Zoning within the EOC.
   d. Participate, as requested, in the Initial Damage Assessment field reviews and provide escort for Commonwealth and Local damage assessments.

5. Sheriff’s Office and Police Departments:
   a. Provide security for ingress and egress of the damaged area(s), post-event.
   b. Provide access and security for damage assessment activities with Rockbridge County, the City of Buena Vista and the City of Lexington.

6. Department of Finance:
   a. Collect, report and maintain estimates of expenditures and obligations required for response and recovery activities.
   b. Maintain accurate records of funds, materials and man-hours expended as a direct result of the incident;
   c. Report these estimates and obligations to the Emergency Management Coordinator for inclusion into the appropriate Public Assistance IDA categories.

7. Emergency Management:
   a. Overall direction and control of damage assessment for Rockbridge County, the City of Buena Vista and the City of Lexington.
   b. Reporting of damages to the Virginia EOC within 72 hours of the incident utilizing the appropriate Initial Damage Assessment format.
   c. Ensuring appropriate and adequate public information and education regarding the damage assessment process.

8. Public Information Officer:
   a. Ensures prior coordination with appropriate damage assessment coordination ESFs to provide periodic spot announcements to the public on pertinent aspects of the assessments.
Actions

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

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

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

Recovery:
- Continue damage assessment surveys as needed.
- Advise on priority repairs and unsafe structures.
- Facilitate the issuance of building permits and for the review and inspection of the site-related and construction plans submitted for the rebuilding/restoration of buildings.
- Monitor restoration activities.
- Complete an event review with all responding parties.
- Review damage assessment plans, policies and procedures in respect to the recent emergency response. Update as necessary and disseminate.
- Review building codes and land use regulations for possible improvements.
- Review and update the necessary logistical support to carry out emergency tasking. Instruct all departments to replenish used, on-hand inventory of supplies.
- Assist the Department of Finance in the preparation and submission of disaster assistance applications to the appropriate Commonwealth and/or Federal agencies for reimbursement of disaster related expenditures.
Tab 1 to Damage Assessment Annex
Damage Assessment Team Assignments

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

TEAM ASSIGNMENTS (based upon categories in the Damage Assessment Form)

I. PRIVATE PROPERTY

Category A – Residential/Personal Property:
Houses, manufactured dwellings, apartments, duplexes (identify number of families and units affected) – Include estimate for structures, private bridges, fencing and vehicles / boats.

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

Category B – Business and Industry:
Industrial plants and businesses (facilities, equipment, materials, commercial vehicles).

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

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

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

II. PUBLIC PROPERTY

Category A – Debris Clearance:
Debris on roads and streets, on public property, on private property and structure demolition.

Team: Department Heads and additional staff, as needed

Category B – Protective Measures:
1. Life and safety (all public safety report costs)

Team: Department Heads and additional staff, as needed

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

Team: Department Heads and additional staff, as needed
Virginia Department of Health
Category C – Road Systems:
Damage to roads and streets, bridges, culverts, sidewalks, traffic control systems.
   Team: VDOT
       Department Heads and additional staff, as needed

Category D – Water Control Facilities:
Damage to dams and drainage systems.
   Team: Department Heads and additional staff, as needed

Category E – Public Buildings and Equipment:
Damage to buildings, inventory, vehicles and equipment.
   Team: Department Heads and additional staff, as needed

Category F – Public Utility Systems:
Damage to water plants, dams, sanitary/sewage systems and storm drainage systems.
   Team: Department Heads and additional staff, as needed
       Virginia Department of Health – Environmental Health

Category G – Recreational Facilities:
Damage to parks, shelters, lighting and equipment.
   Team: Parks and Recreation
       Department Heads and additional staff, as needed
# Tab 2 to Damage Assessment Annex
## TELEPHONE REPORT

### LOCAL GOVERNMENT DAMAGE ASSESSMENT
#### TELEPHONE REPORT

<table>
<thead>
<tr>
<th>1. CALLER NAME</th>
<th>2. PROPERTY ADDRESS (include apt. no; zip code)</th>
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<table>
<thead>
<tr>
<th>3. TELEPHONE NUMBER</th>
<th>4. TYPE OF PROPERTY</th>
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<td>Home</td>
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<td>Rent</td>
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<td>Cell</td>
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<td>Lease (business only)</td>
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<td>Best time to call</td>
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<tr>
<td>Best number to use</td>
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<table>
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<tr>
<th>6. CONSTRUCTION TYPE</th>
<th>7. TYPE OF INSURANCE</th>
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<tr>
<td></td>
<td>Property</td>
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<tr>
<td></td>
<td>Sewer Back-up</td>
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<tr>
<td></td>
<td>Flood (Structure)</td>
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<td>Flood (Contents)</td>
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<td></td>
<td>Wind/Hurricane</td>
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<td></td>
<td>None</td>
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<table>
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<th>8. DAMAGES (Check all that apply)</th>
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<tr>
<td>HVAC</td>
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<td>Foundation</td>
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<td>Windows</td>
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<td>Sewer</td>
</tr>
<tr>
<td>Major Appliances</td>
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<tr>
<td>Basement Flooding</td>
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<tr>
<td>Furnace</td>
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<thead>
<tr>
<th>9. SOURCE OF DAMAGES</th>
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</thead>
<tbody>
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</tbody>
</table>

| 10. Based on the damages reported, the property is currently |  
| Habitable         | Uninhabitable |

<table>
<thead>
<tr>
<th>11. CALLER’S ESTIMATE OF DAMAGES</th>
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<tbody>
<tr>
<td>REPAIRS</td>
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<td>---------</td>
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<table>
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<th>12. COMMENTS</th>
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<table>
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<th>12. CALL TAKER</th>
<th>13. DATE &amp; TIME REPORT TAKEN</th>
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</table>
Tab 3 to Damage Assessment Annex
Cumulative Initial Damage Assessment Report

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

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

**Part I: Private Property CUMULATIVE DAMAGES**

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

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

<table>
<thead>
<tr>
<th>Type of Property</th>
<th>Estimated Dollar Loss</th>
<th>% Insured</th>
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</thead>
<tbody>
<tr>
<td>Category A (Debris Removal)</td>
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<td></td>
</tr>
<tr>
<td>Category B (Emergency Protective Measures)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category C (Roads and Bridges)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category D (Water Control Facilities)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category E (Public Buildings and Equipment)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category F (Public Utilities)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category G (Parks and Recreation Facilities)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>$0.00</td>
<td></td>
</tr>
</tbody>
</table>

Additional Comments:
### Public Assistance Damage Assessment Guidelines

<table>
<thead>
<tr>
<th>Category</th>
<th>Purpose</th>
<th>Eligible Activities</th>
</tr>
</thead>
</table>
| **A: Debris Removal**  | Clearance of trees and woody debris; building wreckage; sand, mud, silt, and gravel; vehicles; and other disaster-related material deposited on public and, in very limited cases, private property | • Debris removal from a street or highway to allow the safe passage of emergency vehicles  
• Debris removal from public property to eliminate health and safety hazards |
| **B: Emergency Protective Measures** | Measures taken before, during, and after a disaster to save lives, protect public health and safety, and protect improved public and private property | • Emergency Operations Center activation  
• Warning devices (barricades, signs, and announcements)  
• Search and rescue  
• Security forces (police and guards)  
• Construction of temporary levees  
• Provision of shelters or emergency care  
• Sandbagging  
• Bracing/shoring damaged structures  
• Provision of food, water, ice and other essential needs  
• Emergency repairs  
• Emergency demolition  
• Removal of health and safety hazards |
| **C: Roads and Bridges** | Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting and signs | • Eligible work includes: repair to surfaces, bases, shoulders, ditches, culverts, low water crossings, and other features, such as guardrails. |
| **D: Water Control Facilities** | Repair of irrigation systems, drainage channels, and pumping facilities. Repair of levees, dams, and flood control channels fall under Category D, but the eligibility of these facilities is restricted | • Channel alignment  
• Navigation  
• Land reclamation  
• Fish and wildlife habitat  
• Interior drainage  
• Irrigation  
• Erosion prevention  
• Flood control |
| **E: Buildings and Equipment** | Repair or replacement of buildings, including their contents and systems; heavy equipment; and vehicles | • Buildings, including contents such as furnishings and interior systems such as electrical work.  
• Replacement of pre-disaster quantities of consumable supplies and inventory. Replacement of library books and publications.  
• Removal of mud, silt, or other accumulated debris is eligible, along with any cleaning and painting necessary to restore the building.  
• All types of equipment, including vehicles, may be eligible for repair or replacement when damaged as a result of the declared event. |
| **F: Utilities** | Repair of water treatment and delivery systems; power generation facilities and distribution lines; and sewage collection and treatment facilities | • Restoration of damaged utilities.  
• Temporary as well as permanent repair costs can be reimbursed. |
| **G: Parks, Recreational Facilities, and Other Items** | Repair and restoration of parks, playgrounds, pools, cemeteries, and beaches. This category also is used for any work or facility that cannot be characterized adequately by Categories A-F | • Roads, buildings, and utilities within those areas and other features, such as playground equipment, ball fields, swimming pools, tennis courts, boat docks and ramps, piers, and golf courses.  
• Grass and sod are eligible only when necessary to stabilize slopes and minimize sediment runoff.  
• Repairs to maintained public beaches may be eligible in limited circumstances. |

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

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

Adapted from the Public Assistance Guide, FEMA 322; Additional policy information is available at [http://www.fema.gov/government/grant/pa/policy.shtm](http://www.fema.gov/government/grant/pa/policy.shtm)
# Tab 5 to Damage Assessment Annex

## Public Assistance Damage Assessment Field Form

**JURISDICTION:**

**INSPECTOR:**

**DATE:**

**PAGE 1 of**

<table>
<thead>
<tr>
<th>Key for Damage Categories (Use appropriate letters in the 'category' blocks below)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A.</strong> Debris Clearance</td>
</tr>
<tr>
<td><strong>B.</strong> Emergency Protective Measures</td>
</tr>
<tr>
<td><strong>C.</strong> Roads &amp; Bridges</td>
</tr>
<tr>
<td><strong>G.</strong> Parks, Recreation Facilities &amp; Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SITE #</th>
<th>WORK CATEGORY:</th>
<th>NAME of FACILITY and LOCATION:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>GPS (in decimal deg.):</td>
<td></td>
</tr>
</tbody>
</table>

**DAMAGE DESCRIPTION:**

<table>
<thead>
<tr>
<th>EMERGENCY FOLLOW-UP NEEDED?</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL ESTIMATED DAMAGES:</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td><strong>FLOOD INSURANCE</strong></td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td><strong>PROPERTY INSURANCE</strong></td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>NO DATA AVAILABLE (check box)</td>
<td></td>
<td></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>SITE #</th>
<th>WORK CATEGORY:</th>
<th>NAME of FACILITY and LOCATION:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<tr>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>GPS (in decimal deg.):</td>
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**DAMAGE DESCRIPTION:**

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<tr>
<th>EMERGENCY FOLLOW-UP NEEDED?</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL ESTIMATED DAMAGES:</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td><strong>FLOOD INSURANCE</strong></td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td><strong>PROPERTY INSURANCE</strong></td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>NO DATA AVAILABLE (check box)</td>
<td></td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SITE #</th>
<th>WORK CATEGORY:</th>
<th>NAME of FACILITY and LOCATION:</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
<td>GPS (in decimal deg.):</td>
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**DAMAGE DESCRIPTION:**

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<thead>
<tr>
<th>EMERGENCY FOLLOW-UP NEEDED?</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL ESTIMATED DAMAGES:</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td><strong>FLOOD INSURANCE</strong></td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td><strong>PROPERTY INSURANCE</strong></td>
<td>Y</td>
<td>N</td>
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<tr>
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## Individual Assistance Damage Assessment Level Guidelines

<table>
<thead>
<tr>
<th>Damage Definitions</th>
<th>General Description</th>
<th>Things to Look For</th>
<th>Water Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DESTROYED</strong></td>
<td>Structure is a total loss. <strong>Not economically feasible to rebuild.</strong></td>
<td>Structure leveled above the foundation, or second floor is gone. Foundation or basement is significantly damaged.</td>
<td>More than 4 feet in first floor.</td>
</tr>
<tr>
<td></td>
<td><strong>MAJOR</strong></td>
<td>Structure leveled or has major shifting off its foundation or only the foundation remains. Roof is gone, with noticeable distortion to walls.</td>
<td>More than 2 feet in mobile home.</td>
</tr>
<tr>
<td></td>
<td><strong>MINOR</strong></td>
<td>Structure is damaged and uninhabitable. Minor repairs are necessary to make habitable. <strong>Will take less than 30 days to repair.</strong></td>
<td>2 inches to 2 feet in first floor without basement.</td>
</tr>
<tr>
<td></td>
<td><strong>AFFECTED HABITABLE</strong></td>
<td>Structure has received minimal damage and is <strong>habitable without repairs.</strong></td>
<td>Less than 2 inches in first floor Minor basement flooding.</td>
</tr>
</tbody>
</table>

### IDA Tips: Estimating Water Depths

- **Brick**: 2 1/2 inches per course
- **Lap or aluminum siding**: 4 inches or 8 inches per course
- **Concrete or cinder block**: 8 inches per course
- **Door knobs**: 36 inches above floor
- **Stair risers**: 7 inches
- **Standard doors**: 6 feet 8 inches

**Additional information:** www.VAEmergency.com  
**Adapted from FEMA 9327.1-PR April 2005**  
**Revised 03/13/07 VDEM**
<table>
<thead>
<tr>
<th>Incident Type</th>
<th>Sector</th>
<th>Place Name</th>
<th>IDA Date</th>
<th>Geographic Area Description</th>
<th>Page #</th>
<th>Of Total Pages</th>
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<td>IDA Team</td>
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<td>SINGLE FAMILY</td>
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<tr>
<td>MULTI - FAMILY</td>
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<tr>
<td>MOBILE HOME</td>
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<tr>
<td>AFFECTED</td>
<td>Owner</td>
<td></td>
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<tr>
<td>RENTER</td>
<td></td>
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<tr>
<td>Secondary</td>
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<tr>
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<td>Secondary</td>
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<tr>
<td>Secondary</td>
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</tr>
<tr>
<td>TOTAL SECONDARY</td>
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<tr>
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</tr>
<tr>
<td>ROADS / BRIDGES</td>
<td>Number of Roads / Bridges Damaged</td>
<td>Number of Households Impacted</td>
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<td></td>
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</tr>
<tr>
<td>UTILITIES</td>
<td>Number of Households Without Utilities</td>
<td>Estimated Date for Utilities Restoration</td>
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<tr>
<td>Comments</td>
<td></td>
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</tbody>
</table>
Debris Management Annex

Primary Agency
Emergency Management
General Services or Contracted Agency

Supporting Agencies
Cities of Lexington and Buena Vista Department of Public Works
Virginia Department of Health
Virginia Department of Environmental Quality
Virginia Department of Transportation

Introduction

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

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

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

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

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

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

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

Policies:

- The debris removal process must be initiated promptly and conducted in an orderly, effective manner in order to protect public health and safety following an incident.

- A primary priority will be to clear debris from key roadways, in order to provide access for emergency vehicles and resources into the impacted area(s).

- A secondary priority will be that debris removal resources be assigned to providing access to critical facilities pre-identified by state and local governments.
• A tertiary priority for the debris removal teams is to address the elimination of debris related threats to the public health and safety, including such things as the repair, demolition or barricading of heavily damaged and structurally unstable buildings, systems or facilities, which pose a danger to the public.

• Any actions taken to mitigate or eliminate the threat to the public health and safety must be closely coordinated with the owner(s) or responsible party(s).

Concept of Operations

Organization:

The General Services will be responsible for coordinating debris removal operations for the locality. The locality will be responsible for removing debris from property under its own authority, as well as from private property, when it is deemed in the public interest. Debris must not be allowed to impede recovery operations for longer than the absolute minimal period. To this end, Public Facilities will stage equipment in strategic locations, locally as well as regionally, and when necessary, to protect the equipment from damage, and to preserve the decision maker’s flexibility for deployment of the equipment, and allow for the clearing crews to begin work immediately after the incident.

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

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

The locality will be responsible for managing the debris contract from project inception to completion, unless the government entities involved are incapable of carrying out this responsibility secondary to the lack of adequate resources. Under such inadequate circumstances, other state and federal agencies will be identified to assume the responsibility of managing the debris contract(s). Managing the debris contract will include such matters as monitoring of performance, contract modifications, inspections, acceptance, payment, and closing out of activities.

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

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

Initially, debris will be placed in temporary holding areas until such time as a detailed plan of debris collection and disposal is prepared. This is not anticipated until after the local traffic has been restored. Temporary debris collection sites should be readily accessible by recovery equipment and should not require extensive preparation or coordination for use. Collection sites will be on public property, when feasible, as to facilitate the implementation of the mission and mitigate against any potential liability requirements. Activation of sites will be under the control of the County/City engineer and will be coordinated with other recovery efforts through the local EOC.
appropriate, final disposal may be to the multi-jurisdictional sanitary landfill. Site selection criteria will be developed into a checklist format for use by these debris teams as to facilitate identification and assessment of potential sites. Criteria will include such factors of ownership of property, size of parcel, surrounding land uses and environmental conditions, and transportation facilities that serve the site.

To facilitate the disposal process, debris will be segregated by type. A recommendation is to standardize the categories of debris as to facilitate and coordinate debris mitigation. The Commonwealth, and its political subdivisions, will adopt the categories established for recovery operations by the Army Corps of Engineers. The categories of debris appear in Tab 1. Modifications to these categories can be made, as needed. Hazardous and toxic materials/contaminated soils, and debris generated by the event, will be handled in accordance with Federal, state, and local regulations. The area hazardous materials coordinator will be the initial contact for hazardous/toxic materials. (See the Hazardous Materials Plan.)

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

Due to the limited quantity of resources and service commitments following the disaster, the locality will be relying on private contractors to fulfill the mission of debris removal, collection, and disposal. Utilizing private contractors in lieu of government personnel in debris removal activities has a number of benefits. Contractors shift the burden of conducting the debris removal from government entities to the private sector. Such action releases government personnel to devote time to their routine assigned duties. Private contracting stimulates local, regional, and state economies impacted by the incident, as well as maximizes state and local governments' level of assistance from the Federal Government. Private contracting allows the locality to tailor contracted services to jurisdictional specific needs. The entire process, e.g., clearance, collection, transporting, reduction, and disposal, or other segments of the process, may be contracted.

Responsibilities:

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

• Establish debris assessment processes to define the scope of problem.

• Develop and coordinate prescript announcements with Public Information Office (PIO) regarding debris removal process, collection times, storage sites, use of private contractors, environmental and health issues, and the like.

• Document costs for the duration of the incident.

• Coordinate and track resources, both public and private.

• Upon completion of debris removal mission, close out debris storage and reduction sites by developing and implementing the necessary site remediation and restoration actions.

• Perform necessary audits of operation and submit claim for Federal assistance.
DEBRIS CLASSIFICATIONS*

Definitions of classifications of debris are as follows:

1. **Burnable materials**: Burnable materials will be of two types with separate burn locations.
   
a. **Burnable Debris**: Burnable debris includes but is not limited to, damaged and disturbed trees, bushes and shrubs, broken or partially broken and severed tree limbs and bushes. Burnable debris consists predominately of trees and vegetation. Burnable debris does not include garbage, construction and demolition materials.

   b. **Burnable Construction Debris**: Burnable construction and demolition debris consist of non-creosote structural timber, wood products, and other materials designated by the coordinating agency representative.

2. **Non-burnable Debris**: Non-burnable construction and demolition debris include but are not limited to, creosote timber, plastic, glass, rubber and metal products, sheet rock, roofing shingles, carpet, tires, and other materials as may be designated by the coordinating agency. Garbage and household waste will be considered non-burnable debris.

3. **Stumps**: Stumps will be considered tree remnants exceeding 24 inches in diameter; but no taller than 18 inches above grade, to include the stump ball. Any questionable stumps shall be referred to the designated coordinating agency representative for determination of its disposition.

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

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

Reference:

Debris classifications developed and used by Corps of Engineers
DEBRIS QUANTITY ESTIMATES

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

Determine population (P) in the affected area using the 2013 Census Data for Rockbridge County, the City of Buena Vista, and the City of Lexington. The assumption of three persons per household (H) is used for this model.

The model formula is:

\[ Q = H \times (C) \times (V) \times (B) \times (S) \]

Where

- **Q** is quantity of debris in cubic yards
- **H** is the number of households
- **C** is the storm category factor in cubic yards. It expresses debris quantity in cubic yards per household by category and includes the house and its contents, and land foliage--Category 5 storm Value of C Factor is 80 cubic yards.
- **V** is the vegetation characteristic multiplier. It acts to increase the quantity of debris by adding vegetation including shrubbery and trees on public rights of way--Vegetative Cover Heavy - Value of Multiplier is 1.3.
- **B** is the commercial/business/industrial use multiplier and takes into account areas that are not solely single-family residential, but includes retail stores, schools, apartments, shopping centers and industrial/manufacturing facilities--Commercial Density Heavy - Value of Multiplier is 1.3.
- **S** is the storm precipitation characteristic multiplier which takes into account either a wet, or a dry storm event, with a wet storm, trees will up-root generating a larger volume of storm generated debris (for category III or greater storms only)--Precipitation Characteristic Medium to Heavy - Value of Multiplier is 1.3.

Then \[ Q = (H) \times 80 \times (C) \times 1.3 \times (V) \times 1.3 \times (B) \times 1.3 \times (S) = 1.9 \text{ MILLION CUBIC YARDS} \]

Reference:

District Corps of Engineers, Emergency Management Branch, Debris Modeling
Dam Safety Annex

Primary Agency
Emergency Management
Sheriff's Department

Supporting Agencies
County/City Administrator
Virginia Department of Conservation and Recreation (DCR)
Fire and EMS services
Law Enforcement agencies
CERT

Introduction

Purpose:
To facilitate the evacuation of downstream residents in the event of an imminent or impending dam failure.

Scope:
The Virginia Department of Conservation and Recreation provides detailed guidance to dam owners in developing an emergency action plan in the event of dam failure. Local government is also responsible for developing compatible procedures to warn and evacuate the public in the event of dam failure.

Policies:

Dam owners will:
- Develop an Emergency Action Plan for warning and evacuating the public in the event of dam failure.
- Obtain an Operation and Maintenance Certificate from the Virginia Department of Conservation and Recreation.
- Operate and maintain the dam to assure the continued integrity of the structure.

Local Government will:
- Develop compatible procedures to warn and evacuate the public in the event of dam failure.

Concept of Operations

Organization:
Dam owners are responsible for the proper design, construction, operation, maintenance, and safety of their dams. They are also responsible for reporting abnormal conditions at the dam to the Sheriff/Chief of Police, the County/City Administrator and the Coordinator of Emergency Management and to recommend evacuation of the public below the dam if it appears necessary. Owners of dams that exceed 25 feet in height and impound more than 50 acre-feet (100 acre-feet for agricultural purposes) of water must develop and maintain an Emergency Action Plan. This plan shall include a method of notifying and warning persons downstream and of notifying local authorities in the event of impending failure of the dam. An Emergency Action Plan is one of three items required prior to issuance of an Operation and Maintenance Certificate by the Virginia Department of Conservation and Recreation. In addition to the Virginia Department of Conservation and Recreation, a copy of the plan must be provided to the local Director of Emergency Management and to the Virginia Department of Emergency Management.
Standards have been established for Dam Classifications and Emergency Stages. See Tab 1. The affected public will be routinely notified of conditions at the dam during Stage I. If conditions escalate to Stage II, emergency services personnel will immediately notify the public affected to be on alert for possible evacuation of the areas that would be flooded. If conditions deteriorate and overtopping or failure of a dam has occurred or is imminent, as in Stage III, the County Administrator and/or the Coordinator of Emergency Management and/or the Chairman/Director of Emergency Management will warn the public, order evacuation from the affected area, and declare a local emergency.

Responsibilities:

Dam Owners:
Develop an Emergency Action Plan for warning and evacuating the Public in the event of dam failure; Obtain an Operation and Maintenance Certificate from the Virginia Department of Conservation and Recreation; and Operate and maintain the dam to assure the continued integrity of the structure.

Local Government
- Develop compatible procedures to warn and evacuate the public in the event of dam failure.
- Notify public of possible dam failure.
- Order immediate evacuation of residents in expected inundation areas.
- Sound warning through use of sirens, horns, and vehicles with loudspeakers, Emergency Alert System, telephone calls, and door-to-door notification to evacuate individuals immediately out of the area or to high ground in area for later rescue.
- Provide assistance to disaster victims.
- Clean up debris and restore essential services.
- All agencies tasked in this plan implement recovery procedures.
- Review emergency procedures used and revise, if necessary, to insure lessons learned are applied in future disasters.
- Determine what mitigation measures, if any, should be initiated (zoning, design of dams, etc.).
Tab 1 to Dam Safety Annex

**DAM CLASSIFICATIONS AND EMERGENCY STAGES**

**Dam Classifications**

Dams are classified, as the degree of hazard potential they impose should the structure fail completely. This hazard classification has no correlation to the structural integrity or probability of failure.

Dams which exceed 25 feet in height and impound more that 50 acre feet in volume, or 100 acre feet if for agricultural purposes, are required to obtain an Operation and Maintenance Certificate which includes the development of an emergency action plan administered by the Department of Conservation and Recreation.

- **Class I** (High Hazard) - Probable loss of life; excessive economic loss.
- **Class II** (Moderate Hazard) - Possible loss of life; appreciable economic loss
- **Class III** (Low Hazard) - No loss of life expected; minimal economic loss.

**Emergency Stages**

When abnormal conditions impact on a dam, such as flooding or minor damage to the dam, the dam owner should initiate specific actions that will result in increased readiness to respond to a potential dam failure. The following stages identify actions and response times which may be appropriate.

- **Stage I** - Slowly developing conditions; five days or more may be available for response. Owner should increase frequency of observations and take appropriate readiness actions.

- **Stage II** - Rapidly developing conditions; overtopping is possible. One to five days may be available for response. Increase readiness measures. Notify local Coordinator of conditions and keep him informed.

- **Stage III** - Failure has occurred, is imminent, or already in flood condition; overtopping is probable. Only minutes may be available for response. Evacuation recommended.
Tab 2 to Dam Safety Support Annex

LOCAL DIRECTORY OF DAMS REGULATED BY
VIRGINIA DEPARTMENT OF CONSERVATION AND RECREATION AND
REQUIRING EMERGENCY ACTION PLANS

Class I - High hazard, probable loss of life, and excessive economic loss in the event of complete failure.

Gathright Dam
Alleghany County, 96-100 river miles (James, Calfpasture, and Jackson upstream and west of Natural Bridge Station and Glasgow.
Structural Height: 257' Maximum Capacity: 426,000 acre-feet
Type: Rockfill Purpose: Recreation, Flood Control
Owner: US Army Corps of Engineers
Contact: Safety Engineer: Pete Riley (757) 441-7698
Dam Safety Coordinator: (same as above)

Goshen Dam
Lake Merriweather, Little Calfpasture River, 1 mile upstream of State Route 39 between Goshen and Rockbridge Baths.
Structural Height: 40' Maximum Capacity: 11,200 acre-feet
Type: Earth Purpose: Recreation
Owner: Boy Scouts of America
Operator: Mike Jolly (540) 255-3053 or Jack Lyle (540) 997-5353

Robertson Dam
Lake Robertson, Colliers Creek, 2-1/2 miles upstream of Collierstown
Structural Height: 55' Maximum Capacity: 678 acre-feet
Type: Earth Purpose: Recreation
Owner: Virginia Dept. of Game & Inland Fisheries
Acting Chief of Engineering: Larry Mohn, (540) 248-9360

Cave Mountain Dam
Buck Run, 2 miles west of Natural Bridge Learning Center
Structural Height: 30' Maximum Capacity: 37 acre-feet County of Rockbridge-
Type: Gravity Purpose: Recreation
Owner: USDA Forest Service
Operator: Thomas Jefferson National Forest,
Forest Ranger: Pat Egan (540) 997-1339 or Glenn Szarzynski (540) 377-5927

Class II - Moderate hazard, possible loss of life, and appreciable economic loss in the event of complete failure.

Moores Creek Dam
6.5 miles west of Murat
Structural Height: 89' Maximum Capacity: 1,220 acre-feet
Type: Earth Purpose: Water Supply, Recreation
Owner: City of Lexington
Contact: Engineering Firm, (276) 328-2161
Michael Hatfield, (276) 679-7586
**Turner Dam**
Tributary of Cedar Creek  
Structural Height: 50' Maximum Capacity: 355 acre-feet  
Type: Earth Purpose: Recreation  
Owner: Natural Bridge of Virginia, Inc., 291-2121

**Koogler Dam**
Moores Creek  
Structural Height: 30' Maximum Capacity: 160 acre-feet  
Type: Earth Purpose: Recreation  
Owner: Glen Koogler (540) 377-2090

**Cold Sulfur Springs Dam**
Structural Height: 25' Maximum Capacity: 73 acre-feet  
Type: Earth Purpose: Recreation  
Owner: J. C. Goodbar, Harold Edwards, Willis Edwards  
Contact: Harold Edwards (540) 463-5844 (W), (540) 463-5270 (H)  
John Goodbar (540) 463-2168 (W), (540) 463-4994 (H)

**Class III** - Low hazard, no loss of life expected, and minimal economic loss in the event of complete failure.

None
Pandemic Influenza (Flu) Annex

Coordinating Agency

Rockbridge County Emergency Management
City of Buena Vista Emergency Management
City of Lexington Emergency Management
Central Shenandoah Health District

Purpose

This annex serves to provide information and guidelines to local government officials and public service authorities for the potential outbreak of influenza resulting in a pandemic. These guidelines are intended to provide non-medical direction to local officials and/or emergency managers during the planning and implementation phases of a pandemic influenza emergency, while remaining general enough to allow for flexibility at the local level. Rockbridge County, the City of Buena Vista, and the City of Lexington will look to the Central Shenandoah Health District for direction on medical interventions. Coordination between the local government and the health department are paramount in mitigating the effects of a pandemic.

Pandemic planning requires that people and entities not accustomed to responding to health crises understand the actions and priorities required to prepare for, respond to, and recover from these potential risks. With that said, this annex is designed to establish strategies and/or measures that may contain and control influenza outbreaks; limit the number of illnesses and deaths, and minimize social disruption and economic losses.

Situation

Pandemic Influenza (Flu)

Pandemics are different from seasonal outbreaks or “epidemics” of influenza. Seasonal outbreaks are caused by subtypes of influenza viruses that already exist among people. They occur from time to time and in most cases can be treated through vaccinations and/or medicines.

An epidemic is an outbreak of a disease similar to a seasonal flu. The difference between the two is that an epidemic outbreak may affect a limited area, such as a city, county, and/or state. A pandemic can extend beyond the borders of several or more countries. As noted, a pandemic may also be regional or localized if it involves more cases than a simple epidemic.

Influenza is a highly contagious viral disease that can spread from the coughing and sneezing of an infected individual or by picking up the virus from a contaminated surface, such as a door knob, a person’s hand, etc. Signs and symptoms of influenza illness may include fever, muscle aches, headache, malaise, coughing, sore throat, and runny nose. Children may show signs of the infection through ear infections, nausea and vomiting.

More information regarding influenza can be found in Tab 2 of this plan annex.
Event Phases

The Virginia Department of Health (VDH) is continuously monitoring the types, frequency, and character of outbreaks that are occurring in the international community, in coordination with its federal partners.

The World Health Organization (WHO) has developed and refined Pandemic Influenza Phases, which are illustrated on Figure 1. These phases are intended to characterize the progression of transmission that may be experienced during the course of an event.

Sustained human-to-human transmission, Phase 6, will trigger the implementation of plans and mobilization of resources in an attempt to contain and mitigate the effects of the event on the world community.

The Federal Government developed stages associated with the WHO Global Pandemic Phases to facilitate federal agency planning process. Virginia will use the framework of the United States Government (USG) stages as they relate to the planning and coordination of response initiatives between the levels of government. It is important to understand, however, that the Federal government may not necessarily declare a USG stage concurrent with a WHO Phase, unless there is compelling need to do so. A WHO Phase declaration does not automatically result in a USG Phase declaration.
Assumptions

A. Pre-event planning is critical to ensure a prompt and effective response to a pandemic influenza, as its spread will be rapid, reoccurring (in multiple waves), and difficult to stop once it begins.

B. A pandemic disease outbreak may precipitate infection rates exceeding 25 percent in an affected population, with projected mortality rates in excess of normal seasonal flu activity.

C. Workforce absenteeism may rise as high as 40 percent at the height of a given pandemic wave, significantly affecting critical services, infrastructure, supply chain pipelines, etc.
D. All operations and services within the public and private sector will be compromised in varying degrees throughout the response and recovery phases; however, proper planning and adequate resources may sustain essential operations/services and mitigate the effects of the event across all sectors (e.g., government, education, health, commerce and trade, critical infrastructure, etc.)

E. Due to the universal susceptibility of the public to an influenza virus and the anticipated pervasive impact on all segments of society, the majority of the medical and non-medical consequences of the event will be addressed by the public and private sectors in the context of the existing emergency management framework, supporting infrastructure, available resources, and associated supply chains with marginal support from new or external parties.

F. Although technical assistance and support will be available through the federal government prior to, during, and following the event period, it will be limited in contrast to other natural and man-made events that impact a specific geographic area in a more defined, shorter, and nonrecurring timeframe.

G. A comprehensive and integrated strategy will require the involvement of all levels of government, the private sector, non-governmental organizations (NGO’s), and citizens.

H. At the state level, the Commonwealth of Virginia Emergency Operations Plan (COVEOP), which is in compliance with the National Response Framework (NRF) and the National Incident Management System (NIMS), provides the framework to coordinate response and recovery operations and associated support to address the consequences of a pandemic disease outbreak.

I. Pan Flu planning is inherent in continuity of operations and business planning initiatives in the public and private sectors. It focuses on implementing strategies and tools required to adapt to an environment where there is a reduced capacity to sustain essential operations, services, resource support, and critical infrastructure due to increased illness and death rates.

J. The Commonwealth has secured a large inventory of antiviral drugs so as to be able to treat a significant portion of the affected population; these antivirals will be released once evidence suggests normal commercial supplies are inadequate or are reasonably expected to be depleted. There will be a significant and sustained increase in demand for medical services during each wave that will overwhelm the healthcare system and compromise the overall standard of care provided.

K. Vaccines will be in limited quantities when made available, necessitating the need to develop and implement a distribution plan. VDH has developed a Pandemic Vaccine Distribution and Administration Plan for this purpose.

L. Local and regional health infrastructure and associated resources will be quickly committed to providing the necessary treatment and supporting strategies to effectively respond to a potentially developing or actual event.

M. Non-pharmaceutical interventions such as social distancing, if applied in a timely manner, will play a significant role in mitigating the impacts of the disease at the local and state level.

O. Of those who become ill with influenza, 50% may seek outpatient care. Ill persons should call ahead to their health care providers for guidance rather than presenting at provider treatment locations to avoid exposing other persons seeking medical care but who do not have influenza.

*Special Note on Continuity of Operations Plans, Pandemic Flu Annex*
Through guidance from the Office of Commonwealth Preparedness (OCP) continuity planning program, VDEM created a Pandemic Influenza Annex to its pre-existing continuity of operations (COOP) plan guidance. This annex can be used by state agencies, institutions of higher education or local governments. This can be found at http://www.vaemergency.com/library/coop/panflu/index.cfm

**Citizen Preparedness**

The Virginia Department of Emergency Management (VDEM) website includes links to the U.S. Department of Health and Human Services (HHS) and the Centers for Disease Control (CDC) to provide the necessary information and guidance to citizens regarding what they need to do to be prepared in the event of a pandemic influenza. The website also provides information on a variety of programs that citizens can become a part of to support community preparedness and response activities. Some of these include: the Community Emergency Response Team (CERT), Neighborhood Watch Program, Public Safety Volunteers in Virginia, Medical Reserve Corps (MRC), Fire Corps, and Volunteers in Police Service.

**Concept of Operations**

**Community Mitigation Strategies**

Rockbridge County, City of Buena Vista, and City of Lexington, in coordination with the Central Shenandoah Health District will determine the need to implement any of these initiatives. More information on Community Strategy and further explanation can be found in Tab 3 of this plan annex.

**External Affairs/Public Information**

Dissemination and sharing of timely and accurate information with all stakeholders and the public will be one of the most important facets of the pandemic response. Advising the public on actions they can take to minimize their risk of exposure or actions to take if they have been exposed, will reduce the spread of the pandemic and may also serve to reduce panic and unnecessary demands on vital services. Clear, concise, consistent and timely Public information is essential to a successful response effort. To this end, VDH may activate a Public Health Information Center (Call Center) and important information will be posted on the agency website. If necessary and the need exists, VDEM may choose to open the Public Information Center.

Rockbridge County, City of Buena Vista, and City of Lexington will coordinate the sharing of information among decision makers along with other agencies vital to mitigating the hazard, more specifically, all agencies listed under the “Responsibilities” as appropriate. This effort will follow the already established processes of information sharing as outlined in the External Affairs/Public Information section of the Rockbridge County/City of Buena Vista/City of Lexington Emergency Operations Plan.

**Declaration of State of Emergency**

Rockbridge County/City of Buena Vista/ City of Lexington

All of the current authorities granted to Rockbridge County, City of Buena Vista, and City of Lexington remain constant as described by the Code of Virginia in Title 44 §146.21. A declaration of a local emergency shall activate the Rockbridge County/City of Buena Vista/ City of Lexington Emergency
Operations Plan. A further explanation of these authorities can be found in Tab 1 “Legal Authorities” of this plan annex.

Commonwealth of Virginia

In order to mobilize the necessary resources to respond to an influenza pandemic, the Governor will declare a State of Emergency through the issuance of an Executive Order. The projected impact of an influenza pandemic on local and state government will necessitate a request for federal assistance. A State of Emergency will be considered when the State response stage reaches #3, or as determined by the Governor in consultation with the State Health Commissioner. While unlikely, an Executive Order could be issued or an existing order amended to mandate the closure of public and private facilities such as, but not limited to, schools and institutions of higher education. A further explanation of these authorities can be found in Tab 1 of this plan annex.

Public Health Authorities

The State Health Commissioner and the Board of Health have the authority under the Code of Virginia to take the necessary actions to protect the public health. Under Virginia law and the Department of Health, the Health Commissioner and his/her local designee, the District Health Director, as quoted "shall take measures as may be necessary to prevent the spread of the disease or occurrence of additional cases" and to protect the public’s health. These authorities are listed in Tab 1 of this plan annex.

Virginia Department of Health

The Virginia Department of Health (VDH) will be the lead agency with regard to addressing all health and medical issues and needs related to the influenza pandemic and providing the necessary guidance to responders, government agencies, businesses, and citizens throughout the Commonwealth. VDH developed a pandemic influenza plan in 2002 and will continue to make revisions, as necessary, to reflect the most current guidance provided by HHS. The VDH Pandemic Influenza Plan and the Pandemic Influenza Annex to the Commonwealth of Virginia’s Emergency Operations Plan, which focuses on the non-health sectors, represent the Commonwealth’s overall plan to respond and recover from a pandemic influenza outbreak.

Sources of medical and non-medical stockpiles include:
- Virginia's purchase of an antiviral stockpile (maintained by a contract vendor responsible for storage and emergency distribution)
- Virginia’s receipt and storage of antivirals and federal medical supplies during the Spring of 2009.
- Metropolitan Medical Response System (MMRS) caches in Virginia’s three (3) MMRS areas (Northern Virginia, Richmond and Hampton Roads), hospital supplies provided through Health Resources and Services
- Administration/Assistant Secretary for Preparedness and Response (HRSA/ASPR) grants,
- Supplies purchased by the Health Districts and stored onsite for immediate response purposes
- The Commonwealth of Virginia Strategic National Stockpile (SNS) Plan for federal stockpile assets

Virginia may also request federal assets through the use of the FEMA Action Request Form process as described in the SNS Plan.

Just-in-time purchasing arrangements exist through VDH’s pre-approved vendor list as well as pre-scripted VEOC equipment and supply lists, available for activation in the event of a declared emergency. Virginia’s primary SNS Remote Storage Sites (RSS) site, a state-owned facility, will be made available for storage and redistribution of received just-in-time supplies, among other warehousing options.
Coordination of Response Operations

An influenza pandemic will require a comprehensive, coordinated, and sustained response over an extended period of time lasting 18-24 months. Local response operations may be coordinated from the Rockbridge County/City of Buena Vista/ City of Lexington Emergency Operations Center, if appropriate. All requests for local or state resources from any entity must be submitted to the Rockbridge County/City of Buena Vista/ City of Lexington Emergency Operations Center which will then follow the proper process of submission to the Virginia Emergency Operations Center. However, efforts to accomplish this using telecommunications/telework practices to minimize mass gatherings of responders and maximize social distancing should be implemented to help reduce infection.

The Rockbridge County, City of Buena Vista, and City of Lexington Office of Emergency Management and the Central Shenandoah Health Department are the primary agencies responsible for assisting the locality and coordinating with the Virginia Emergency Operation Center (VEOC) in the event of a Pandemic Influenza Outbreak. The Rockbridge County/City of Buena Vista/ City of Lexington EOC will facilitate and request resources, assistance, and points of contact(s) in response to immediate vaccine shortages, medical supplies, and equipment. It is also the responsibility of the Rockbridge County/City of Buena Vista/ City of Lexington EOC to implement the locality emergency plans and mutual aid agreements.

In addition, the health department will coordinate the county/city wide public health and emergency medical response and will activate its Health Department Operations Center (or equivalent) and request the activation of the Rockbridge County/City of Buena Vista/ City of Lexington –wide Emergency Operation Center (EOC) when a unified response is necessary.

The VEOC will assist the affected jurisdiction(s) and maintain overall direction and control over statewide emergency operations. When the locality has exhausted their resources, the local emergency manager will contact the VEOC for assistance. WebEOC and/or written requests can be faxed to the VEOC. VEOC will then coordinate to fulfill pandemic influenza related requests (i.e. vaccinations, medical supplies and equipment, etc.).

Responsibilities

Rockbridge County, City of Buena Vista, and City of Lexington Government
- Prepare agency specific Continuity of Operations Plans (COOPs) that address the unique consequences of a pandemic.
- Identify and list emergency contact information for the Point of Contact and the lines of succession for all agencies that will respond to the pandemic. Include this information in local emergency plans.
- Describe the procedures for rotating employee shifts during the emergency event.
- Determine the steps that will be taken to preserve continuity of critical government functions.

Rockbridge County, City of Buena Vista, and City of Lexington Offices of Emergency Management
- Rockbridge County, City of Buena Vista, and City of Lexington shall develop and maintain emergency pandemic influenza response plans to include mutual aid agreements for resources in neighboring jurisdictions.
- Identify the leading agency that will be in charge of all pandemic influenza health related issues and the supporting agencies. Create a flowchart identifying lines of authority and communication.
- Identify potential local partnerships with community and private industries for resources.
- Identify critical government functions, services, or operations that address critical health, safety, and welfare needs of the public that must be maintained; and plan accordingly to maintain those critical functions.
- List and explain the communication strategy and devices for both internal and external sources, to communicate information to government officials, county agencies, the public, public health partners, other jurisdictions, and authorities.
• Describe local training and education the locality will provide for incidents regarding a pandemic.
• Create and maintain an Incident Command Structure (ICS) and comply with the National Incident Management System (NIMS).
• Local government will have the primary responsibility of ensuring that adequate medical and/or resource supplies within their jurisdiction during an emergency have been received.
• Describe how the public will be notified to stay at home, receive medicine, and/or advisories, if necessary.
• Identify staging areas for vaccine, medicine, food, fuel, water and security, if necessary.
• Pre-identify and list potential long-term shelters.
• Describe the steps the locality will implement to contain and control the disease outbreak.

Central Shenandoah Health Department
• Clearly state the responsibilities and roles for the jurisdictions health department, local health provider and partners, and local response agencies during all phases of a pandemic.
• Describe the response, coordination, and decision making structure for the pandemic that incorporates the combined social/health services and local response agencies within the locality.
• Define preparedness activities that should be taken into account before a pandemic occurs that will enhance the effectiveness of response measures.
• Describe training and education the health department will provide for incidents regarding a pandemic.
• Identify critical functions, services, or operations that address critical health, safety, and welfare needs of the public that must be maintained.
• List and explain the communication strategy and devices for both internal and external sources, to communicate information to the local Emergency Operation Center, county agencies, the public, public health partners, other jurisdictions, and authorities.
• Develop and disseminate recommendations on the use of influenza diagnostic tests, antiviral drugs, and vaccines during a pandemic.
• Describe how the public will be notified to stay at home, receive medicine, and/or advisories, if necessary.
• Identify the position/person who is the point of contact at the local Emergency Operation Center (EOC) of an impending pandemic.
• Identify and describe the steps that will be taken by the health department to activate the plan and notify support agencies.
• Identify the position or person responsible for collecting and providing situation reports to the local EOC as related issues of influenza challenges continue.
• Describe the procedures for obtaining, storing and distributing vaccinations and/or medicine(s).
• Work with partner organizations to discuss and resolve clinical issues related to pandemic influenza response.

Rockbridge County, City of Buena Vista, and City of Lexington Schools

The responsibilities and authorities with regard to emergency management issues and specifically school closure decisions (both prior to and during a declared state of emergency) rest at the local level. School closure and emergency management issues for post-secondary schools (including state funded) are decided by the administration of the particular institution. However, due to the impacts that school closure will have on the community in an influenza pandemic, it is important for the local government to be more engaged in monitoring the following:

• Level of absenteeism of students, faculty, and staff.
• Impacts absenteeism is having on operations.
• Strategies that are being considered or employed to sustain operations.
• Resource and supply chain issues that need to be addressed.
The decision to close schools will necessitate consideration of other actions related to other types of facilities, activities, and functions that bring people together, particularly in closed environments. The decision to close schools will need to be made in coordination with a variety of community partners, and implemented in conjunction with other actions that will complement and reinforce the desired objective of social distancing. To accomplish this, the school system must have a representative in a strong and continuous link to the local emergency operations center to provide the necessary guidance, technical assistance, and support in regard to response operations, public information, and policy issues.

It is important to understand school closure is an extreme measure with serious social and community ramifications. Localities should maintain awareness, through the Department of Health, on federal school closure guidance developed by the Centers for Disease Control and Prevention in coordination with the Department of Education.

The rates of absenteeism and operational impacts being experienced by the school system will be reported to the local emergency operations center by the school system, as well as to the state agency that typically interfaces with the system/institution reporting.

Rockbridge County, City of Buena Vista, and City of Lexington schools will request assistance through the local emergency operations center, like in any other disaster event. If the request exceeds the capability of local government, the request will be forwarded to the VEOC for consideration.

The Virginia DOE has updated the Pandemic Influenza Plan Guidelines for Virginia Public Schools. The plan is available on the Virginia DOE Web site at the following address: http://www.doe.virginia.gov/VDOE/studentsrvcs/. The guidance document includes specific considerations during each phase of a pandemic regarding expected local school division actions; DOE activities; access control; surveillance, screening, and triage; infection control and precautions; communication and education; social distancing; and school closure strategies.

**Colleges / Universities**

Virginia Military Institute  
Washington & Lee University  
Southern Virginia University  
Dabney S. Lancaster Community College

Colleges and universities present unique challenges in terms of pre-pandemic planning because many aspects of student life and activity encompass factors that are common to both the child school environment (e.g., classroom/dormitory density) and the adult sphere (e.g., commuting longer distances for university attendance and participating in activities and behaviors associated with an older student population).

It is important for the local government to be more engaged in monitoring the following:

- Level of absenteeism of students, faculty, and staff. Administrators should coordinate with the college/university clinic to monitor and report the number of students presenting with flu-like symptoms. It is important for the school to distinguish absenteeism due to flu and routine absences from class.
- Impacts absenteeism is having on operations.
- Strategies that are being considered or employed to sustain operations.
- Resource and supply chain issues that need to be addressed.

Colleges and Universities will request assistance through the local emergency operations center, like in any other disaster event. If the request exceeds the capability of local government, the request will be forwarded to the VEOC for consideration.
Colleges and Universities should identify a liaison to the Rockbridge County, City of Buena Vista, and City of Lexington Emergency Management Organizations. Frequent communication should occur. In addition to regular sharing of information and message coordination, decisions of either party should be shared with the other before implementation.

Colleges and Universities should consider implementing various community mitigation strategies at the college/university level as described in Tab 3 “Community Mitigation Strategy.” Contemplation of implementation of these strategies should be done in consultation with the Central Shenandoah Health District and Rockbridge County, City of Buena Vista, and City of Lexington Emergency Management.

**Emergency Medical Services**

As the nation’s health care “safety net,” EMS will be faced with higher demands for services while experiencing problems similar to the rest of the nation – increased employee absenteeism, disruption of supply chains and increased rates of illness and death. EMS is only one component of a coordinated system response.

If predictions about the surge of patients and the concomitant increase in absenteeism among EMS personnel become a reality, EMS providers’ regular day-to-day practices may need to be modified during pandemic influenza. OEMS field representatives will continue to disseminate important information to localities and squads including emerging protocols before and during an influenza pandemic.

Virginia OEMS will support local EMS providers in establishing procedures to, if necessary, legally deviate from established treatment procedures during response to pandemic influenza to support mitigation of and response to such patients. EMS providers should look to Virginia OEMS for final guidance on protocols and for any changes in protocols that may occur.

Additional Standards of Care Considerations:

- EMS medical directors should play a lead role in pandemic influenza planning efforts in collaboration with public health officers.
- EMS medical directors should have knowledge and experience with the clinical and operational aspects of the EMS System.
- Local EMS medical director oversight, including credentialing of additional EMS personnel skills, modification of treatment protocols should be consistent with State laws, rules and policies.

**Law Enforcement Agencies**

- Providing security for the transportation and/or storage of vaccine, antivirals, and other medical supplies, if such support is requested.
- Enforcing orders of quarantine and isolation, in the unlikely event these are implemented (atypical for a pandemic, but more realistic for an isolated disease outbreak)
- Preventing and responding to civil disturbances associated with the pandemic
- Assisting law enforcement agencies unable to provide essential law enforcement services due to high rates of absenteeism.

**Local Hospitals/Clinics**

- Determine the steps that will be taken to preserve continuity of critical healthcare functions
• Collaborate closely with the Health Department on the availability of prophylactic and treatment supply items (e.g., antivirals, vaccines and ancillary supplies), the most recent guidance available, etc.
• Register with the Health Department as vaccination locations/vaccine reception sites to help assure a controlled supply ordering, delivery and documentation capability

**Rockbridge County Department of Social Services**

The Department of Social Services (DSS) oversees many programs that provide benefits and services to eligible applicants. Persons adversely affected in a pandemic may apply and, if eligible, receive direct financial aid from Food Stamps, Medical Assistance, Energy Assistance, Temporary Assistance for Needy Families, Auxiliary Grants, and General Relief. Each program is governed by federal and/or state law/regulations that define the parameters for eligibility. Policies governing the eligibility for these programs and services already exist in program manuals. In the event of a pandemic, the provision of benefits and services will continue to the extent possible. DSS, through its regional and home offices will continue to provide program supervision, secure program waivers, and resolve conflicts relative to program operations. Information regarding these programs, eligible applicants, and how to apply will be disseminated through DSS’s Public Information Officer in coordination with the Rockbridge County, City of Buena Vista, and City of Lexington Public Information Officers.

**Finance/Administration**

Rockbridge County/City of Buena Vista/City of Lexington will follow the established procedures for procurement and record keeping as outlined in the Rockbridge County/City of Buena Vista/City of Lexington Emergency Operations Plan and individual Rockbridge County, City of Buena Vista, and City of Lexington department’s standard operating procedures.
Tab 1

Legal Authorities

Local Powers

Declaration of a local emergency (§44-146.21) The Director or Emergency Management may declare a local emergency with the consent of the governing body. These powers are already listed and detailed in the Rockbridge County/City of Buena Vista/ City of Lexington Emergency Operations Plan.

State Powers

Powers and duties of the Governor (§44-146.17)
In addition to all authorities vested in the Governor of Virginia during a declared emergency or disaster, specifically:
Such executive orders declaring a state of emergency may address exceptional circumstances that exist relating to an order of quarantine or an order of isolation concerning a communicable disease of public health threat that is issued by the State Health Commissioner for an affected area of the Commonwealth pursuant to Article 3.02 (§ 32.1-48.05 et seq.) of Chapter 2 of Title 32.1.

Reporting of Disease (§32.1-35; §32.1-36; §32.1-37)
Requires reporting of selected diseases to the Board of Health by physicians practicing in Virginia and others, such as laboratory directors, or persons in charge of any medical care facility, school or summer camp.

Investigation of Disease (§32.1-39)
Authorizes the Board of Health to provide for surveillance and investigation of preventable diseases and epidemics, including contact tracing.

Authority to Examine Records (§32.1-40; §32.1-48.015)
Authorizes the Commissioner or his designee to examine medical records in the course of investigation, research, or studies, including individuals subject to an order of isolation or quarantine.

Emergency Orders and Regulations (§32.1-13; §32.1-42; §32.1-20)
Authorizes the Board of Health to make orders and regulations to meet any emergency for the purpose of suppressing nuisances dangerous to the public health and communicable, contagious, and infectious diseases and other dangers to public life and health.

Authorsizes the Commissioner to act with full authority of the Board of Health when it is not in session.

Disease Control Measures (§32.1-43; §32.1-47; §32.1-48)
Authorizes the Commissioner to require quarantine, isolation, immunization, decontamination, and/or treatment of any individual or group of individuals when the Commissioner determines these measures are necessary to control the spread of any disease of public health importance.

Permits the Commissioner to require immediate immunization of all persons in the event of an epidemic; permits the exclusion from public or private schools of children not immunized for a vaccine-preventable disease in the event of an epidemic.

Isolated or Quarantined Persons (§32.1-44)
Permits any isolated or quarantined person to choose their own treatment, whenever practicable and in the best interest of the health and safety of the isolated or quarantined person and the public.
However, conditions of any order of isolation or quarantine remain in effect until the person or persons subject to an order of quarantine or order of isolation shall no longer constitute a threat to other persons.

Isolation or Quarantine of Persons with Communicable Disease of Public Health (§32.1-48.05 through §32.1-48.017)
Defines a communicable disease of public health threat as a communicable disease of public health significance coinciding with exceptional circumstances.

Authorizes the Commissioner to issue orders of isolation or quarantine for individuals or groups of individuals infected with or exposed to a communicable disease of public health threat. Outlines conditions necessary for invoking orders, process for seeking ex parte court review in the circuit court of residence, and appeal process.

Authorizes the Commissioner, during a state of emergency, to define an affected area (s) wherein individuals are subject to an order of isolation and/or quarantine. Authorizes the Commissioner, in concert with the Governor, during a state of emergency to require the use of any public or private property to implement any order of quarantine or order of isolation. Outlines accommodations for occupants of property not subject to the order(s) and compensation.

Administration and dispensing of necessary drugs and devices during a declared disaster or state of emergency (§ 32.1-42.1)
Gives the Commissioner of Health the ability to allow non-physician and non-pharmacy staff to dispense drugs in limited circumstances.

The Commissioner, pursuant to § 54.1-3408, may authorize persons who are not authorized by law to administer or dispense drugs or devices to administer or dispense all necessary drugs or devices in accordance with protocols established by the Commissioner when (i) the Governor has declared a disaster or a state of emergency or the United States Secretary of Health and Human Services has issued a declaration of an actual or potential bioterrorism incident or other actual or potential public health emergency; (ii) it is necessary to permit the provision of needed drugs or devices; and (iii) such persons have received the training necessary to safely administer or dispense the needed drugs or devices. Such persons shall administer or dispense all drugs or devices under the direction, control and supervision of the Commissioner. For purposes of this section, "administer," "device," "dispense," and "drug" shall have the same meaning as provided in § 54.1-3401. The Commissioner shall develop protocols, in consultation with the Department of Health Professions, that address the required training of such persons and procedures for such persons to use in administering or dispensing drugs or devices.

Immunity from Liability (§ 32.1-48.016)
Any person, including a person who serves in a Medical Reserve Corps (MRC) unit or on a Community Emergency Response Team (CERT), who, in good faith and in the performance of his duties, acts in compliance with this article and the Board of Health's regulations shall not be liable for any civil damages for any act or omission resulting from such actions unless such act or omission was the result of gross negligence or willful misconduct.

Immunity for public and private employees who are complying with the statute, rule, regulation, or executive order (§44-146.23(A))
Neither the Commonwealth, nor any political subdivision thereof, nor federal agencies, nor other public or private agencies, nor, except in cases of willful misconduct, public or private employees, nor representatives of any of them, engaged in any emergency services activities, while complying with or attempting to comply with this chapter or any rule, regulation, or executive order promulgated pursuant to the provisions of this chapter, shall be liable for the death of, or any injury to, persons or damage to property as a result of such activities.
• **Vaccination Authorities**

There is no Virginia statute that gives the Commissioner or any other public official the explicit authority to mandate the use of drugs to protect the public health. There are two Virginia statutes that discuss ordering “treatment” for certain individuals or groups of individuals. The first statute concerning mandatory treatment, Va. Code Ann. § 32.1-43, gives the State Health Commissioner the broad authority to require “…quarantine, isolation, immunization, decontamination, or treatment of any individual or group of individuals when he determines any such measure to be necessary to control the spread of any disease of public health importance.” There is one additional statute that can be used to mandate treatment, but it will be of limited value in a Pandemic Influenza scenario. Va. Code Ann. § 32.1-48.02(C) gives the State Health Commissioner the authority to order outpatient treatment at a local or district health department for persons who (i) are infected with a “communicable disease of public health significance caused by an airborne microorganism … that causes serious disease and can result in death,” (ii) have “refused or failed to adhere to treatment, despite counseling,” and (iii) are “engaging in conduct that places uninfected persons at risk of contracting such disease.” This statute, which pre-dates the 2004 amendments to the isolation and quarantine laws, applies primarily to tuberculosis. Invocation of the Commissioner’s powers under this statute requires the Commissioner to follow cumbersome procedures that are heavily loaded on the front-end with due process protections.

• **Vaccinator Statutes, Protocols and Training Plan (§54.1-3401)**

**Definitions.**

"Administer" means the direct application of a controlled substance, whether by injection, inhalation, ingestion or any other means, to the body of a patient or research subject by (i) a practitioner or by his authorized agent and under his direction or (ii) the patient or research subject at the direction and in the presence of the practitioner.

• **Professional use by practitioners (§54.1-3408)**

A. A practitioner of medicine, osteopathy, podiatry, dentistry, or veterinary medicine or a licensed nurse practitioner pursuant to § 54.1-2957.01, a licensed physician assistant pursuant to § 54.1-2952.1, or a TPA-certified optometrist pursuant to Article 5 (§ 54.1-3222 et seq.) of Chapter 32 of this title shall only prescribe, dispense, or administer controlled substances in good faith for medicinal or therapeutic purposes within the course of his professional practice.

I. A prescriber may authorize, pursuant to a protocol approved by the Board of Nursing, the administration of vaccines to adults for immunization, when a practitioner with prescriptive authority is not physically present, (i) by licensed pharmacists, (ii) by registered nurses, or (iii) licensed practical nurses under the immediate and direct supervision of a registered nurse. A prescriber acting on behalf of and in accordance with established protocols of the Department of Health may authorize the administration of vaccines to any person by a pharmacist or nurse when the prescriber is not physically present.

O. In addition, this section shall not prevent the administration or dispensing of drugs and devices by persons if they are authorized by the State Health Commissioner in accordance with protocols established by the State Health Commissioner pursuant to § 32.1-42.1 when (i) the Governor has declared a disaster or a state of emergency or the United States Secretary of Health and Human Services has issued a declaration of an actual or potential bioterrorism incident or other actual or potential public health emergency; (ii) it is necessary to permit the provision of needed drugs or devices; and (iii) such persons have received the training.
necessary to safely administer or dispense the needed drugs or devices. Such persons shall administer or dispense all drugs or devices under the direction, control and supervision of the State Health Commissioner.
Tab 2

INFLUENZA FACT SHEET

Note: Up-to-date information on influenza, as well as guidance, Q&A’s and public information material is readily accessible using the CDC website at http://www.cdc.gov.

What is influenza?
Influenza is commonly referred to as "the flu." It is a viral infection of the lungs. There are two main types of influenza virus, A and B. Each type includes many different strains that tend to change each year.

When does influenza occur?
Influenza occurs most often in the late fall and winter months.

Who gets influenza? How is it spread?
Anyone can get influenza, but it is most serious in the elderly, in people with chronic illnesses (such as lung disease, heart disease, cancer, or diabetes) or those with weak immune systems. Influenza spreads very easily, usually through contact with droplets from the nose and throat of an infected person during coughing and sneezing.

How soon after exposure do symptoms appear? What are the symptoms of influenza?
Symptoms usually appear 1 to 3 days after exposure. Influenza symptoms can include a sudden onset of headache, fever, chills, cough, sore throat and body aches. Diarrhea and vomiting are not common. Although most people are ill for less than a week, some people have complications and may need to be hospitalized.

How is influenza diagnosed and treated?
Some laboratory tests are available to diagnose influenza; however, doctors usually diagnose influenza from the person’s symptoms. Rest, liquids and over-the-counter medicine (e.g., acetaminophen [Tylenol]) are the usual treatments. Some prescription drugs may prevent or reduce the severity of influenza. Aspirin should not be given to children with influenza because of the possibility of causing a complication called Reye syndrome.

How long can a person spread influenza?
The contagious period varies, but probably begins the day before symptoms appear and extends for a week.

Does past infection with influenza make a person immune?
Generally, no. Influenza viruses change frequently, so people who have been infected or given a flu shot in previous years may become infected with a new strain. Therefore, people need to be vaccinated (with either a shot or a nasal-spray vaccine) against influenza every year.

What are other steps that can be taken to prevent the spread of flu?
Good health habits can help prevent the flu. These include covering your mouth and nose with a tissue when coughing or sneezing, washing your hands often to help protect yourself from germs, avoiding touching your eyes, nose or mouth, staying home from work, school, and errands when you are sick, and avoiding close contact with people who are sick. Antiviral medications may also be used to prevent or treat the flu – talk to your healthcare provider for more information.
Tab 3

Community Mitigation Strategy

HHS and CDC developed interim planning guidance with regard to the application and timing of non-pharmaceutical interventions for states and local governments in February 2007. This guidance supports the development and implementation of a community’s overall mitigation strategy that includes both pharmaceutical and non-pharmaceutical measures, in the context of a Pandemic Severity Index. The Pandemic Severity Index (PSI) provides a framework that integrates the types of partially effective non-pharmaceutical interventions with suggested implementation and duration times in an attempt to maximize the overall benefit to the community, while minimizing the potential cascading consequences of implementing recommended interventions.

The PSI uses a case fatality ratio as the critical factor in categorizing the severity of a pandemic. This tool will serve as a guide in discussions with schools, colleges and universities, and other community sectors and support the timely development and implementation of an effective local, regional, and state strategy in the context of an estimated level of severity.

The guidance recognizes that the connectedness of communities goes beyond spatial proximity to include ease, speed, and volume of travel between geopolitical jurisdictions. To balance the relationship of connectedness and optimal timing, the guidance proposes that the geopolitical trigger be defined as the cluster of cases occurring within a U. S. state or proximate epidemiological region which spans beyond a state’s boundary. The Community Strategy for Pandemic Influenza Mitigation can be found at the following website: http://www.pandemicflu.gov/plan/community/committigation.html.
Case Fatality Ratio | Projected Number of Deaths* US Population, 2006
--- | ---
≥2.0% | ≥1,800,000
1.0 - <2.0% | 900,000 - <1,800,000
0.5 - <1.0% | 450,000 - <900,000
0.1% - <0.5% | 90,000 - <450,000
<0.1% | <90,000

*Assumes 30% illness rate and unmitigated pandemic without interventions
**SUMMARY OF THE COMMUNITY MITIGATION STRATEGY**

**BY PANDEMIC SEVERITY INDEX**

<table>
<thead>
<tr>
<th>Interventions* by Setting</th>
<th>Pandemic Severity Index</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td><strong>Home</strong></td>
<td></td>
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<tr>
<td>Voluntary isolation</td>
<td>Recommend†§</td>
</tr>
<tr>
<td>of ill at home (adults</td>
<td></td>
</tr>
<tr>
<td>and children), combine</td>
<td></td>
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<tr>
<td>with use of antiviral</td>
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<tr>
<td>treatment as available</td>
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<tr>
<td>and indicated</td>
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<tr>
<td>Voluntary quarantine</td>
<td>Generally not</td>
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<tr>
<td>of household</td>
<td>recommended</td>
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<tr>
<td>members in homes with</td>
<td></td>
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<tr>
<td>ill persons†</td>
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</tr>
<tr>
<td>(adults and children);</td>
<td></td>
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<tr>
<td>consider combining with</td>
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<tr>
<td>antiviral prophylaxis if</td>
<td></td>
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<tr>
<td>effective, feasible, and</td>
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<tr>
<td>quantities sufficient</td>
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<tr>
<td><strong>School</strong></td>
<td></td>
</tr>
<tr>
<td>Child social distancing</td>
<td>Generally not</td>
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<tr>
<td>- dismissal of students</td>
<td>recommended</td>
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<tr>
<td>from schools and school</td>
<td></td>
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<tr>
<td>based activities, and</td>
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<tr>
<td>closure of child</td>
<td></td>
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<tr>
<td>care programs</td>
<td></td>
</tr>
<tr>
<td>- reduce out-of-school</td>
<td>Generally not</td>
</tr>
<tr>
<td>social contacts and</td>
<td>recommended</td>
</tr>
<tr>
<td>community mixing</td>
<td></td>
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<tr>
<td><strong>Workplace / Community</strong></td>
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<tr>
<td>Adult social distancing</td>
<td>Generally not</td>
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<tr>
<td>- decrease number of</td>
<td>recommended</td>
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<tr>
<td>social contacts (e.g.,</td>
<td></td>
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<tr>
<td>encourage teleconferences,</td>
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<tr>
<td>alternatives to face-to-</td>
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<tr>
<td>face meetings)</td>
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<tr>
<td>- increase distance</td>
<td>Generally not</td>
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<tr>
<td>between persons (e.g.,</td>
<td>recommended</td>
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<tr>
<td>reduce density in public</td>
<td></td>
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<tr>
<td>transit, workplace</td>
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<tr>
<td>- modify postpone, or</td>
<td>Generally not</td>
</tr>
<tr>
<td>cancel selected public</td>
<td>recommended</td>
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<tr>
<td>gatherings to promote</td>
<td></td>
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<tr>
<td>social distance (e.g.,</td>
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<tr>
<td>postpone indoor stadium</td>
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<tr>
<td>events, theatre</td>
<td></td>
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<td>performances)</td>
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<tr>
<td>- modify work place</td>
<td>Generally not</td>
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<tr>
<td>schedules and practices</td>
<td>recommended</td>
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<tr>
<td>(e.g., telework, staggered</td>
<td></td>
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<tr>
<td>shifts)</td>
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</tbody>
</table>

*All these interventions should be used in combination with other infection control measures, including hand hygiene, cough etiquette, and personal protective equipment such as face masks. Additional information on infection control measures is available at [http://www.pandemicflu.gov/](http://www.pandemicflu.gov/).

†This intervention may be combined with the treatment of sick individuals using antiviral medications and with vaccine campaigns, if supplies are available.

§Many sick individuals who are not critically ill may be managed safely at home
The contribution made by contact with asymptomatically infected individuals to disease transmission is unclear. Household members in homes with ill persons may be at increased risk of contracting pandemic disease from an ill household member. These household members may have asymptomatic illness and may be able to shed influenza virus that promotes community disease.
transmission. Therefore, household members of homes with sick individuals would be advised to stay home.

**To facilitate compliance and decrease risk of household transmission, this intervention may be combined with provision of antiviral medications to household contacts, depending on drug availability, feasibility of distribution, and effectiveness; policy recommendations for antiviral prophylaxis are addressed in a separate guidance document.

††Consider short-term implementation of this measure—that is, less than 4 weeks.

 §§Plan for prolonged implementation of this measure—that is, 1 to 3 months; actual duration may vary depending on transmission in the community as the pandemic wave is expected to last 6-8 weeks.

The above interventions that comprise the pandemic mitigation strategy include the following:

1. Isolation and treatment (as appropriate) with influenza antiviral medication of all persons with confirmed or probable pandemic influenza. Isolation may occur in the home or healthcare setting, depending on the severity of an individual’s illness and/or the current capacity of the healthcare infrastructure.

2. Voluntary home quarantine of members of households with confirmed or probable influenza case(s) and consideration of combining this intervention with the prophylactic use of antiviral medications, providing sufficient quantities of effective medications exist and that a feasible means of distributing them is in place.

3. Dismissal of students from school (including public and private schools as well as colleges and universities) and school-based activities and closure of childcare programs, coupled with protecting children and teenagers through social distancing in the community to achieve reductions of out-of-school social contacts and community mixing.

4. Use of social distancing measures to reduce contact between adults in the community and the workplace in order to decrease social density and preserve a healthy workplace to the greatest extent possible without disrupting essential services (e.g., cancellation of large public gatherings; alteration of workplace environments and schedules; and implementation of remote access/telecommute strategies. Enable institution of workplace leave policies that align incentives and facilitate adherence with the non-pharmaceutical interventions (NPIs) noted in the community mitigation strategy.

The Severity Index categories are defined as follows:

- Generally Not Recommended = Unless there is a compelling rationale for specific populations or jurisdictions, measures are generally not recommended for entire populations as the consequences may outweigh the benefits.

- Consider = Important to consider these alternatives as part of a prudent planning strategy, considering characteristics of the pandemic, such as age-specific illness rate, geographic distribution, and the magnitude of adverse consequences. These factors may vary globally, nationally, and locally.

- Recommended = Generally recommended as an important component of the planning strategy.
TRIGGERS FOR IMPLEMENTATION OF MITIGATION STRATEGY BY PANDEMIC SEVERITY INDEX AND U.S. GOVERNMENT STAGES

<table>
<thead>
<tr>
<th>Pandemic Severity Index</th>
<th>WHO Phase 6, U.S. Government stage 3*</th>
<th>WHO Phase 6, U.S. Government Stage 4† and First human case in the United States</th>
<th>WHO Phase 6, U.S. Government Stage 5§ and First laboratory confirmed cluster in state or region¶</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Alert</td>
<td>Standby</td>
<td>Activate</td>
</tr>
<tr>
<td>2 and 3</td>
<td>Alert</td>
<td>Standby</td>
<td>Activate</td>
</tr>
<tr>
<td>4 and 5</td>
<td>Standby**</td>
<td>Standby/Activate††</td>
<td>Activate</td>
</tr>
</tbody>
</table>

Alert: Notification of critical systems and personnel of their impending activation.

Standby: Initiate decision-making processes for imminent activation, including mobilization of resources and personnel.

Activate: Implementation of the community mitigation strategy.

*Widespread human outbreaks in multiple locations overseas.

†First human case in North America.

§Spread throughout the United States.

¶Recommendations for regional planning acknowledge the tight linkages that may exist between cities and metropolitan areas that are not encompassed within state boundaries.

**Standby applies. However, Alert actions for Category 4 and 5 should occur during WHO Phase 5, which corresponds to U.S. Government Stage 2.

††Standby/Activate Standby applies unless the laboratory-confirmed case cluster and community transmission occurs within a given jurisdiction, in which case that jurisdiction should proceed directly to Activate community interventions defined in the above table.
Emergency Support Function # 1 – Transportation

Primary Agencies
City of Buena Vista & City of Lexington, Public Works
Emergency Management
Virginia Department of Transportation (VDOT)

Secondary/Support Agencies
Police Department
Private Contractors
Public Schools
Sheriff’s Office

Introduction

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

Scope:
ESF- # 1 shall:
- Coordinate evacuation transportation as its first priority during disaster operations.
- Prioritize and allocate all local government transportation resources; the list will be maintained within each localities Emergency Management Office and the Regional EOC.
  - Public School Buses.
  - Maury River Express.
  - Rockbridge Area Transportation System (RATS).
  - Local Nursing Homes & Long Term Care Facilities.
- Facilitate movement of the public in coordination with other transportation agencies.
- Facilitate damage assessments to establish priorities and determine needs of available transportation resources.
- Maintain ingress/egress.
- Provide traffic control.
- Communicate and coordinate with Virginia Department of Transportation.
- Coordinate with surrounding localities and private organizations to ensure that potential resources are available during disaster operations. The list will be maintained within each locality Emergency Management Office and the Regional EOC.

Policies:
Local transportation planning will use the most effective means of transportation to carry out the necessary duties during an incident, including but, not limited to:
- Use of available transportation resources to respond to an incident.
- Provide traffic control.
- Facilitate the prompt deployment of resources.
- Recognize State and Federal policies, regulations, and priorities used to control movement of relief personnel, equipment, and supplies.
• Develop and maintain priorities for various incidents through an interagency process led by Rockbridge County, the City of Buena Vista and the City of Lexington, and the Virginia Department of Transportation.
• Request additional resources.

Concept of Operations

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

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

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

Organization:
Rockbridge County, the City of Buena Vista and the City of Lexington, in conjunction with the Virginia Department of Transportation (VDOT), are responsible for the transportation infrastructure of Rockbridge County. Rockbridge County, the City of Buena Vista, the City of Lexington and VDOT are responsible for coordinating resources necessary to restore and maintain transportation routes to protect life and property during an emergency or disaster.

VDOT, in conjunction with support agencies, will assess the condition of highways, bridges, signals, rail and bus transit and other components of the transportation infrastructure and where appropriate:
• Provide information on road closures, alternate routes, infrastructure damage, debris removal.
• Close infrastructure determined to be unsafe, and report closures to the EOC.
• Post signage and barricades at the closure site.
• Maintain and restore critical transportation routes, facilities, and services.

Responsibilities:
• Develop, maintain, and update plans and procedures for use during an emergency or disaster.
• The personnel will stay up-to-date with education and training that is required for a safe and efficient response to an incident.
• Alert Rockbridge County, City of Buena Vista, and the City of Lexington, and local primary agency representative of possible incident, and begin preparations for mobilization of resources.
• Keep record of all expenses through the duration of the emergency.
• Follow emergency procedures and policies for conducting evacuations.
• Include procedures for traffic control.
• Identify pre-designated pick-up sites, if any.
• Identify viable transportation routes, to, from and within the emergency or disaster area.
Emergency Support Function # 2 – Communications

Primary Agencies
Emergency Management
Information Technology Department
Rockbridge Regional Public Safety Communications Center

Secondary/Support Agencies
Amateur Radio
Police Department
Public media; radio, television, print
Sheriff’s Office

Introduction

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

• Alerting and warning the community of a threatened or actual emergency.
• Continuing to communicate with the community through a variety of public and social media to inform of protective actions.
• Provide guidance, when appropriate, to protect life and property.

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

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

• Informs the community of a threatened or actual emergency; through coordination with ESF # 15 – External Affairs.
• Ensures Rockbridge County, City of Buena Vista, and the City of Lexington has the ability to notify the community of a disaster or emergency.
• Provides for the technology associated with the representation, transfer, interpretation, and processing of data among people, places, and machine.
• Supports Rockbridge County, the City of Buena Vista, and the City of Lexington with the restoration, emission or reception of signs, signals, writing images and sounds or intelligence of any nature by wire, radio, optical, or other electromagnetic systems.

Policies:
The following policies are reviewed and revised as necessary:

• The Emergency Communications Center (ECC) operates 24 hours a day, 7 days a week and serves as the 911 center and the locality’s warning point.
• The ECC is accessible to authorized personnel only.
• The ECC will initiate notification and warning of appropriate personnel.
Concept of Operations

General:
Currently the region is operating on a radio system that was combined from Lexington, Buena Vista and Rockbridge County when the Center was consolidated in 1997. There are a combination of radios that operate on the system, including Motorola, ICOM, Kenwood and other manufacturers. The radio system is currently under review and due to be replaced in the next 2-3 years. There is one mobile repeater that is located in the vehicle of the County's Emergency Manager. In cases where reception and coverage are an issue the coordinator is notified to respond to the scene. The county does not have a current method for full interoperability with the adjoining counties; this will be addressed with an up-grade, and the surrounding counties up-grades of their radio systems. Several of our local first-responder agencies are able of communicating with individual neighboring agencies in adjacent counties. As a whole, our jurisdictions cannot communicate with neighboring jurisdictions via radio through our communication centers.

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

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

The ECC has the capability to access the Emergency Alert System (EAS). This access includes notification(s) through Alert Rockbridge to deliver warnings to the public. Use of all available forms of warning and notification will not provide sufficient warning to the general public and special needs population.

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

Amateur radio operators may provide emergency backup radio communications between the Rockbridge County/City of Buena Vista/City of Lexington Emergency Operations Center (EOC) and the Virginia Emergency Operations Center (VEOC), should normal communications be disrupted. Amateur radio may also provide communications with its in-field operators.

Communications recommendation: it is important that while communicating, standard or common terminology is utilized so that multiple agencies are better able to interact and communicate. This recommendation follows the NIMS doctrine.

Should an evacuation become necessary, warning and evacuation instructions will be disseminated via radio, reverse 9-1-1, television, use of mobile public address systems, and if necessary, door-to-door notification within the effected community. The Public Information Officer will develop and provide public information announcements and publications regarding evacuation procedures to include recommended primary and alternate evacuation routes, designated assembly points for those without transportation, rest areas and service facilities along evacuation routes, if appropriate, as well as potential health hazards associated with the risk.

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

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

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

Actions/Responsibilities:

- Coordinating with ESF #15 – External Affairs.
- Initiate notification and warning of appropriate personnel, utilizing landline telephones, voice or data—2-way radio, and wireless telecommunications devices, as required.
- Develop and maintain primary and alternate communications system for contact with local jurisdictions, state agencies, non-governmental and private sector agencies required for mission support.
- Emergency Services vehicles equipped with public address system may be used to warn the general public.
- The Emergency Management Coordinator or designee must authorize the use of the Emergency Alert System; including Alert Rockbridge.
- Emergency warning may originate at the Federal, state or local levels of government. Timely warning requires dissemination to the public by all available means:
  - Alert Rockbridge.
  - Emergency Communications Center.
  - Emergency Alert System.
  - Local radio and television stations.
  - Mobile public address system (bullhorns or loudspeakers).
  - Telephone.
  - General broadcast over all available radio frequencies.
  - Newspapers.
  - Amateur Radio volunteers.
- Ensure the ability to provide continued service as the Public Safety Answering Point (PSAP) for incoming emergency calls.
- Ensure communication lines and equipment essential to emergency services are maintained by the appropriate vendor.
- Provide additional staffing in the EOC to assist with communications functions.
- Develop and maintain an emergency communications program and plan.
- Develop and maintain a list of bilingual personnel.
- Provide telephone service providers with a restoration priority list for telephone service prior to and/or following a major disaster.
- Maintain records of cost and expenditures and forward them to the Finance Section Chief.
Tab 1 to Emergency Support Function #2

EMERGENCY NOTIFICATION PROCEDURES

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

<table>
<thead>
<tr>
<th>Official</th>
<th>Home Phone</th>
<th>Work Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Emergency Management /County/City</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Management Coordinator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sheriff/Polic* Chief</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Information Officer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Table 2.1 – Emergency Notification Procedures

Actual telephone contacts are maintained with the communications center(s)

Once operational, the local Emergency Operations Center will receive messages directly from the VEOC. Then, communications become the responsibility of the Communications Center of the locality to monitor message traffic and to ensure that messages reach the Director of Emergency Services or his designee.

A full listing of contact numbers is maintained in the Communications Center, and by the Emergency Managers.
## EMERGENCY NOTIFICATION PROCEDURES
### Media Contact

<table>
<thead>
<tr>
<th>Newspaper</th>
<th>Address</th>
<th>Contact</th>
<th>Phone Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Rockbridge Advocate</td>
<td>7 East Washington St. Lexington, VA 24450</td>
<td>Doug Harrwood</td>
<td>540-463-2062, 540-463-9455 (Fax)</td>
</tr>
<tr>
<td>Daily News Leader</td>
<td>11 N. Central Avenue Staunton, VA 24402</td>
<td>News Room</td>
<td>540-213-9119, 540-885-1904 (Fax)</td>
</tr>
<tr>
<td>The News Gazette</td>
<td>20 West Washington St. Lexington, VA 24450</td>
<td>Darryl Woodson</td>
<td>540-463-3113, 540-464-6397 (Fax)</td>
</tr>
<tr>
<td>Richmond Times</td>
<td>300 East Franklin St. Richmond, VA 23219</td>
<td>News Room</td>
<td>804-649-6990, 804-775-8059 (Fax)</td>
</tr>
<tr>
<td>The Roanoke Times</td>
<td>201 W. Campbell Ave. P.O. Box 2491 Roanoke, VA 24010-2491</td>
<td>Rex Bowman</td>
<td>540-981-3100, 800-346-1234, 540-981-3341 (News Room), 540-981-3346 (Fax)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Radio Stations</th>
<th>Address</th>
<th>Contact</th>
<th>Phone Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3WZ</td>
<td>392 East Midland Trail Lexington, VA 24450</td>
<td>Station Manager</td>
<td>540-463-2161, 540-463-2162</td>
</tr>
<tr>
<td>WYYD</td>
<td>3305 Old Forest Rd. Lynchburg, VA 24501</td>
<td>Station Manager</td>
<td>434-385-8298, 434-385-7279 (Fax)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Television Stations</th>
<th>Address</th>
<th>Contact</th>
<th>Phone Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>WDBJ 7 – Roanoke</td>
<td>2807 Hershberger Road Roanoke, VA 24017</td>
<td>News Director</td>
<td>540-344-7000, 800-777-9235, 540-985-3600 (News Room), 540-343-7269 (Fax)</td>
</tr>
<tr>
<td>WSLS 10 – Roanoke</td>
<td>401 3rd Street Roanoke, VA 24011</td>
<td>News Director</td>
<td>540-981-9110, 800-SEE-NEWS, 540-981-9126, 540-343-2059 (Fax)</td>
</tr>
<tr>
<td>WSET-13</td>
<td>2320 Langhorne Road Lynchburg, VA 24501</td>
<td>News Director</td>
<td>800-NEWS-TIP, 800-639-7847</td>
</tr>
</tbody>
</table>

Table 2.2 – Media Contacts
**Tab 3 to Emergency Support Function #2**  
**Available Methods of Communication**

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Organization and Address</th>
<th>Contact</th>
<th>E-Mail</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAM Radios</td>
<td>Amateur Radio</td>
<td>Bob Gay</td>
<td><a href="mailto:Bob2vrwa@yahoo.com">Bob2vrwa@yahoo.com</a></td>
<td>540-261-3490</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>540-570-1119</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>540-261-9300</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>540-784-0577</td>
</tr>
<tr>
<td>Radio System</td>
<td>Rockbridge Regional 911</td>
<td>Scott Bedell</td>
<td><a href="mailto:rsbedell@sheriff.rockbridge.virginia.gov">rsbedell@sheriff.rockbridge.virginia.gov</a></td>
<td>540-463-2532</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>540-460-0301</td>
</tr>
<tr>
<td>Alert Rockbridge</td>
<td>Rockbridge Co.</td>
<td>Robert Foresman</td>
<td><a href="mailto:Robert_foresman@co.rockbridge.va.us">Robert_foresman@co.rockbridge.va.us</a></td>
<td></td>
</tr>
</tbody>
</table>

*Table 2.3 – Methods of Communication*
Emergency Support Function # 3 – Public Works

Primary Agencies

General Services
Public Works

Secondary/Support Agencies

Assessor
Building Inspection
Emergency Management
Extension Office
Law Enforcement
Parks and Recreation
Planning and Zoning
Public Schools
Virginia Department of Environmental Quality
Virginia Department of Health
Virginia Department of Transportation
Water Authority

Introduction

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

Purpose:

The purpose of ESF- # 3 is to:

• Assess the overall damage to the community after a disaster.
• Coordinate with ESF- # 14 to assist with the recovery operations.

Scope:

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

• Pre-incident assessment and mitigation, if necessary.
• Assess extent of damage.
• Repair and maintenance.
• Debris removal will be coordinated through the Debris Management Annex.
• Provide maintenance of the buildings and grounds, and engineering-related support.
• Clear roadways.

Policies:

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

**Concept of Operations**

**General:**

Following a disaster, Rockbridge County, the City of Buena Vista and the City of Lexington Officials will:

• Determine if buildings are safe or need to be closed.
• Coordinate with other ESFs if there is damage to utilities or water or plumbing system.
• Clear debris.
• Coordinate with law enforcement to secure damaged buildings adjacent areas that may be unsafe.
• Coordinate with state and Federal preliminary damage assessment teams.
• Coordinate with insurance companies.

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

Prompt assessment of the disaster area is required to determine critical response times and potential workloads. Early damage assessments must rapidly be made and be general in nature. Following an incident, a multitude of independent damage assessment activities will be conducted by a variety of organizations including the Locality Damage Assessment Teams, Insurance Companies, Virginia Department of Emergency Management, Utility Companies and Federal Agencies.

**Organization:**

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

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

The Emergency Management Coordinator will be responsible for deploying damage assessment teams, consolidating damage data and compiling reports. At the Incident Commander’s request, the Damage Assessment Teams’ first priority will be to assess the structural damage.

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

An Initial Damage Assessment Report will be completed by the Emergency Management Coordinator and submitted to the Virginia Department of Emergency Management within 72 hours of the event, outlining the severity of the problems and the determination of need for further assistance. Federal/State supported damage assessment precedes delivery of a Presidential Disaster Declaration and defines the specific needs for a long-term recovery.
To minimize threats to public health, Public Works will serve as liaison with the Virginia Department of Environmental Quality (DEQ) and the County/City Attorney to secure the necessary emergency environmental waivers and legal clearances that would be needed to dispose of emergency debris and materials from demolition activities. The Public Service Authority will coordinate with DEQ to monitor disposal of debris materials.

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

The Local Building Official is responsible for determining the state and status of a building, and placing notification upon the facility. The building owner retains responsibility for deciding whether to demolish or restore the structure. During the recovery phase, the Building Official is responsible for the facilitation of the building permit issuance process and for the review and approval of the site-related and construction plans submitted for the rebuilding/restoration of residential and commercial buildings.

**Actions/Responsibilities**

- Alert personnel to report to the Emergency Operations Center (EOC).
- Review plans.
- Begin keeping record of expenses and continue for the duration of the emergency.
- Prepare to make an initial damage assessment (IDA).
- Activate the necessary equipment and resources to address the emergency.
- Assist in assessing the degree of damage of the community.
- Assist in coordinating response and recovery.
- Identify private contractor and procurement procedures.
- Prioritize debris removal.
- Inspect buildings for structural damage.
- Post appropriate signage to close buildings.
- Ensure all repairs comply with current building codes, land-use regulations, and the locality's comprehensive plan, unless exempted.
<table>
<thead>
<tr>
<th>Provider</th>
<th>Address</th>
<th>Phone Number(s)</th>
<th>Contact Person</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>BARC Electric</td>
<td>84 High Street Dr. Millboro, Va 24460</td>
<td>540-997-9124 800-846-2272</td>
<td>Dale Myer</td>
<td>Electric</td>
</tr>
<tr>
<td>Dominion Power</td>
<td>120 Tredegar St. Richmond, VA 23219</td>
<td>804-771-3655 804-736-3655 804-514-2277</td>
<td>Jennifer Cormier Kingsley</td>
<td>Electric</td>
</tr>
<tr>
<td>PSA</td>
<td>150 S. Main St Lexington, VA 24450</td>
<td>540-463-4329</td>
<td>Melissa Alexander</td>
<td>County Water</td>
</tr>
<tr>
<td>City of Lexington</td>
<td>300 E. Washington St. Lexington, VA 24450</td>
<td>540-463-3154 540-463-3566</td>
<td>Mike Kennedy Rick Allen</td>
<td>Sanitation Water</td>
</tr>
<tr>
<td>City of Buena Vista</td>
<td>2039 Sycamore Ave Buena Vista, VA 24416</td>
<td>540-261-1444 540-261-8630</td>
<td>Mike Cosby Karen Vassar</td>
<td>Sanitation Water</td>
</tr>
<tr>
<td>Rockbridge County</td>
<td>150 S. Main St Lexington, VA 24450</td>
<td>540-463-4361</td>
<td>Jeremy Garrett</td>
<td>Sanitation</td>
</tr>
<tr>
<td>Columbia Gas of VA</td>
<td>1809 Coyote Drive Chester, VA 23836</td>
<td>800-544-5606</td>
<td>Consumer Support</td>
<td>Gas Service</td>
</tr>
<tr>
<td>Columbia Gas</td>
<td>735 Borden Rd Lexington, VA 24450</td>
<td>540-463-3138 800-835-7191</td>
<td>Vernon Sloan</td>
<td>Gas Distribution</td>
</tr>
</tbody>
</table>

Table 3.1 – Utility Providers
Tab 2 to Emergency Support Function # 3
BUILDING POSTING GUIDE

1. All buildings within the area, regardless of damage, are to be POSTED by the squad members at the site.

2. One of the following three posters is to be used:

   A. “SAFE FOR OCCUPANCY” GREEN POSTER
      No damage to structural elements.
      No damage to utilities.
      There is only minor damage to walls or roof affecting weather resistance.
      Generally 10% or less damage.

   B. “LIMITED ENTRY” YELLOW POSTER
      There is structural damage to a portion of the building.
      The building needs utility or weather resistance repairs.
      The building may be occupied safely.
      Generally greater than 10% and less than 50% damage.

   C. “THIS BUILDING IS UNSAFE” RED POSTER
      There is major structural damage.
      No occupancy is allowed.
      May or may not need to be demolished.
      Generally more than 50% damage.

3. If there is immediate danger to life from failure or collapse, the squad leader shall inspect and, as appropriate, sign or have the Building Official sign a demolition order, or call the appropriate entities to shore-up structures.
Emergency Support Function #4 – Firefighting

Primary Agencies
Fire Departments

Secondary/Support Agencies
Virginia Department of Forestry (VDOF)

Introduction

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

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

Policies:

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

Concept of Operations

General:
Rockbridge County, the City of Buena Vista and the City of Lexington fire departments are prepared to assume primary operational control in fire prevention strategies, fire suppression, and hazardous material incidents. (See the Hazardous Materials Emergency Response Plan.) Fire department personnel who are not otherwise engaged in emergency response operations may assist in warning and alerting the public, evacuation, and communications as is necessary and appropriate during an emergency situation.

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

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

A fire representative will be assigned to the EOC in order to coordinate the fire service response. The fire representative will be a part of the EOC staff and will assist with the overall direction and control of firefighting emergency operations.

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

Actions

- Develop and maintain plans and procedures to provide fire, rescue and EMS services in time of emergency.
- Document expenses, and continue for the duration of the emergency.
- Check for function, fire fighting and communications equipment.
- Fire Service representatives shall report to the Local Emergency Operations Center to assist with operations.
- Fire department personnel may be asked to assist with warning and alerting, evacuation, communication, and emergency medical transport.
- Follow established procedures in responding to fires and hazardous materials incidents, and in providing rescue and EMS services.
- Request mutual-aid from neighboring jurisdictions, to include: Alleghany, Amherst, Augusta, Bedford, Botetourt and Nelson, or elsewise as required.
- The NWS may be contacted to provide weather forecast support and/or on-site support for decision support services as/if needed.

Responsibilities

- Fire prevention and suppression.
- Emergency Medical Services treatment and transportation of the sick and injured; this is to include all fire departments, with exception of Glasgow Fire and Goshen Fire departments.
- Hazardous materials incident response and training.
- Radiological monitoring and decontamination; based on level of training.
- Assist with evacuation.
- Search and rescue.
- Temporary shelter for evacuees at each fire station; only set up as “Refuges of Last Resort.”
- Assist in initial warning and alerting.
- Provide qualified representative to assist in the local EOC.
- Requests assistance from supporting agencies when needed.
- Arranges direct liaison with fire chiefs in the area.
- Implements Mutual-Aid.
- Assist with clean-up operations.
- Assist with inspection of damaged facilities, if applicable.
## Tab 1 to Emergency Support Function #4

### Fire Department Resources

<table>
<thead>
<tr>
<th>Department</th>
<th>Address</th>
<th>Phone Number(s)</th>
<th>Contact Person</th>
<th>Number Firefighters</th>
<th>Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effinger</td>
<td>2824 Collierstown Rd Lexington, VA 24450</td>
<td>540-463-7596</td>
<td>Chief Steve Emore</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Glasgow</td>
<td>P.O. Box 356 Glasgow, VA 24555</td>
<td>540-258-2400</td>
<td>Chief John Hill</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goshen</td>
<td>140 Main St. Goshen, VA 24439</td>
<td>540-997-5411</td>
<td>Chief Mike Jolly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kerrs Creek</td>
<td>2880 W. Midland Trail Lexington, VA 24450</td>
<td>540-463-7515</td>
<td>Chief P.J. Sibold</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rockbridge Baths</td>
<td>5024 Maury River Rd Rockbridge Baths, VA 24473</td>
<td>540-348-5055</td>
<td>Chief Melvin Bauernfeind</td>
<td></td>
<td></td>
</tr>
<tr>
<td>South River</td>
<td>5842 N. Lee Hwy P.O. Box 203 Fairfield, VA 24435</td>
<td>540-377-5988</td>
<td>Chief Ben Wilmer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walkers Creek</td>
<td>3964 Walkers Creek Rd Middlebrook, VA 24459</td>
<td>540-348-5105</td>
<td>Chief Colby Irvine</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lexington</td>
<td>708 S. Main St. Lexington, VA 24450</td>
<td>540-463-3210</td>
<td>Chief Ty Dickerson</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buena Vista</td>
<td>2010 Sycamore Ave. Buena Vista, VA 24416</td>
<td>540-261-2390</td>
<td>Chief Larry Moore</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Natural Bridge</td>
<td>5705 S. Lee Highway Natural Bridge, VA 24579</td>
<td>540-291-1866</td>
<td>Chief James Campbell</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Raphine</td>
<td>2130 Raphine Rd Raphine, VA 24472</td>
<td>540-377-2888</td>
<td>Chief Jeremy Ramsey</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Table 4.1 – Fire Department Resources*

*Data maintained within the Regional Resource Listing*

*Contact telephone numbers not for public display*
Emergency Support Function #5 – Emergency Management

Primary Agency
Emergency Management

Secondary/Support Agencies
County/City Administrator
County/City Attorney
Finance
Fire/EMS
Information and Technology
Planning and Zoning
Police Department
Public Works
Sheriff’s Office

Introduction

Purpose:
Directs controls and coordinates emergency operations from the Rockbridge County/City of Buena Vista/City of Lexington Emergency Operation Center (EOC), utilizing the National Incident Management System (NIMS) doctrine.

Scope:
ESF- # 5 coordinates the response of all the departments within the community and the use of community resources to provide emergency response.

ESF- # 5 facilitates information flow in the pre-incident prevention phase in order to:
• Place assets on alert or pre-position assets for quick response.
• Provide alerting and notification.
• Coordinate with agencies, organizations, and outside organizations when capabilities are anticipated to exceed local resources.

Post-incident functions that support and facilitate planning and coordination are:
• Alert and notification.
• Deployment and staffing of emergency response teams.
• Incident action planning.
• Coordination of operations with local government for logistics and material.
• Direction and control.
• Information management.
• Facilitation of requests for assistance.
• Resource acquisition and management (to include allocation and tracking).
• Worker safety and health.
• Facilities management.
• Financial management.
• Other support as required.
Policies:
- Provides a multi-departmental command system.
- Manages operations at the county level.
- The National Incident Management System can be used in any size or type of disaster to coordinate and control response personnel, facilities and equipment.
- The Incident Command System principles include use of common terminology, modular organization, integrated communications, unified command structure, coordinated action planning, and manageable span of control, pre-designated facilities, and comprehensive resource management.
- ESF- # 5 staff supports the implementation of mutual-aid agreements to ensure seamless resource response.
- Provides representatives to staff key positions on Emergency Response Team(s).
- Departments and agencies participate in the incident action planning process which is coordinated by ESF- # 5.

Concept of Operations

General:
The Emergency Management Coordinator:
- Assures development and maintenance of SOPs / SOGs on the part of each major emergency support function.
- Each function should maintain current notification rosters; rosters are currently kept at the local regional Emergency Operations Center.
- Designate staff to the Emergency Operations Center.
- Establish procedures for reporting appropriate emergency information.
- Coordinate emergency response plans with the local government.
- Develop mutual aid agreements with the local government in adjacent localities.
- Designate a representative to the local EOC if the local plan is implemented and a representative is needed; and Develop threat levels.
- Support personnel to assist with communications, logistics, and administration will also be designated. The Director of Emergency Management will be available for decision making as required.

The Emergency Management Coordinator will assure the development and maintenance of SOPs / SOGs on behalf of each major emergency support function. Generally, each designated agency should:
- Maintain current notification rosters.
- Establish procedures for reporting emergency information.
- Develop mutual aid agreements with like agencies in adjacent localities.
- Provide ongoing training to maintain emergency response capabilities.

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

Procedures for these support operations should be established and maintained.

Rockbridge County, the City of Buena Vista and the City of Lexington participate in the Statewide Mutual-Aid Agreement (SMA) program. Emergency Management staff is scheduled, or has already been trained, on WebEOC. WebEOC will be utilized when there is a need to request state resources during an incident.
Organization:

- Emergency operations may be directed and controlled from the Emergency Operations Center (EOC).
- Identify the responsibilities of the emergency manager.
- Identify the role of the EOC.
- Identify the EOC staff.
- Identify the departments that have a role in the emergency management organization.
- Identify succession of authority within key departments and positions; as identified in the Basic Plan.
- Develop and scale the National Incident Management System (NIMS) to the particular incident.
- Exercise the plan annually as pursuant to the Code of Virginia.

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

- Staffing responsible for implementing the Emergency Operations Plan.
- Procedures for reporting emergency information.
- Provide ongoing training to maintain emergency response capabilities.

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

Responsibilities:

- Maintain a notification roster of EOC personnel and their alternates.
- Establish a system and procedure for notifying EOC personnel.
- Coordinate Emergency Management mutual aid agreements dealing with adjunct jurisdictions and applicable relief organizations.
- Maintain plans and procedures for providing timely information and guidance to the public in time of emergency through ESF- # 15.
- Ensure compatibility between this plan and the emergency plans and procedures of key facilities and private organizations within the community.
- Develop accounting and record keeping procedures for expenses incurred during an emergency.
- Define and encourage hazard mitigation activities, which will reduce the probability of the occurrence of disaster and/or reduce its effects.
- Prepare to provide emergency information to the community in coordination with ESF- # 15.
- Provide logistical support to on scene emergency response personnel.
- Maintain essential emergency communications through the established communications network.
- Provide reports and requests for assistance to the local and Virginia EOC, through WebEOC.
- Activates and convenes county emergency assets and capabilities.
## Tab 1 to Emergency Support Function # 5

### ROCKBRIDGE COUNTY TELEPHONE LISTING

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Work Phone</th>
<th>Home Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Management Director</td>
<td>Spencer Suter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Management Coordinator</td>
<td>Robert Foresman</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sheriff</td>
<td>Chris Blalock</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Information Officer</td>
<td>Spencer Suter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>American Red Cross</td>
<td>Chris Bruner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Department – Environmental</td>
<td>Katie McIvor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director of Parks &amp; Recreation</td>
<td>Wayne Nicely</td>
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<td></td>
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<tr>
<td>Director of Social Services</td>
<td>Meredith Downey</td>
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<tr>
<td>County Attorney</td>
<td>Vickie Huffman</td>
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<tr>
<td>VPI Extension Service</td>
<td>Tom Stanley</td>
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</table>

Table 5.1 – Emergency Management Organization

## Tab 2 to Emergency Support Function # 5

### CITY OF BUENA VISTA TELEPHONE LISTING

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Work Phone</th>
<th>Home Phone</th>
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<tbody>
<tr>
<td>Emergency Management Director</td>
<td>Frankie Hogan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Management Coordinator</td>
<td>Jay Scudder</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police Chief</td>
<td>Garth Wheeler</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Information Officer</td>
<td>Frankie Hogan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>American Red Cross</td>
<td>Chris Bruner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Department – Environmental</td>
<td>Katie McIvor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director of Parks &amp; Recreation</td>
<td>Ronnie Coffey</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director of Social Services</td>
<td>Meredith Downey</td>
<td></td>
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<tr>
<td>City Attorney</td>
<td>Brian Kearny</td>
<td></td>
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<tr>
<td>VPI Extension Service</td>
<td>Tom Stanley</td>
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</tbody>
</table>

Table 5.1 – Emergency Management Organization
### CITY OF LEXINGTON TELEPHONE LISTING

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Work Phone</th>
<th>Home Phone</th>
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</thead>
<tbody>
<tr>
<td>Emergency Management Director</td>
<td>Noah Simon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Management Coordinator</td>
<td>Trent Roberts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police Chief</td>
<td>Al Thomas</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Information Officer</td>
<td>TBA</td>
<td></td>
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</tr>
<tr>
<td>American Red Cross</td>
<td>Chris Bruner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Department – Environmental</td>
<td>Katie McIvor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director of Parks &amp; Recreation</td>
<td>John Trudgeon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director of Social Services</td>
<td>Meredith Downey</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City Attorney</td>
<td>Larry Mann</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VPI Extension Service</td>
<td>Tom Stanley</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Table 5.1 – Emergency Management Organization*
Tab 4 to Emergency Support Function #5

EMERGENCY OPERATIONS CENTER (EOC)

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

Organization
1. See EOC Organizational Chart.
2. The EOC staff will be organized using the Incident Command System. A partial listing of job responsibilities for the command and general staff are described below:

A. Incident Commander/EOC Manager:
   - Manage overall operations.
   - Coordinate activities for all Command and General Staff.
   - Development and implementation of strategy.
   - Approve and authorize the implementation of an Incident Action Plan (IAP).
   - Approve requests for additional resources or for the release of resources.
   - Authorize release of information to the news media.
   - Order the demobilization of the incident, when appropriate.
   - Ensure establishment and oversight of a Joint Information Center (JIC).

B. Safety Officer:
   - Safety Officer is a member of the Command Staff and reports to the Incident Commander.
   - Monitoring and assessing hazardous and unsafe situations.
   - Developing measures for assuring personnel safety.
   - Correct unsafe acts or conditions through the regular line of authority.
   - Maintain an awareness of active and developing situations.
   - Investigate or Coordinate the Investigation of accidents that occur within the EOC.
   - Includes safety messages in each IAP.

C. Liaison Officer:
   - Liaison Officer is a member of the Command Staff and reports to the Incident Commander.
   - Interacting with the ESFs, state and federal agencies.
   - Identifying current or potential interagency problems.
   - Keeping the Incident Commander and Command Staff informed of current or potential problems.

D. External Affairs:
   - Public Information Officer is a member of the Command Staff and reports to the Incident Commander.
   - Initiates and maintains contact with the media throughout the incident.
   - Arranges for press briefings with Incident Commander and other EOC staff, as appropriate.
   - Coordinates with state and federal public information officers.
   - Coordinates VIP visits to EOC and affected areas.
   - Prepares fact sheet.
   - Coordinates Community Relations with local community leaders.
   - Keeps the public informed of the situation.
E. **Operations Section Chief:**
- Operations Section Chief is a member of the general staff and reports to the Incident Commander.
- Manages all operations directly applicable to the primary mission.
- Activates and supervises operations, organizational elements, and staging areas in accordance with the IAP.
- Assists in the formulation of the IAP and directs its execution.
- Directs the formulation and execution of subordinate unit operational plans and requests or releases of resources.
- Makes expedient changes to the IAP, as necessary, and reports changes to Incident Commander.
- Activates and supervises the Emergency Support Functions (ESF) Branch Chiefs assigned to the Operations Section.

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

G. **Logistics Section Chief:**
- Logistics Section Chief is a member of the general staff and reports to the Incident Commander.
- Provide facilities, services, and materials in support of the incident.
- Participates in the development of the IAP.
- Advises on current service and support capabilities.
- Activate Logistics Section Units.
- Recommends the release of resources/supplies.
- Activates and supervises the ESF Branch Chiefs assigned to the Logistics Section.

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

The EOC will be activated and operated as follows:

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

2. Partial activation will be ordered when the emergency requires relatively few personnel to accomplish the necessary tasks. Such situations might vary from weather warnings or operations resulting from minor storm damage, fire, and vehicular accidents with multiple casualties, etc.

3. Full activation will be ordered when widespread destruction has occurred or there is an imminent threat of such destruction. An incident of such magnitude would require commitment of a large number of personnel and equipment resources to properly respond to and recover from an incident.

4. The EOC may remain functional during the mobilization, response and recovery operational phases.

5. Initial situation briefings will be provided by the Emergency Management Coordinator.

6. Direction and control of county personnel and resources employed in support of disaster operations is exercised by the department or agency furnishing support.

7. When the Virginia EOC is operational, all requests for State or Federal resources are made via the Virginia Department of Emergency Management, through use of WebEOC, if available, or by phone at (804) 674-2400 or 1-800-468-8892.

8. Depending upon the severity and magnitude of the incident, the EOC may have to operate for an extended period of time. Therefore, each department or agency assigning personnel to the EOC should allow for additional relief personnel on a shift basis.

Location

The Regional Emergency Operations Center (EOC) is located 11 Fuller Street, Lexington, Virginia. The alternate site EOC is located at 11 Fuller Street, Lexington, Virginia. The primary EOC does have a back-up power supply. The alternate location has a generator that maintained on a routine basis and the fuel supply is checked and maintained regularly. The primary EOC must be set-up with computers and phones each time it is activated. The responsibility for establishing an active EOC rests with the Emergency Management Coordinators for the City of Lexington and Rockbridge County.

ACTIONS – EMERGENCY OPERATIONS CENTER

- Direct overall emergency operations.
- Initiate activation of EOC.
- Determine operational course of action.
- Coordinate requests for resources.
- Develop and maintain accurate status of the situation.
- Develop, implement, and execute IAP.
- Procure support services.
- Establish and maintain emergency communications.
- Use of WebEOC to request and track resources.
Tab 5 to Emergency Support Function #5
PRIMARY EOC STAFFING

**Skeletal Staffing**
Emergency Management Coordinator
Sheriff/Police Chief
Message Clerk
Phone Operator

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

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

**Public Information/Rumor Control**
Public Information Officer
Phone Operators
Message Clerk
Messenger
Security
Tab 6 to Emergency Support Function #5
EOC FLOOR PLAN

IC

Command Staff

Operations
Logistics
Planning
Finance

Human Services
Emergency Services
Infrastructure and Support

Additional Office Space
Tab 7 to Emergency Support Function #5
SUGGESTED EOC MESSAGE FLOW
(To be used when WebEOC or other electronic tracking system is not available)

Dispatcher/Phone Operator
Receive incoming messages. Record them on standard 3-color form. Enter in personal log and make a photocopy if desired. Deliver messages to the Coordinator.

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

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

Service Chiefs
Receive task with yellow copy from Coordinator. Complete action. Make a record of all action and attach to yellow “action copy” of message. Return to Coordinator. Retain a photocopy of yellow message plus attachments.

Messengers
Make photocopies of messages and supporting documentation and return them with the original to the individual making the request. Deliver messages and perform other support duties as required.
Tab 8 to Emergency Support Function #5
EOC MESSAGE FORM

<table>
<thead>
<tr>
<th>EOC MESSAGE</th>
<th>URGENT</th>
<th>ROUTINE</th>
<th>INFO ONLY</th>
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<tbody>
<tr>
<td>MESSAGE NO: _______ DATE: _________ TIME: _______</td>
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</tbody>
</table>

TO:     NAME: ________________________ FROM: ________________________

ORGANIZATION: _______________ ORGANIZATION: _______________

TELEPHONE: _______________ TELEPHONE: _______________

SITUATION/INCIDENT DESCRIPTION:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

ACTION TAKEN/RESPONSE/REPLY:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

EOC ACTION OFFICER: ________________________________________________

Table 5.2 – Message Form
Tab 9 to Emergency Support Function #5
EOC MESSAGE LOG

EOC MESSAGE LOG
EOC: ______________  DATE: ______________

<table>
<thead>
<tr>
<th>Message No.</th>
<th>Time</th>
<th>Incident/Message</th>
<th>To</th>
<th>From</th>
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<tr>
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*Table 5.3 – Message Log*
Tab 10 to Emergency Support Function #5
EOC SIGNIFICANT EVENTS LOG

<table>
<thead>
<tr>
<th>TIME</th>
<th>AREA AFFECTED</th>
<th>EVENT</th>
<th>STATUS</th>
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</table>

Table 5.4 – Significant Events Log
Tab11 to Emergency Support Function #5

INCIDENT COMMAND SYSTEM

Emergency Operations Center (EOC) Structure

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

The Incident Command System ensures:
- Manageable span of control (3 to 7 staff; optimum is 5).
- Personnel accountability (each person reports to only one person in the Chain-of-Command).
- Functional positions staffed only when needed (responsibilities for any positions that are not staffed remain with the next higher filled position).
Emergency Support Function # 6 –
Mass Care, Housing, Human Resources

Primary Agencies
Department of Social Services

Secondary/Support Agencies
American Red Cross
CERT
Emergency Management
Local Recovery Task Force
Virginia Department of Behavioral Health, and Developmental Services
Virginia Department of Health
Virginia Voluntary Organizations Active in Disaster (VVOAD)

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

Policies:

- ESF- # 6 support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts.
- To support mass care activities and provide services without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- To coordinate with ESF- # 1, # 3, # 5, # 11, # 14 and others regarding recovery and mitigation assistance, as appropriate.
- To assign personnel to support ESF-6 functions in accordance with the rules and regulations of their respective parent agencies.
- To reduce duplication of effort and benefits, to the extent possible. This includes streamlining assistance as appropriate and identifying recovery and mitigation measures to support local planning efforts.

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

The services and programs may include the following:
- Sheltering.
- Food service.
- Emergency First Aid.
- Counseling.
- Family Assistance Center (FAC).
- Reunification Services.
- Virginia Criminal Injuries Compensation Fund.
**Concept of Operations**

**General:**

The Department of Social Services is designated the lead agency for ESF- # 6 and maintains overview of ESF- # 6 activities, resolves conflicts and responds to questions. The American Red Cross, in partnership with the Department of Social Services, is responsible for reception and care of evacuees including feeding operations. Local law enforcement will provide security at the shelters. Local health department and EMS providers will provide first-aid and limited medical care at the shelter center. Local Fire Departments will provide fire protection to the shelters. The school system may provide transportation of evacuees to the designated shelter location. The Department of Social Services, as the lead for ESF- # 6 will ensure coordination with other ESFs for integration of special sheltering needs for non-general populations, including people with special medical needs and pets. The Department of Social Services will also lead the efforts in assisting impacted individuals with any benefits and programs available to them and will coordinate with the Virginia Department of Behavioral Health and Developmental Services to provide counseling services as needed.

Rockbridge County, the City of Buena Vista and the City of Lexington have pre-determined shelter locations in the event of a large disaster requiring an evacuation. The following services may be offered at these locations:

**Sheltering**

- An emergency shelter is an immediate short-term accommodation either (1) designated by local officials for persons threatened by or displaced by an incident, or (2) designated by state officials directing a mandatory evacuation across jurisdictional boundaries either before or after an incident.
- Public emergency shelters will provide accommodations for all population groups. Appropriate provisions must be made within the shelter facilities to accommodate people with special medical needs that do not require hospital admission, people without their own transportation, and registered sex offenders.
- Additionally, sheltering for pets and service animals must be included in planning and coordinated with ESF- # 11. Refer to the Animal Care and Control Annex for details regarding pet and animal sheltering.
- For mass evacuations directed by state officials, the Virginia Department of Social Services will coordinate the designation of shelter facilities and the operation of shelters for people who evacuate out of their home jurisdiction.

**Feeding**

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

**Emergency First Aid**

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

**Counseling**

- Provide counseling through local government services if it appropriate based upon the scale of the emergency and the capabilities of the counseling services.
- Events in which there are mass casualties and injuries that exceed local government resources and capabilities, can contact external agencies.
- Outside counseling can be provided via the Department of Criminal Justice’s Victims’ Services Section, and the Department of Behavioral Health, and Developmental Services, Emergency Mental Health Section, and activated via the local government.
Security
- The Sheriff's Department and Police Departments have the responsibility for coordinating security during a disaster.
- Secure evacuated areas.
- Provide security to shelter(s).

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

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

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

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

"In the event of an emergency when there are crime victims involved as defined by §19.2-11.01 of the Code of Virginia, Rockbridge County, the City of Buena Vista, and the City of Lexington will contact the Virginia Department of Criminal Justice Services (DCJS), and the Virginia Criminal Injuries Contact Fund (VCICF) to deploy. Both entities will serve as the lead for coordinating services and assistance to the victims."
Criminal Injury Compensation Fund

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

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

Virginia Department of Criminal Justices Services

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

“The plan shall include, but not be limited to, responsibilities of all local agencies and shall establish a chain of command, and a provision that the Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund shall be contacted immediately to deploy assistance in the event of an emergency as defined in the emergency response plan when there are victims as defined in § 19.2-11.01. The Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund shall be the lead coordinating agencies for those individuals determined to be victims, and the plan shall also contain current contact information for both agencies.”
<table>
<thead>
<tr>
<th>Facility Information</th>
<th>Contact Person(s) and Information</th>
<th>Capacity</th>
<th>Pet Friendly (Y/N)</th>
<th>Back Up Power (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rockbridge Co HS</td>
<td>Haywood Hand 143 Greenhouse Road</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>Lexington, VA 24450 540-463-5555</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maury River MS</td>
<td>Randy Walters 600 Waddell St.</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>Lexington, VA 24450 540-463-3129</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central ES</td>
<td>Ryan Barber 85 Central Road</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>Lexington, VA 24450 540-463-4500</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fairfield ES</td>
<td>Vicky Stevens 20 Fairfield School Rd 540-348-5202</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>Mountain View ES</td>
<td>Lori Teague 220 Burger Circle</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>Buena Vista, VA 24416 540-261-2418</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Natural Bridge ES</td>
<td>Melanie Falls 42 Natural Bridge School Road 540-291-2292</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>Natural Bridge, VA 24579</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parry McCluer MS</td>
<td>Troy Clark 2329 Chestnut Avenue</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>Buena Vista, VA 24416 540-261-7340</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Southern Virginia University</td>
<td>Hugh Bouchelle 1 University Hill Drive 540-261-8407</td>
<td>N</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Buena Vista, VA 214416</td>
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</tbody>
</table>

*Table 6.1 – Shelter Locations*
Tab 2 to Emergency Support Function #6

Shelter Registration Form

**AMERICAN RED CROSS**

**SHELTER REGISTRATION FORM**

*Please print all sections*

<table>
<thead>
<tr>
<th>Family Name (Last Name):</th>
<th>Total family members registered:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total family members sheltered:</td>
</tr>
<tr>
<td>Pre-Disaster Address (City /State/Zip):</td>
<td>Identification verified by (Record type of ID; if none, write none):</td>
</tr>
<tr>
<td>Post-Disaster Address (if different) (City/State/Zip):</td>
<td></td>
</tr>
<tr>
<td>Home Phone:</td>
<td>Cell Phone/Other:</td>
</tr>
<tr>
<td>Method of Transportation:</td>
<td>Primary Language: If primary language is not English, please list any family members who speak English.</td>
</tr>
<tr>
<td>If personal vehicle-plate #:/State:</td>
<td>(for security purposes only)</td>
</tr>
</tbody>
</table>

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

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

Are you required by law to register with any state or local government agency for any reason?

☐ Yes ☐ No If Yes, please ask to speak to the shelter manager immediately.

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

Signature ___________________________ Date: ___________________________

**CONFIDENTIALITY STATEMENT**

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

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

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

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

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

Signature ___________________________ Date: ___________________________

Shelter Worker Signature ___________________________ Date: ___________________________

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

---

Form 3972 Rev: 02/07

Copy Distribution:

1. Shelter registration on-site file - Mass Care
2. Information Management (Data Entry)
3. Client (if requested)
Tab 3 to Emergency Support Function #6
Special Needs Population
Requiring Special Care in Times of Emergency

General

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

Special Transportation Resources

- Public Schools.
- Additional transportation resources are identified in the Basic Plan.

For example, a local American Red Cross chapter provides relief at the local level and also provides staffing of ESF # 6 – Mass Care.
Emergency Support Function #7 – Resource Management

Primary Agencies
Finance Department
General Services

Secondary/Support Agencies
American Red Cross
Department of Social Services
Emergency Management
Public Works
Virginia Department of Emergency Management

Introduction

Purpose:
- Identify, procure, inventory, and distribute critical resources for locality during an emergency.

Scope:
- Rockbridge County, the City of Buena Vista and the City of Lexington will determine what resources are available and identify potential sites for receiving, storing and distributing resources if outside assistance is needed.
- Resource support may continue until the disposition of excess and surplus property is completed.
- During an incident, if demand for resources exceeds the locality’s capabilities, then outside requests will be made based upon a Memorandum Of Understanding (MOU), Mutual-Aid agreements and local/state policy. Resources can be requested through the VEOC.

Policies:
- Rockbridge County, the City of Buena Vista and the City of Lexington will use jurisdictional resources and equipment during incidents, and will have control over the management of the resources as needed to respond to the situation.
- Individuals involved in distributing and/or obtaining resources will be aware of emergency procurement policies and have the authority to do so in an emergency situation(s).
- Each department with an emergency management role will be responsible for identifying its resources that could be used in an emergency.
- The Emergency Operations Plan (EOP) reflects state policy, regarding requesting resources based when that policy is determined. All resources are to be requested through WebEOC, using the C-SALTT method.

Concept of Operations

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

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

Actions/Responsibilities

- Designate local department(s) within the community responsible for resource management.
- Develop resource lists that detail type, location, contact arrangements, and acquisition procedures for critical resources.
- Prepare Mutual-Aid agreements with local and surrounding jurisdictions to aid the locality.
- Develop SOPs/SOGs to manage the processing, use, inspection, and return of resources coming to the locality.
- Identify actual or potential facilities and ensure they are ready and available to receive, store, and distribute resources (government, private, donated).
- Develop training/exercises to test plan, and to ensure maximum use of available resources and understanding of policies to obtain resources from outside the locality.
- Develop and maintain a detailed list of available community resources.
- Ensure the community is aware of available resources. The messages are to be coordinated through ESF- # 15.
Emergency Support Function # 8 –
Public Health and Medical Services

Primary Agencies
Central Shenandoah Health District
Emergency Management

Secondary/Support Agencies
American Red Cross
Buena Vista Fire Department
Buena Vista Police Department
Carilion Stonewall Jackson Hospital
Department of Social Services
Lexington Fire Department
Lexington Police Department
Rockbridge County Director of Fire and EMS
   (includes: Rockbridge County fire and EMS agencies)
Rockbridge County Sheriff's Office
Virginia Department of Agriculture and Consumer Services
Virginia Department of Emergency Management
Virginia Department of Environmental Quality
Virginia Department of Health

Introduction
- The purpose of ESF- # 8 is to provide health and medical services to the residents of Rockbridge County, the City of Buena Vista and the City of Lexington during and/or after an emergency situation.

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

Scope:
- An all hazards approach based on Rockbridge County, the City of Buena Vista, and the City of Lexington ability to provide medical resources.
- When an incident exceeds the local capabilities, outside assistance will be requested through MOUs, Mutual-Aid Agreements, including Statewide Mutual-Aid, and the coordination of this plan with the Central Shenandoah Health District Emergency Response Plan.

Policies:
- Internal policies and procedures and regulations.
- Privacy policies and laws with regard to provision of medical care.
- Policies regarding provision of first-aid and health care.
- EMS vehicles are dispatched primarily through the ECC. But, providers can be alerted through individual department communication avenues.
Concept of Operations

General:
- Rockbridge County, the City of Buena Vista and the City of Lexington will respond with available resources as designated in the Basic Plan.
- Support and assistance from neighboring local governments and state agencies will be requested based on mutual aid agreements and coordination with other agency’s plans.
- If the EOC is activated during the response, representatives of this ESF- # 8 will be assigned to the EOC.

Responsibilities/Actions
- Provide personnel, equipment, supplies and other resources necessary to coordinate plans and programs for a medical response during an incident.
- Designate an individual to coordinate medical, health, and rescue services.
- Coordinate and develop SOPs/SOGs for personnel in this ESF- # 8.
- Develop and maintain procedures for providing a coordinated response with local government and private organizations.
- Maintain a roster of key officials in each medical support area; updated rosters are kept at the EOC.
- Review emergency plans with local governments.
- Implement mutual-aid agreements as necessary.
# EMERGENCY MEDICAL SERVICES PROVIDERS

<table>
<thead>
<tr>
<th>Provider</th>
<th>Location</th>
<th>Phone Number</th>
<th>Contact</th>
<th>Resources</th>
<th>Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lexington Rescue</td>
<td>708 S. Main St. Lexington, VA 24450</td>
<td>540-463-3210</td>
<td>Chief T. J. Dickerson</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buena Vista Rescue</td>
<td>P.O. Box 668 Buena Vista, VA 24416</td>
<td>540-261-1719</td>
<td>Captain Danny Breeden</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Glasgow Rescue</td>
<td>P.O. Box 421 Glasgow, VA 24555</td>
<td>540-258-2247</td>
<td>Captain Robert Hickman</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fairfield Rescue</td>
<td>P.O. Box 136 Fairfield, VA 24435</td>
<td>540-377-2848</td>
<td>Captain Steve Reese</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goshen Rescue</td>
<td>P.O. Box 66 Goshen, VA 24439</td>
<td>540-997-9409</td>
<td>Captain Linda Arnold</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Effinger Fire/Rescue</td>
<td>2824 Collierstown Rd Lexington, VA 24450</td>
<td>540-463-7596</td>
<td>Chief Steve Emore</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kerrs Creek Fire/Rescue</td>
<td>2880 W. Midland Trail Lexington, VA 24450</td>
<td>540-463-7515</td>
<td>Chief P.J. Sibold</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 8.1 – EMS Providers
**Tab 2 to Emergency Support Function #8**  
**Hospitals, Clinics, Medical Facilities and Personnel**  
*(Includes all medical facilities within the jurisdiction, adjacent localities and states)*

<table>
<thead>
<tr>
<th>Facility</th>
<th>Address</th>
<th>Phone Number(s)</th>
<th>Contact Person</th>
<th>Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carilion Stonewall Jackson Hospital</td>
<td></td>
<td>540-458-3300</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Augusta Health Systems</td>
<td></td>
<td>800-932-0262</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rockbridge, Buena Vista, Lexington Health Center</td>
<td></td>
<td>540-464-8700</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lexington, Rockbridge County Health Department</td>
<td></td>
<td>540-463-3185</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buena Vista Health Department</td>
<td></td>
<td>540-261-2149</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Table 8.2 - Hospitals*
<table>
<thead>
<tr>
<th>Provider</th>
<th>Address</th>
<th>Phone Number</th>
<th>Point of Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifeguard 10</td>
<td>431 McClanahan Street</td>
<td>888-377-7628</td>
<td>Carol Gilbert</td>
</tr>
<tr>
<td></td>
<td>Roanoke, VA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lifeguard 12</td>
<td>3 Health Circle</td>
<td>888-377-7628</td>
<td>Carol Gilbert</td>
</tr>
<tr>
<td></td>
<td>Lexington, VA 24450</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Med-Flight 3</td>
<td>18377 Lee Highway</td>
<td>276-676-5622</td>
<td>John Ratliff</td>
</tr>
<tr>
<td></td>
<td>Abingdon, VA 24211</td>
<td>423-844-2104 (Flight</td>
<td>Virginia State Police</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tracking)</td>
<td></td>
</tr>
<tr>
<td>Wings 4</td>
<td>1109 Snyder Street</td>
<td>276-783-2524</td>
<td>Jason Hefner</td>
</tr>
<tr>
<td></td>
<td>Marion, VA 24354</td>
<td>276-807-4791</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>800-946-4701</td>
<td></td>
</tr>
<tr>
<td>Pegasus</td>
<td>Charlottesville, VA</td>
<td>434-522-1826</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>434-924-9287</td>
<td></td>
</tr>
</tbody>
</table>

Table 8.3 - Medevacs
Mission – To develop an efficient and effective management response system in mass fatality disaster situations to facilitate the preparation, processing, and release of deceased human remains to the next-of-kin or family representative.

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

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

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

In order to ensure a prompt and professional response, the Virginia Funeral Directors Association maintains a resource manual of needed supplies, equipment, and vehicles. If additional resources are necessary to effectively respond to a disaster, the VFDA Executive Director has emergency purchasing authority up to a specified limit. The VFDA also has a specially equipped disaster trailer to assist the State Medical Examiner's Office and other funeral directors in the state with disaster field response.
COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HEALTH
OFFICE OF THE CHIEF MEDICAL EXAMINER
400 East Jackson Street
Richmond, VA 23219-3694
(804) 786-3174

OFFICES OF THE MEDICAL EXAMINER

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

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

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

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

Virginia Medical Examiner Districts
Emergency Support Function #9 – Search and Rescue

Primary Agencies
EMS
Fire Departments
Police Department
Sheriff’s Department

Secondary/Support Agencies
Emergency Management
Virginia Department of Emergency Management
Volunteer Search and Rescue Groups

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

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

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

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

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

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

Actions

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

Responsibilities

• Manages search and rescue task force deployment to, employment in, and redeployment from the affected area.
• Coordinates logistical support for search and rescue during field operations.
• Develops policies and procedures for effective use and coordination of search and rescue.
• Provides status reports on search and rescue operations throughout the affected area.
• Request further assistance from the Virginia Department of Emergency Management for additional resources.
## Tab 1 to Emergency Support Function #9
### Search and Rescue Resources and Personnel

<table>
<thead>
<tr>
<th>Resource Provider</th>
<th>Address</th>
<th>Phone Number(s)</th>
<th>Contact Person</th>
<th>Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>VDEM SAR Coordinator</td>
<td>VEOC</td>
<td>800-468-8892</td>
<td>Mark Eggeman</td>
<td>Statewide</td>
</tr>
<tr>
<td></td>
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</tbody>
</table>
Emergency Support Function #10 – Oil and Hazardous Materials

Primary Agencies
Fire Departments
Hazardous Materials Coordinator

Secondary/Support Agencies
EMS
Virginia Department of Emergency Management
Virginia Department of Environmental Quality

Introduction
The local fire department will be immediately contacted and the Fire Chief or designee will assume primary operational control of all hazardous materials incidents.

Mutual-Aid Agreements with the state or neighboring jurisdictions may provide support to the fire department.

Scope:
- The initial response will be handled by the jurisdictional fire department.
- Local fire departments have some capability to support a hazardous material response, every fire department has personnel trained at the operations level.
- State agencies may be called upon depending on the nature of the incident

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

- Fixed Facilities will report annually under SARA Title III.
- Notify the community of the need to evacuate or shelter in place.
- Mutual aid agreements will be implemented.
- Establish communications with ESF- # 5 and ESF- # 15.

Concept of Operations
General:
Rockbridge County, the City of Buena Vista and the City of Lexington maintain a separate volume of this annex that defines the roles and responsibilities during an oil and hazardous materials incident.

Organization:
- The Local Fire Chief or designee will assume primary operational control of all hazardous materials incidents; until the arrival of the local hazardous materials coordinator who will then assume operational control of the incident.
- Mutual-aid agreements between the community and the local government will be implemented.
• The jurisdictional fire chief will notify the local hazardous materials coordinator. The jurisdictional Hazardous Material Coordinator may request the Virginia Department of Emergency Management’s (VDEM) Regional Hazardous Materials Officer, and its Hazardous Materials Response Team.
• The NWS may be contacted to provide weather forecast support and/or on-site support for decision support services as/if needed.
• The fire chief and the jurisdictional hazardous materials coordinator will determine the need to evacuate or shelter in place.
• Law enforcement may coordinate the evacuation of the area.
• ESF- # 2 and ESF- # 15 will coordinate the dissemination of public information.

Actions/Responsibilities:

• Review procedures for hazard material incident.
• Develop procedures aimed at minimizing the impact of an unplanned release of a hazardous material to protect life and property.
• Conduct training for personnel in hazardous materials response and mitigation.
• Follow established procedures in responding to hazardous materials incidents.
• Record expenses.
Emergency Support Function # 11–
Agriculture and Natural Resources

Primary Agencies
Animal Care and Control
Emergency Management
Virginia Department of Agriculture and Consumer Services
Virginia Department of Social Services
VPI Cooperative Extension Service

Secondary/Support Agencies
Central Shenandoah Health District
Department of Social Services
Red Cross
Virginia Department of Game and Inland Fisheries (VDGIF)
Virginia Voluntary Organizations Active in Disaster (VVOAD)

Introduction

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

Scope:
Determined based on the local capabilities and include:
- Identify food assistance needs.
- Obtain appropriate food supplies.
- Arrange for transportation of food supplies to the designated area; this is coordinated through ESF- # 1.
- Implement an integrated response to an outbreak of highly contagious or economically devastating animal disease, infective exotic plant disease or an economically devastating plant pest infestation.
- Coordinate with Public Health and Medical Services to ensure that animal/veterinary/and wildlife issues are supported.
- Inspect and verify food safety in distribution and retail sites.
- Conduct food borne disease surveillance and field investigations.
- Coordinate appropriate response actions to conserve, rehabilitate, recover, and restore natural, cultural, and historic properties resources.

Policies:
- Each supporting agency is responsible for managing its assets and resources after receiving direction from the Local Department of Emergency Management.
- Actions will be coordinated with agencies responsible for mass feeding.
- This ESF will encourage the use of mass feeding as the primary outlet for disaster food supplies.
- Schools and communities may be able to feed affected population for several days.
- Food supplies secured and delivered are for household distribution or congregate meal service.
- Transportation and distribution may be arranged by volunteer organizations; this is to be coordinated through ESF- # 17.
• Priority is given to moving supplies into areas of critical need and then to areas of moderate need.
• Animal depopulation activities and disposal will be conducted as humanely as possible.
• Ensure food safety.

Concept of Operations

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

Organization:
The Emergency Management Coordinator will determine what tasks are to be completed and designate the appropriate agency and individuals by titles that are responsible for:
• Assessing damage to facilities and infrastructure.
• Assessing current food supply of community and determine if safe for human consumption.
• Assessing sensitive areas on community, such as plant and animal laboratories, to ensure secure.
• Conducting inventory of sensitive items, in regard to agriculture and horticulture.

Actions

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

Responsibilities

• Assist with guidance to unaffected areas as to precautions that may be taken to ensure animal and plant health.
• Assist handling and packing of any samples and shipments to the appropriate research laboratory.
• Provide information and recommendations to the Health Department for outbreak incidents.
• Assist with assigning veterinary personnel to assist in delivering animal health care and performing preventative medicine activities.
• Participate in subsequent investigations jointly with other law enforcement agencies.
• Assess the operating status of inspected meat, poultry and egg product processing, distribution, import and retail facilities in the affected area.
- Evaluate the adequacy of inspectors, program investigators and laboratory services relative to the incident.
- Assist with establishing logistical links with organizations involved in long-term congregate meal service.
- Establish need for replacement food products.
Emergency Support Function # 12 – Energy

Primary Agencies
Emergency Management

Secondary/Support Agencies
State Corporation Commission (SCC)
Virginia Department of Mines, Minerals, and Energy (DMME)

Introduction

Purpose:
Estimate the impact of energy system outages in the locality.

Make decisions about closings based on:
- Duration of the outage.
- If portions of the locality are affected or if it the entire community.
- Ability to be operational.
- Current weather conditions.

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

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

Estimate the impact of energy system outages in the community.

Provide information concerning the energy restoration process such as:
- Projected schedules.
- Percent completion of restoration.
- Determine schedule for reopening facilities.

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

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

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

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

Generation capacity shortfalls are a result of:
- Extreme weather conditions; disruptions to generation facilities.

Other energy shortages (such as petroleum products) may result from:
- Extreme weather.
- Strikes.
- International embargoes.
- Disruption of pipeline system.
- Terrorism.

And can impact transportation and industrial uses.

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

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

Organization:
Rockbridge County, the City of Buena Vista and the City of Lexington may activate its EOC in order to:
- Provide for the health and safety of individuals affected by the event.
- Comply with local and state actions to conserve fuel, if needed.
- Coordinate with local governments and utility providers to provide emergency information, education, and conservation guidance to the citizens.
- Coordinate information with local, state, and Federal officials and energy.
- Coordinate with suppliers about available energy supply recovery assistance.
- Submit requests to the Virginia Emergency Operations Center (VEOC) for fuel and power assistance, based on current policy.

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

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

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

Responsibilities

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

<table>
<thead>
<tr>
<th>Utility Provider</th>
<th>Address</th>
<th>Phone Number(s) &amp; 24-Hour Contact</th>
<th>Contact Person</th>
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<tbody>
<tr>
<td>BARC Electric</td>
<td>84 High Street Dr. Millboro, VA 24460</td>
<td>800-846-2272</td>
<td>Dale Myer</td>
</tr>
<tr>
<td>Dominion Power</td>
<td>120 Tredegar Street Richmond, VA 23219</td>
<td>804-771-3655 804-736-3655 804-514-2277</td>
<td>Jennifer Cormier Kingsley</td>
</tr>
<tr>
<td>Public Service Authority</td>
<td>150 South Main St. Lexington, VA 24450</td>
<td>540-463-4329 540-463-9177</td>
<td>Melissa Alexander</td>
</tr>
<tr>
<td>City of Lexington</td>
<td>300 E. Wahsington St. Lexington, VA 24450</td>
<td>540-463-3154 540-463-3566 540-463-9177</td>
<td>Mike Kennedy Rick Allen</td>
</tr>
<tr>
<td>City of Buena Vista</td>
<td>2309 Sycamore Ave. Buena Vista, VA 24416</td>
<td>540-261-1444 540-261-8630 540-261-6171</td>
<td>Mike Crosby</td>
</tr>
<tr>
<td>Rockbridge County</td>
<td>150 South Main St. Lexington, VA 24450</td>
<td>540-463-4361</td>
<td>Jeremy Garrett</td>
</tr>
<tr>
<td>Columbia Gas of Virginia</td>
<td>1809 Coyote Drive Chester, VA 23836</td>
<td>800-544-5606 800-543-8911</td>
<td>Consumer Support</td>
</tr>
<tr>
<td>Columbia Gas Transmission Corp.</td>
<td>735 Borden Road Lexington, VA 24450</td>
<td>540-463-3138 800-835-7191</td>
<td>Vernon Sloan</td>
</tr>
</tbody>
</table>
Emergency Support Function # 13 –
Public Safety and Security

Primary Agencies
Police Departments
Sheriff’s Office

Support Agencies
Emergency Management
EMS
Fire Departments
Virginia Department of Transportation (VDOT)
Virginia State Police (VSP)

Introduction

Purpose:

- Maintain law and order.
- Provide public warning, coordinated through ESF- # 2 and ESF- # 15.
- Provide for the security of critical facilities and supplies, including shelters.
- Provide a “safe scene” for the duration of a disruptive incident.
- Provide access control to evacuated areas or critical facilities.
- Traffic control, as needed, coordinated with ESF- # 1.
- Leads ground search and rescue operations.
- Assists with the identification of the dead.

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

- Law or regulation may require involvement of state or Federal agencies secondary to circumstances of the event, e.g. a terrorist event.
- If the locality is impacted by a larger event that affects the region.

Scope:

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

Policies:

- The Sheriff’s Office and Police Departments will retain operational control of their respective jurisdictions.
- The operational plan will be coordinated with the local government’s plan pursuant to Code of Virginia.
- Law enforcement will coordinate the response with other ESFs on the details of the events.
- Coordinate with Emergency Management to identify areas of potential evacuation.
- Rockbridge County, the City of Buena Vista and the City of Lexington have appropriate MOUs and Mutual-Aid agreements.
- The plan and the Incident Command Staff may become subordinate if other organizations are called upon to respond.
Concept of Operations

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

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

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

Actions/Responsibilities
- Maintain police intelligence capability to alert government agencies and the public to potential threats; information is shared via the Virginia Fusion Center.
- Develop strategies to effectively address special emergency situations that may require distinct law enforcement procedures, such as civil disorders, hostage taking, weapons of mass destruction, terrorist situations, and bomb treats/detonations.
- Test primary communications systems and arrange for alternate systems, if necessary; coordinated with ESF- # 2.
- Assist with the implementation of the evacuation procedures for the threatened areas, if necessary.
- Provide traffic and crowd control as required.
- Provide security and law enforcement to critical facilities.
- Implement existing mutual-aid agreements with other jurisdictions, if necessary.
- Document expenses.
- Coordinates backup support from other areas.
- Initial warning and alerting.
- Security of emergency site, evacuated areas, shelter areas, vital facilities and supplies.
- Traffic control.
- Evacuation and access control of threatened areas.
- Assist the Office of the Chief Medical Examiner Health Department with identification of the dead.
ENTRY PERMIT TO ENTER RESTRICTED AREAS

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

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

3. Travel (fill out applicable sections; if variable call information to dispatcher for each entry)
   Method of Travel (vehicle, aircraft)
   Description of Vehicle/Aircraft Registration
   Route of Travel if by Vehicle
   Destination by legal location or landmark/E911 address
   Alternate escape route if different from above

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

Entry granted into hazard area.

Authorizing Signature ___________________________ Date ____________

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

The Waiver of Liability is made a part of and attached to this permit. All persons entering the closed area under this permit must sign the Waiver of Liability before entry.
Tab 2 to Emergency Support Function #13

WAIVER OF LIABILITY

(TO BE SIGNED AND RETURNED WITH APPLICATION FORM)

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

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

Signatures of applicant and members of his field party                                      Date

Print full name first, then sign.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.
Tab 3 to Emergency Support Function #13  
Law Enforcement Resources  
(Maintain a list of available law enforcement resources and personnel)

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
<th>Contact</th>
<th>Resource</th>
</tr>
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<tbody>
<tr>
<td>Rockbridge County Sheriff's Office</td>
<td>540-463-7329</td>
<td>Sheriff Chris Blalock</td>
<td>Deputies</td>
</tr>
<tr>
<td></td>
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<td>Vehicles</td>
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<td></td>
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<td>Administrative Personnel</td>
</tr>
<tr>
<td>Buena Vista Police Department</td>
<td>540-261-6174</td>
<td>Chief Garth Wheeler</td>
<td>Officers</td>
</tr>
<tr>
<td></td>
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<td>Vehicles</td>
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<td></td>
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<td>Administrative Personnel</td>
</tr>
<tr>
<td>Lexington Police Department</td>
<td>540-462-3705</td>
<td>Chief Alfred Thomas, Jr.</td>
<td>Officers</td>
</tr>
<tr>
<td></td>
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Emergency Support Function #14 – Long Term Recovery

Primary Agencies
Department of Social Services
Emergency Management

Secondary Support Agencies
American Red Cross
Building Official's Office
County/City Attorney
Local Disaster Recovery Task Force
Public Affairs
Virginia Voluntary Organizations Active in Disaster (VVOAD)
Zoning and Planning Office

Introduction

Purpose:
To facilitate both short term and long term recovery following a disaster. The recovery process begins with an impact analysis of the incident and support for available programs and resources and to coordinate programs to assist in the comprehensive economic, social, and physical recovery and reconstruction of the community impacted by the emergency.

Scope:
ESF- # 14 support may vary depending on the magnitude and type of incident and the potential for long term and severe consequences. ESF- # 14 will address significant long-term impacts in the affected area on housing, business and employment, community infrastructure, and social services. The full scope of services provided will depend upon local capabilities and resources.

Policies:
- ESF- # 14 will begin the recovery process for any disaster with the implementation of short term disaster relief programs by non-governmental organizations and Federal and state programs authorized by a presidential declaration of major disaster.
- The initiatives of the Governor and the Economic Crisis Strike Force will be tailored for the needs of the impacted communities and will utilize new and existing programs.
- Long-term recovery and mitigation efforts are forward-looking and market-based, focusing on permanent restoration of infrastructure, housing, and the local economy, with attention to mitigation of future impacts of a similar nature, when feasible.
- Federal agencies may be requested to continue to provide recovery assistance under independent authorities to the state and local governments; the private sector; and individuals, while coordinating activities and assessments of need for additional assistance.

Concept of Operations

General:
The recovery phase addresses broad recovery and reconstruction, which deals with more permanent and long-term redevelopment issues.
The recovery and reconstruction component, deals with housing and redevelopment, public works, economic development, land use, zoning, and government financing.

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

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

Long-term strategies would strive to restore and reconstruct the post-disaster environment to pre-existing conditions. Federal and state agencies will provide technical assistance to localities in the long-term planning and redevelopment process. If the disaster does not received a Federal Declaration then the region will perform the duties of recovery on its own. Regional cooperation and coordination will be stressed and promoted at all levels of government in order to achieve the priorities established and facilitate recovery efforts. The locality will develop strategies in coordination with regional local governments and the Central Shenandoah Planning District Commission. Federal and state catastrophic disaster plans will support this effort. Items or actions to be focused on in this phase include:

- Completion of the damage assessment; based on the Damage Assessment Annex.
- Completion of the debris removal; using the Debris Management Annex.
- Repairing/rebuilding the transportation system.
- Repairing/rebuilding of private homes and businesses.
- Hazard Mitigation projects.

Organization:

- The Governor will determine the need for high-level oversight of the process of reconstruction and redevelopment of the impacted area.
- The Governor may activate the Economic Crisis Strike Force (ECSF), led by the Secretary of Commerce and Trade, to organize and direct redevelopment activities.
- The Governor and the Secretary of Commerce and Trade will determine the mission and scope of the Economic Crisis Strike Force based on the sectors of the community that need redevelopment or reconstruction – such as infrastructure, economic structure, human services or special accountability issues.
- The strategy for long-term recovery should encompass, but not be limited to, land use, public safety, housing, public services, transportation services, education.
- The ECSF will establish the organization, plan the strategies, and oversee the efforts to accomplish the mission.

Actions/Responsibilities

- Partner with disaster recovery agencies to implement recovery programs.
- Coordinate the state’s participation in recovery operations with FEMA, SBA and other Federal agencies co-located in the Joint Field Office or other command center.
- Develop a recovery strategy that addresses but, is not limited to, infrastructure (land-use, transportation, housing, public services), economic development, and human services (public health, medical care, behavioral health services).
- Advise on the recovery implications of response activities and coordinate the transition from response to recovery in field operations.
• Identify appropriate Federal programs and agencies to support implementation of the long-term community recovery plan, ensure coordination, and identify gaps in resources available.
• Avoid duplication of assistance, coordinate to the extent possible program application processes and planning requirements to streamline assistance, and identify and coordinate resolution of policy and program issues.
• Determine and identify responsibilities for recovery activities.
• All information coordinated through ESF- # 15.
Emergency Support Function # 15 –
External Affairs

Primary Agencies
County/City Administrator
Public Information Officer

Secondary/Support Agencies
Law Enforcement Agencies
Local Newspaper
Local Television/Radio Stations
Virginia Department of Emergency Management

Introduction

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

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

Concept of Operations

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

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

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

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

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

- Develop standard operations procedures (SOPs) to carry out the public information function.
- Develop and conduct public information programs for community/citizen awareness of potential disasters, as well as personal protection measures for each hazard present.
- Develop Rumor Control Procedures.
- Prepare advance copies of emergency information packages for release through the news media during actual emergencies.
- Brief local news media personnel, community officials, local, state, and Federal agencies on External Affairs policies, plans, and procedures.
- Maintain current lists of radio stations, television stations, cable companies, websites, and newspapers to be utilized for public information releases.
- Maintain support agreements and liaison arrangements with other agencies and the new media, if needed.
- Maintain arrangements to provide a briefing room for the media in the vicinity of the EOC or at the location of the disaster.
- Coordinate with VDEM PIO, Governor’s Press Secretary and the Secretary of Public Safety to prepare initial press releases.
- Assist with the preparation/transmission of EAS messages, if needed.
- Disseminate news releases and daily Situation Reports from the State EOC via the agency’s website.
- Disseminate information to elected officials through the legislative liaison function.
- Establish, with assistance from VDEM and other agencies, the Virginia Public Inquiry Center for the general public to call for information.
- Monitor the media to ensure accuracy of information and correct inaccurate as quickly as possible.
- Plan and organize news conferences with the Governor’s staff, if necessary.
- Provide information to the public about available community disaster relief assistance and mitigation programs.
- Coordinate efforts to provide information to public officials.
- Facilitate communications between the public and other agency officials to ensure that affected people have access and knowledge about benefits for which they may be eligible.
### Tab 1 to Emergency Support Function #15
**Emergency Public Information Resources**

<table>
<thead>
<tr>
<th>Newspaper</th>
<th>Address</th>
<th>Contact</th>
<th>Phone Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The News-Gazette</td>
<td>20 W. Nelson Street</td>
<td>Editor</td>
<td>540-463-3113</td>
</tr>
<tr>
<td>Rockbridge Weekly</td>
<td>107 E. Washington St.</td>
<td>Editor</td>
<td>540-464-6600</td>
</tr>
<tr>
<td>Roanoke Times</td>
<td>201 W. Campbell Ave.</td>
<td>Editor</td>
<td>800-346-1234 540-981-3340</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Radio Stations</th>
<th>Address</th>
<th>Contact</th>
<th>Phone Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3WZ FM-96.7</td>
<td>392 E. Midland Trail</td>
<td>Station Manager</td>
<td>540-463-2161</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Television Stations</th>
<th>Address</th>
<th>Contact</th>
<th>Phone Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>WDBJ 7 – Roanoke</td>
<td>2807 Hershberger Road</td>
<td>Bureau Chief</td>
<td>540344-7000 800-777-9325</td>
</tr>
<tr>
<td>WSLS 10 – Roanoke</td>
<td>401 3rd Street</td>
<td>News Director</td>
<td>800-SEE-NEWS 540-981-9126</td>
</tr>
</tbody>
</table>

*Table 15.1 – Media Contacts*
Tab 2 to Emergency Support Function #15
Emergency Public Information
PIO Prearranged Messages

Release or Spill
(No explosion or fire)

1. Local - Public Information Notification of an Incident (Fire and/or Explosion Imminent)

At _____ (a.m./p.m.) today, an incident/accident occurred on _______________________
(hwy/street). Certain dangerous materials have been spilled/leaked/released from a tank
car/truck. Due to the toxicity of material released to the atmosphere, all traffic on
__________________________ (hwy/street) is being rerouted via _______________________
(hwy/intersection) until further notice.

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

Follow directions given by emergency workers, State Police, or Police Department.

You will be notified when it is safe to return to your homes. Stay tuned to this station for
additional information/instructions.
Tab 3 to Emergency Support Function #15
Emergency Public Information
PIO Prearranged Messages

(FIRE AND/OR EXPLOSION IMMINENT)

2. Local - Public Information Notification of an Incident (Fire and/or Explosion Imminent)

At _____ (a.m./p.m.) today, an accident occurred on _____________ (hwy/railroad) at ________________ (location). All traffic on _____________ (hwy) is being rerouted via ________________ (hwy/intersection) until further notice.

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

Follow directions given by emergency workers, State Police, or Police Department.

You will be notified when it is safe to return to your homes. Stay tuned to this station for additional information/instructions.
Tab 4 to Emergency Support Function #15
Emergency Public Information
Health Advisory for Shelter Centers

DATE: ________________________________

TO: ________________________________

FROM: ______________________________

SUBJECT: Health Risks Resulting from ________________________________
(event, site, & date)

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

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

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

For additional information, contact the City/County Health Department at 540-463-3185
DATE: 

TO: 

FROM: City/County Health Department

SUBJECT: Health Risks Resulting from ________________________ (event, site, & date)

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

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

Any person who was in the vicinity of ________________________ (site of event) between ________ (hours) on ____________ (day) should be alert to symptoms indicating exposure to the chemicals released. Persons experiencing symptoms of contamination are advised to consult their physician or go to the nearest hospital emergency department for evaluation.

For additional information, contact City/County Health Department at 540-463-3185
DATE: __________________________
TO: All Primary Care Physicians in __________________________
(area, city, county)
FROM: City/County Health Department
SUBJECT: Health Risks Resulting from __________________________
(event, site & date)

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

Exposure to ____ (list name(s) of chemicals involved) should be considered with patients experiencing __________________________.

In addition to specific information on patient's medical condition and treatment, record specific information related to the incident such as patient's location when exposed to contaminants, estimated distance of that location from __________________________, (site of incident) and estimated time of onset of symptoms. Report incidents to the City/County Health Department.

For additional information, contact the City/County Health Department at 540-463-3185
Tab 6 to Emergency Support Function #15
Emergency Public Information
Health Advisory for Primary Health Care Facilities

DATE: _______________________
TO: All Primary Care Facilities in ________________________________
(area, city, county)
FROM: City/County Health Department
SUBJECT: Health Risks Resulting from __________________________
(event, site & date)

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

Exposure to __________________________ (list name(s) of chemicals involved) should be
considered with patients experiencing __________________________.

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

For additional information, contact the City/County Health Department at 540-463-3185
Emergency Support Function # 16 – Military Affairs

Primary Agency
Department of Military Affairs – Virginia National Guard

Secondary/Support Agencies
Emergency Management
Virginia Department of Emergency Management

Introduction

Purpose:
Emergency Support Function (ESF- # 16) – Military Affairs is to assist and provide Military Support (Virginia National Guard) in times of a major or catastrophic disaster, and/or civil unrest.

Concept of Operations

General:
The Virginia National Guard, when directed by the Governor of the Commonwealth of Virginia, can deploy Virginia National Guard personnel, equipment and resources, through appropriate commanders, to assist civil authorities.

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

Organization:
The Virginia National Guard is a support agency for the other Emergency Support Functions located in the Emergency Operations Center.

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

Responsibilities

- Provide Military Support to civil authorities on a mission request basis, within the Virginia National Guard’s capability, and within the limitations of existing State law, military regulations, and the applicable Governor’s Executive Order.
Emergency Support Function #17 – Volunteer and Donation Management

Primary Agencies
Emergency Management

Secondary/support Agencies
County/City Attorney
Department of Social Services
Public Information Office
Virginia Voluntary Organizations Active in Disaster (VVOAD)

Introduction

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

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

Policies:
In coordination with VVOAD, and Emergency Management has primary responsibility for the management of unaffiliated volunteer services and unsolicited donated goods.

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

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

General:

Volunteer and Donations Management operations may include the following:

- A Volunteer and Donations Coordinator.
- A phone bank.
- A coordinated media relations effort, using ESF- # 15 as the spokesperson for the needs.
- Effective liaison with other emergency support functions, state and Federal Government officials.
- Facility Management Plan.

Donated Goods Management Function:

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

Volunteer Management Function:

- Management of unaffiliated volunteers requires a cooperative effort by local and voluntary and community based organizations, such as Citizen Corps Councils, faith-based organizations, the private sector and the media.
- Developing plans that address the management of unaffiliated volunteers during disaster response and recovery.

Organization:

The Emergency Management Coordinator will identify sites and facilities that will be used to receive, process, and distribute the unsolicited donated goods that will be sent to the disaster area. The primary POD for the region is Rockbridge County High School. The necessary equipment, staff, communications, and security support to these facilities and sites will be provided by Rockbridge County, the City of Buena Vista and the City of Lexington, and volunteer organizations, as required.

The Emergency Management Coordinator will coordinate the disaster relief actions of quasi-public, private sector partners and volunteer relief agencies and groups. This is necessary to ensure maximum effectiveness of relief operations and to avoid duplication of effort and services. The American Red Cross has been incorporated into the local emergency services organization providing food and clothing to displaced persons at the shelter centers.

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

Responsibilities

- Identify potential sites and facilities to manage donated goods and services being channeled into the disaster area.
- Identify the necessary support requirements to ensure the prompt establishment and operation of these facilities and sites.
- Assign the tasks of coordinating auxiliary manpower and material resources.
- Develop procedures for recruiting, registering and utilizing auxiliary manpower.
- Develop a critical resources list and procedures for acquisition in time of crisis.
• Develop procedures for the management of donated goods.
• Receive donated goods.
• Assist with emergency operations.
• Assign volunteers to tasks that best utilize their skills.
• Compile and submit totals for disaster-related expenses.
Tab 1 to Emergency Support Function # 17 – Volunteer & Donations Management
Volunteer Registration Form

I. Name

II. Social Security Number

III. Organization (if appropriate)

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

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

VI. Special tools or equipment required to provide service

VII. Billet or emergency shelter assignment in local area

VIII. Whether or not the group or individual is self-sufficient with regard to food and clothing