

TEAM NORFOLK



EMERGENCY OPERATIONS

Emergency Operations &

Resilience Framework

Section III

Team Norfolk Charter & Emergency Support Function Annexes

March 13, 2018

As stated in The Framework’s Basic Plan, the Vision for Norfolk is A COMMUNITY PREPARED with coordinated capabilities to prevent, protect against, respond to, and recover from all hazards in a way that balances risk with resources and need. One critical way to reach this vision is to establish and cultivate a whole-community Team approach: Team Norfolk.

Mission of the Team Norfolk Local Emergency Planning Committee

Serve as an overarching committee, reflective of all Emergency Support Functions and inclusive of community partners, to ensure a well-managed comprehensive *community-wide* response to all-hazards by building relationships, cross-sector collaboration and planning.

Name

The name of this organization shall be Team Norfolk, or Team Norfolk Local Emergency Planning Committee (LEPC), or Team Norfolk Emergency Operations.

Team Norfolk Emergency Operations Mermaid

The mermaid was developed as a symbol of the City in 1999 through the efforts of a public and private partnership. Building on this team approach, Team Norfolk Emergency Operations adopted the same mermaid with a disaster-related design. As such, the Emergency Operations and Resilience Framework is a product reflecting partnerships throughout the whole community – various sectors and levels of government - not just local government.

Purpose

Presidential Policy Directive 8: National Preparedness (PPD-8) describes the Nation’s approach to preparing for the threats and hazards that pose the greatest risk to the security of the United States. National preparedness is the shared responsibility of our *whole community*. Every member must contribute, including individuals, the private and nonprofit sectors, the faith community, education institutions and government at all levels to deal with great risks. As such, the Team will use an integrated, layered, and whole-community approach as its foundation.

The Key Principles which guide all aspects of Team Norfolk and its citywide emergency management program are as follows:

1. Comprehensive: We consider and take into account all hazards, all phases, all stakeholders, and all impacts relevant to disasters.

2. Progressive: We anticipate future disasters and take preventive and preparatory measures to build disaster-resistant and disaster-resilient communities.
3. Risk-Driven: We use sound risk management principles (hazard identification, risk analysis, and impact analysis) in assigning priorities and resources.
4. Integrated: We ensure unity of effort among all levels of government and all elements of the community.
5. Collaborative: We create and sustain broad and sincere relationships among individuals and organizations to encourage trust, advocate a team atmosphere, build consensus, and facilitate communication.
6. Flexible: We use creative and innovative approaches in solving disaster challenges.
7. Professional: We value approaches based on education, training, experience, ethical practice, public stewardship, and continuous improvement.

Using the Department of Homeland Security Core Capabilities, the Team achieves the National Preparedness Goal by:

- Preventing, avoiding, or stopping a threatened or an actual act of terrorism.
- Protecting its community - citizens, residents, visitors, and assets - against the greatest threats and hazards in a manner that allows the community's interests, aspirations, and way of life to thrive.
- Mitigating the loss of life and property by lessening the impact of future disasters.
- Responding quickly to save lives, protect property and the environment, and meet basic human needs in the aftermath of a catastrophic incident.
- Recovering through a focus on the timely restoration, strengthening, and revitalization of infrastructure, housing, and a sustainable economy, as well as the health, social, cultural, historic, and environmental fabric of communities affected by a catastrophic incident.

The Core Capabilities contained in the Preparedness Goal are the distinct critical elements necessary for success. They are highly interdependent and require the Team to use existing preparedness networks and activities, improve training and exercise programs, promote innovation, and ensure that the administrative, finance, and logistics systems are in place to support these capabilities. The capability targets—the performance threshold(s) for each core capability—will guide the allocation of resources in support of Norfolk's community preparedness. (See Gaps and Capabilities Assessment).

Individual and community preparedness is fundamental to Team Norfolk's success. By providing the necessary knowledge and skills, the Team seeks to enable the whole community to contribute to and benefit from national preparedness. This includes children, individuals with disabilities and others with access and functional needs, diverse communities, and people with limited English proficiency. Their needs and contributions must be integrated into the Team's efforts. Each community contributes to the Goal and strengthens our national preparedness by

preparing for the risks that are most relevant and urgent for them individually.

Team Norfolk has made great progress in building and sustaining community preparedness. The Preparedness Goal builds on these achievements, but aspirations must be even higher to match the greatest risks facing the city and region. As the Team prepares for these challenges, its core capabilities will evolve to meet those challenges.

The purpose of the Committee is twofold. First, the intent of the Norfolk LEPC is to seek opportunities to foster crucial relationships for effective collaboration and coordination, to train and exercise together and otherwise identify other ways in which limited and critical resources can be leveraged and maximized. Secondly, the Committee is to ensure that all acts required by SARA Title III, the Emergency Planning and Community Right-to-Know Act of 1986 – and other regulatory requirements – achieve compliance, and that all necessary work is accomplished to develop a comprehensive chemical emergency response plan for the community.

Duties and Functions

The duties and functions of the Norfolk LEPC encompass all phases of emergency management: mitigation / prevention, preparedness, response and recovery. Together, Team Norfolk will have a consistent and shared understanding of the hazards and risks of the community and work to minimize or eliminate them altogether. This group will plan for that which constitute threats to Norfolk, and through this inclusive and comprehensive planning, respond and recover as a community.

Membership

Committee Composition

Based on the Emergency Planning and Community Right To Know Act (EPCRA), the committee shall be composed of members who are appointed by the Team Norfolk Co-Chairs and shall include, *at a minimum*, one representative from each of the following disciplines, with each member serving in only one membership category:

<i>Broadcast / Print Media</i>	<i>Health</i>
<i>Community Groups</i>	<i>Hospital</i>
<i>Emergency Management</i>	<i>Industry</i>
<i>Emergency Medical Services</i>	<i>Law Enforcement</i>
<i>Environmental</i>	<i>Local/State Government</i>
<i>Firefighting</i>	<i>Transportation</i>

Committee Membership Conditions

There are two types of members of Team Norfolk LEPC: Active and Associate.

Active Members

- Actively engaged in planning, training and exercises. Active member organizations develop and maintain the necessary plans, standard operating procedures, mutual aid agreements, and model contracts in accordance with the Team Norfolk Emergency Operations and Resilience Framework.
- Maintain current plans and contact information with the Norfolk EOC.
- Submit completion certificates for the minimum training standards:
 - ICS 100, 200, NIMS 700, NFR 800, and ESF-Specific courses (listed in the ESF Annexes)
- As a core partner, active members are encouraged to subscribe to iNWS
- Active Members receive WebEOC access and are invited to participate in Emergency Operation Center (EOC) briefings
- Subscribe to City of Norfolk social media sites
- Active Members are further appointed by the Virginia Emergency Response Council (VERC).

Associate Members

- Associate Members are the casual visitor who do not regularly participate in Team Norfolk planning efforts, submit training or plans, and are otherwise limited in their engagement.
- Access to WebEOC and Emergency Operation Center (EOC) briefings may or may not be granted.
- Associate Members are not submitted for appointment by the Virginia Emergency Response Council.

Terms of Committee Members

Term of membership is indefinite unless the member is otherwise uninvited by either Co-Chair.

Roster of Committee Members

A roster of the names, affiliation and contact information of the Committee members is included in the Emergency Support Function Annex of this plan and also on file with Norfolk Emergency Preparedness and Response, Norfolk Health District and the Virginia Department of Environment Quality.

Sub-Committees

Citizen Corps Council

Team Norfolk Citizen Corps Council will perform the following:

- Promote and strengthen volunteer programs, such as Operation Brother's Keeper, CERT, MRC, Volunteers in Police Service, and others.
- Provide opportunities for special skills and interests
- Develop targeted outreach for the community, including those with access and functional needs
- Provide opportunities for training in first aid and emergency preparedness
- Organize special projects and community events
- Encourage cooperation and collaboration among community leaders
- Capture smart practices and report accomplishments, and
- Create opportunities for all residents to participate.

Emergency Management Program Committee

This committee will meet annually to discuss, assess and otherwise provide input in the preparation, implementation, evaluation, and revision of the Emergency Management Program. This meeting will take place during the State's Local Capabilities Assessment Report (LCAR) review period (LCAR is due every year on July 1).

Operation Brother's Keeper

An idea which came from the Federal Report on Hurricane Katrina, Operation Brother's Keeper is meant to establish effective relationships with Norfolk's strong faith community. Working to enhance each House of Worship's level preparedness and also identifying ways in which faith leaders are willing to enhance the City's level or overall resilience.

Outreach and Education Committee

This committee will meet as necessary to plan for special events such as the annual Preparedness Fair, Preparedness Night with the Norfolk Tides and other events.

Public Private Partnerships (P3)

The focus of this group is to proactively engage private sector partners of all sectors to increase their business continuity capabilities as well as strengthen a network of logistical partners who may help respond to an incident.

Emergency Support Functions

Consistent with the National Response Framework (NRF) and the Commonwealth of Virginia Emergency Operations Plan (COVEOP), Team Norfolk Emergency Operations utilizes Emergency Support Functions (ESF's). ESFs provide the structure for coordinating interagency support for a response to an incident. They are mechanisms for grouping functions most frequently used to provide Federal support to States and Federal-to-Federal support, both for declared disasters and emergencies under the Stafford Act and for non-Stafford Act incidents. Each ESF has a standing sub-committee; ESF 10 – Hazardous Materials – will satisfy requirements under EPCRA.

Voting

Team Norfolk is a group of engaged emergency management professionals who choose to plan, collaborate and coordinate with each other while fulfilling the requirements of their respective disciplines. Therefore, any proposal for an action or position taken by the Committee or one of its Subcommittees will be considered with possible adoption by consensus.

Officers

Team Norfolk Emergency Operations Co-Chairs are the Director of Norfolk Emergency Preparedness and Response and the Director of the Norfolk Health District.

A Committee Secretary may be appointed or filled by Co-Chair Administrative Support.

ESF Sub-Committee Chairs may be elected by consensus of each respective ESF.

Duties of Officers:

Co-Chairs

Team Norfolk Co-Chairs (or their designee) shall preside at all regular and special meetings of the Team, shall appoint all Subcommittee members and their Chairs, shall maintain meeting minutes of the group and any other documents as designated by the Team, shall act as spokespersons for the Committee, shall be an ex officio member of each subcommittee, and shall perform such other duties as the Committee may assign.

Committee Meetings

Regular Bi-Monthly Meetings

The regular Team Norfolk meetings will be held on the third Wednesday of every other month (beginning January, then March, etc.) from 1-3pm unless otherwise communicated. Locations will vary and shall be announced to Team members and the public at least three working days in advance of the meeting.

Sub-Committee Meetings

Subcommittees may meet as needed at their discretion, provided that each subcommittee member, the public (for ESF-10: Hazardous Materials), and the overall Team are provided notice at least three working days in advance of the meeting.

Notice of meetings will be distributed via the Norfolk Alert system and posted on the City's webpage and/or Team Norfolk webpage.

Notice, reasonable under the circumstances, of special or emergency meetings shall be given contemporaneously with the notice provided members of the public body.

Parliamentary Authority

The rules contained in the current version of Robert's Rules of Order, Newly Revised, shall govern the Committee in all cases to which they are applicable and when they are not consistent with these bylaws; provided that, however, in no case shall a breach of parliamentary procedure invalidate an action taken by the committee unless a Co-Chairman determines that the breach resulted in a misleading of one or more committee members as to the nature of the action taken.

Amendment of Bylaws

These Bylaws may be amended during any regular or special meeting of the Committee by an affirmative vote of a majority of the Committee members when a quorum is present, provided any such proposed changes have been submitted in writing to each Committee member at least ten days in advance of the meeting called to amend the Bylaws

Authorities & References

- Emergency Planning and Community Right To Know Act (EPCRA),
- Emergency Management Accreditation Program (EMAP), Section 3:3: Advisory Committee, 3.3.1 & 3.3.2.
- Presidential Policy Directive 8: National Preparedness (PPD-8)



EMERGENCY SUPPORT FUNCTION 1

TRANSPORTATION

I. PURPOSE

Emergency Support Function (ESF) #1 provides the mechanism to coordinate support (assistance or response) to municipal transportation assets and infrastructure during an actual or potential disaster or event.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #1 coordinates primary and secondary agencies in the core functions of monitoring and reporting the status of damage to the transportation system and infrastructure as a result of an incident; identify temporary alternative transportation solutions that can be implemented by others when systems or infrastructure are damaged, unavailable, and / or overwhelmed; perform activities conducted under the direct authority of VDOT elements as they relate to aviation, maritime, surface, and railroad transportation; coordinate the restoration and recovery of the transportation systems and infrastructure; coordinate and support prevention, preparedness, response, recovery, and mitigation activities and resource limitations of ESF #1 agencies.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Public Works is the lead agency for all transportation support operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess transportation operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Public Works	Road Networks; traffic control; evacuation management; transportation resources; assist with mass evacuation; VDOT liaison
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Amtrak	Transportation Resources; assist with mass evacuation
Elizabeth River Crossing (ERC)	Transportation Resources; assist with mass evacuation
Hampton Roads Transit (HRT)	Transportation Resources; assist with mass evacuation
Norfolk International Airport	Transportation Resources; assist with mass evacuation
Norfolk Fire - Rescue	Transportation Resources; assist with mass evacuation
Norfolk Police	Traffic control; Transportation Resources; assist with mass evacuation
Norfolk Public Schools	Transportation Resources; assist with mass evacuation

Norfolk Recreation, Parks, and Open Space	Transportation Resources; assist with mass evacuation
Norfolk Southern	Transportation Resources
Virginia Port Authority	Transportation Resources; assist with mass evacuation
U.S. Coast Guard	Traffic control; evacuation management; Transportation Resources; assist with mass evacuation
SUPPORTING STATE AGENCIES:	
Virginia Department of Transportation	Road Networks; traffic control; evacuation management; transportation resources; assist with mass evacuation
Virginia State Police	Traffic control; evacuation management; assist with mass evacuation
SUPPORTING FEDERAL AGENCIES:	
Department of Transportation	Road Networks; traffic control; evacuation management; transportation resources; assist with mass evacuation; VDOT liaison

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Transportation Systems (TSA/USCG)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

- Norfolk International Airport
- Norfolk Southern Emergency Response Plan

REGIONAL PLANS:

- Hampton Roads RRAP (Classified)
- VA Area Maritime Security Plan (Classified)
- VDOT’s Bridge, Tunnel, and Ferry Closure Plan

REFERENCES

- Airport Disaster Preparedness in a Community Context
- Chesapeake Bay Bridge Tunnel Wind Restrictions
- DOT Transportation Planning for Planned Special Events
- Guide to Regional Transportation Planning for Disasters, Emergencies and Significant Events
- Hampton Roads Highway Incident Management Regional Concept for Transportation Operations
- Hampton Roads RRAP Fact Sheet
- Homeland Security and ITS
- HR Military Transportation Needs – Highway Network Analysis Final Report
- Impacts of Climate Change and Variability on Transportation Systems and Infrastructure
- Mass Transit Threat Assessment (FOUO)
- Threat Assessment – Mass Transit and Passenger Railroads (FOUO)
- VDOT Truck Height Restrictions

VII. RESOURCES

RESOURCES	
Heliport Locations (Southside)	http://www.city-data.com/airports/Virginia3.html
Google Map	http://maps.google.com/
Marine Traffic Map	http://www.marinetraffic.com/ais
NWS Travel Hazard Forecast [Marine Portal]	http://preview.weather.gov/edd/index.php?t=marine
NOAA Nautical Charts	www.nauticalcharts.noaa.gov

Real Time Evacuation Planning Model (RTEPM)	http://rtepm.vmasc.odu.edu/
VDOT 511 Traffic Information (Traffic Cams)	http://www.511virginia.org/
VDOT Crash Locations Map by Locality	https://www.treds.virginia.gov/Mapping/Map/
VDOT Hampton Roads Weekly Lane Closure Forecast	http://www.virginiadot.org/travel/travel_alerts/hampton_roads/default.asp
U.S. Department of Transportation National Traffic and Road Closure Information	http://www.fhwa.dot.gov/trafficinfo/
WAZE App	https://www.waze.com

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

FBI InfraGard
 Hampton Roads All-Hazards Advisory Council (AHAC)
 Hampton Roads Transportation Planning Organization (HRTPO)
 Norfolk Airport Authorities Committee for Emergency Preparedness (ACEP)
 Virginia / VDOT Hurricane Evacuation Coordination Workgroup

VIII. ESF-SPECIFIC TRAINING COURSES

IS-801: Emergency Support Functions (ESF) #1 - Transportation

<http://training.fema.gov/EMIWeb/IS/IS801.asp>

Naval Post Graduate School, Center for Homeland Defense and Security

Critical Infrastructure Protection: Transportation Security

<http://www.chds.us/?special/info&pgm=Noncredit>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

1.1 – City of Norfolk Transportation Contact List

APPENDIX 2 – LOCAL / REGIONAL PLANS AND DOCUMENTS

2.1 – City of Norfolk 2015 Coastal Emergency Operations Framework Manual

2.2 – Norfolk International Airport Emergency Plan

2.3 – Norfolk Southern Emergency Response Plan

2.4 - Hampton Roads RRAP

2.5 - CIKR Transportation

APPENDIX 3 – STATE PLANS

3.1 - COVEOP 2007 ESF1 Transportation

3.2 – VDOT Bridge, Tunnel, and Ferry Closure Plan

3.3 – 2009 VA Area Maritime Security Plan

3.4 – Heliports – Hospital Blue Brains

APPENDIX 4 – FEDERAL PLANS AND DOCUMENTS

4.1 – NRF ESF1 Transportation

4.3 – 2010 NIPP Transportation Systems Sector Specific Plan

4.4 – FEMA Public Assistance Digest – Reimbursement Eligibility for Roads

4.5 – FEMA Public Assistance Digest – Reimbursement Eligibility for Federal-Aid Roads



EMERGENCY SUPPORT FUNCTION 2A

COMMUNICATIONS

I. PURPOSE

Emergency Support Function (ESF) #2a provides the mechanism to coordinate support (assistance or response) to facilitate the delivery of communications in the event of an actual or potential disaster or event.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #2a coordinates primary and secondary agencies maintaining and operating radio networks, warning point operations, and emergency communications.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Information Technology is the lead agency for delivering all communications and technology solutions with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess communications operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Information Technology	Radio Networks, Warning Point Operations, Emergency Communications
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Cox Communications	Emergency Communications
Hampton Roads ORION	Emergency Communications
Joint Task Force – Civil Support	Emergency Communications
Norfolk ARES	Emergency Communications
Norfolk 911	Emergency Communications
Norfolk Information Technology	Emergency Communications
Norfolk Radio and Electronics	Radio Networks
U.S. Coast Guard District 5 and Hampton Roads Sector	Emergency Communications
Virginia Army National Guard	Emergency Communications
SUPPORTING STATE AGENCIES:	
Virginia Department of Emergency Management	Radio Networks, Warning Point Operations, Emergency Communications
SUPPORTING FEDERAL AGENCIES:	
FEMA	Radio Networks, Warning Point Operations, Emergency Communications
National Communications System	Radio Networks, Warning Point Operations, Emergency Communications

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Communications (DHS)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

-

REGIONAL PLANS:

-

REFERENCES

- DHS Tactical Interoperability Score Card Study

VII. RESOURCES

Along with Norfolk WebEOC and VIISE (listed in the Basic Plan):

RESOURCES	
DHS Office of Emergency Communications	http://www.dhs.gov/xabout/structure/gc_1189774174005.shtm
Dispatch Audio Feeds	http://www.radioreference.com/apps/audio/?ctid=2942
FCC 9-1-1 Service	https://www.fcc.gov/general/9-1-1-and-e9-1-1-services
FCC Disaster Information Reporting System	http://transition.fcc.gov/pshs/services/cip/dirs/dirs.html
FCC EAS Information	http://transition.fcc.gov/pshs/services/eas/
GIS for Special Events Planning	https://www.arcgis.com/home/
Information Technology Disaster Resource Center	http://www.itdrc.org/

National Cyber-Forensics & Training Alliance	http://www.ncfta.net/
Overlay Regional Interoperable Network (ORION)	https://www.radioreference.com/apps/db/?sid=4927

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

Amateur Radio (ARES/RACES)
 FBI InfraGard
 FEMA Regional Emergency Communications Coordination Working Group
 Hampton Roads Regional PSAP Trainers
 ORION Steering Committee / ORION User Advisory Group
 Regional Preparedness Advisory Committee - Interoperability
 State Interoperability Executive Committee
 Virginia Association of Public Safety Communications Officers

VIII. ESF-SPECIFIC TRAINING COURSES

IS-704 NIMS Communications and Information Management

<http://training.fema.gov/EMIWeb/IS/IS704.asp>

IS-802 Emergency Support Functions (ESF) #2 - Communications

<http://training.fema.gov/EMIWeb/IS/IS802.asp>

ORION End User Online Training

http://www.orion.onlineexpert.com/ole_v6/login.php

SkyWarn Training for Dispatchers

https://www.weather.gov/crp/skywarn_for_dispatchers

969 NIMS ICS All-Hazards Position-Specific: Communications Unit Leader (COML) Course

<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E969&ctype=R>

EC-001 Introduction to Emergency Communication

<http://www.arrl.org/online-course-catalog>

EC-016 Public Service and Emergency Communications Management for Radio Amateurs
<http://www.arrl.org/online-course-catalog>

IS-951 DHS Radio Interoperability
<https://training.fema.gov/is/courseoverview.aspx?code=IS-951>

APPENDICES:

APPENDIX 1- CONTACT INFORMATION

- 1.1 – City of Norfolk Communications Management Contact
- 1.2 – Regional Video Conference Phone Locations List
- 1.3 – Norfolk International Airport Mutual Aid Channels
- 1.4 – Hampton Roads TACRAN Phone List

APPENDIX 2 – LOCAL / REGIONAL PLANS AND DOCUMENTS

- 2.1 – City of Norfolk Cell Towers Locations
- 2.2 – Hampton Roads TIC Plan
- 2.3 – Norfolk STORM Training
- 2.4 – EAS Regional Plan 061505
- 2.5 – Eastern Region EAS Authorization

APPENDIX 3 – STATE PLANS

- 3.1 - COVEOP 2007 ESF2a Communications
- 3.2 – 2010 COV Statewide Communications Interoperability Plan

APPENDIX 4 – FEDERAL PLANS AND DOCUMENTS

- 4.1 – NRF ESF2 Communications
- 4.2 – Legislations and Directives Summary
- 4.3 – National Emergency Communications Plan

APPENDIX 5 – MEMORANDUMS OF AGREEMENT / UNDERSTANDING

- 5.1 – VDEM and Amateur Radio



EMERGENCY SUPPORT FUNCTION 2B

CYBER / INFORMATION TECHNOLOGY

I. PURPOSE

Emergency Support Function (ESF) #2B provides the mechanism to coordinate support (assistance or response) to facilitate the protection of communications and information technology in the event of an actual or potential cyber disaster or event.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #2b coordinates primary and secondary agencies maintaining and operating data networks, IT systems and applications, video service, GIS Services and Information Management, technical support and voice networks.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Information Technology is the lead agency for delivering all communications and technology solutions with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess communications operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if

resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Information Technology	Data networks, IT systems and applications, video services, GIS services and information management, technical support, voice networks
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Norfolk Police Cyber Forensics	Technical support
SUPPORTING STATE AGENCIES:	
Virginia Information Technologies Agency (VITA)	Technical support
SUPPORTING FEDERAL AGENCIES:	
FBI Cyber Division	Technical support
FEMA	Data networks, IT systems and applications, video services, GIS services and information management, technical support, voice networks
National Communications System	Technical support

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Information Technology (DHS)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

- City of Norfolk Department of Communications & Technology Business Continuity and Disaster Recovery Plan (August 2017)

REGIONAL PLANS:

-

REFERENCES

- National Response Framework, Cyber Incident
- National Strategy to Secure Cyberspace (2003)
- Computer Security Incident Handling Guide

VII. RESOURCES

RESOURCES	
ArcGIS for Special Events Planning	https://www.arcgis.com/home/
CERT Software Engineering Institute	http://www.cert.org
DHS Industry Control Systems Cyber Emergency Response Team (ICS-CERT)	http://ics-cert.us-cert.gov/
DHS Office of Cybersecurity and Communications (CS&C)	http://www.dhs.gov/xabout/structure/gc_1185202475883.shtm
DHS Science and Technology Directorate Cyber Security Division	http://www.dhs.gov/science-and-technology-directorate-cyber-security-division
Information Technology Disaster Resource Center	http://www.itdrc.org/

National Center for Missing & Exploited Children	www.netismartz.org/Parents
National Cyber-Forensics & Training Alliance	http://www.ncfta.net/
NSA Cybersecurity	https://www.nsa.gov/what-we-do/cybersecurity/
OnGuardOnline.Gov	https://www.consumer.ftc.gov/features/feature-0038-onguardonline
SANS Institute information security resources	https://www.sans.org/security-resources

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

FBI InfraGuard
Virginia Alliance for Secure Computing and Networking (VASCAN)

VIII. ESF-SPECIFIC TRAINING COURSES

E190 ArcGIS for Emergency Managers
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E190&ctype=R>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

1.1 – City of Norfolk IT Management Contacts

APPENDIX 2 - FEDERAL PLANS AND DOCUMENTS

2.1 – NRP Cyber Incident Annex

2.2 – Legislations and Directives Summary

2.3 – National Cyber Incident Response Plan (Interim)

APPENDIX 3 – MILITARY

3.1 – Cyberspace Operations: Air Force Doctrine Document 3-12 2010



EMERGENCY SUPPORT FUNCTION 3

PUBLIC WORKS, UTILITIES & ENGINEERING

I. PURPOSE

Emergency Support Function (ESF) #3 provides the mechanism to coordinate support (assistance or response) to facilitate the delivery of a multitude of Public Works core capabilities.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #3 coordinates primary and secondary agencies conducting beach maintenance, management, maintenance, and operations for fleet, infrastructure, and facilities, infrastructure damage assessments, permits and inspections, storm water, waste, and waste water management, structural inspections and condemnations, water distribution, inland navigable waterways maintenance, and debris clearance / disposal.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Public Works and Norfolk Public Utilities are the lead agencies for all public works, utilities, and engineering support operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess public works and utilities operations, and coordinate support as needed. All primary and

supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Public Works	Fleet Management and maintenance; facilities maintenance and operations; permits and inspections; storm water management; waste management; waste water management; water distribution; debris clearance/disposal
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Hampton Roads Sanitation District (HRSD)	Waste management; waste water management
Norfolk Neighborhood Development	Permits and inspections; property maintenance; structural inspections and condemnation; debris clearance/disposal
Norfolk Planning	Beach maintenance; infrastructure maintenance and operations; infrastructure damage assessments; structural inspections and condemnation; debris clearance/disposal
Norfolk Recreation, Parks, and Open Space	Beach maintenance; fleet management and maintenance; permits and inspections; debris clearance / disposal
Society of American Military Engineers (SAME)	Beach maintenance; infrastructure damage assessments; structural inspections and condemnations; debris clearance / disposal

Southeastern Public Service Authority (SPSA)	Storm water management; waste management; waste water management; water distribution; debris clearance / disposal
SUPPORTING STATE AGENCIES:	
Virginia Department of Military Affairs	Inland navigable waterways maintenance; infrastructure maintenance and operations
SUPPORTING FEDERAL AGENCIES:	
FEMA	Infrastructure maintenance and operations; infrastructure damage assessments; structural inspections and condemnations; debris clearance /disposal
U.S. Army Corp of Engineers	Beach maintenance; inland navigable waterways maintenance

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Government Facilities (DHS)
Water & Waste Water Treatment (EPA)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

- City of Norfolk Public Works Coastal Emergency Operations Framework
- Red Cross Post-Disaster Water Treatment

REGIONAL PLANS:

- Hampton Roads Water Quality Response Plan
- Hampton Roads Water and Wastewater Systems Emergency Preparedness and Response Regional Improvement Plan
- SPSA Disaster Response Plan

REFERENCES

- Emergency Water Supply Planning: Hospitals and Health Care Facilities
<https://www.cdc.gov/healthywater/pdf/emergency/emergency-water-supply-planning-guide.pdf>
 - Cross-Sector Emergency Planning for Water Providers and Healthcare Facilities <https://www.awwa.org/publications/journal-awwa/abstract/articleid/23327.aspx>
- EPA CD – Table Top Exercise Tool: Emergency Preparedness, Response, and Climate Resiliency (water sector-related issues)
https://www.epa.gov/sites/production/files/2015-05/documents/ttx_tool_fact_sheet.pdf
- Infrastructure Grade Card
 - Dams - <http://www.infrastructurereportcard.org/fact-sheet/dams>
 - Drinking Water - <http://www.infrastructurereportcard.org/fact-sheet/drinking-water>
 - Waste Water - <http://www.infrastructurereportcard.org/fact-sheet/wastewater>
- National Weather Service (NWS) Strategic Plan 2011-2020 – (water)
<http://www.nws.noaa.gov/sp/>
- Utilities Helping Utilities: An Action Plan for Mutual Aid and Assistance Networks for Water and Waste Water Utilities
<https://www.awwa.org/Portals/0/files/resources/water%20knowledge/rc%20emergency%20prep/rc%20warn%20resources%20pdf/WARNactionplan.pdf>
- Virginia Uniform Statewide Building Code
<http://www.dhcd.virginia.gov/index.php/va-building-codes/building-and-fire-codes/regulations/uniform-statewide-building-code-usbc.html>

VII. RESOURCES

RESOURCES	
CorpsMap National Inventory of Dams	http://nid.usace.army.mil/cm_apex/f?p=838:12
Hampton Roads Sanitation District (HRSD) Public GIS Viewer	http://hrsd.maps.arcgis.com/apps
Homeland Security Information Network (HSIN)	http://www.dhs.gov/homeland-security-information-network-hsin

Hydrologic Engineering Center: Riverine Analysis System	http://www.hec.usace.army.mil/software/hecras/
Hydrologic Engineering Center: Hydrologic Modeling System	www.hec.usace.army.mil
USGS WaterAlert	http://water.usgs.gov/wateralert/
Virginia Cross Connection Control Programs	http://www.vdh.virginia.gov
Weather Stations	http://www.weatherlink.com http://www.wunderground.com
WebCTRL (Storm Water Pump Stations)	http://webctrl/ (Intranet)

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

HRPCD Directors of Utilities Committee
 Norfolk Environmental Commission
 Norfolk Flood Executive Group / Experts Group / Citizen Group
 Virginia Cross-Connection Control Association (VCCCA)
 Virginia Secure Commonwealth Panel, Recurrent Flooding Sub-Panel

VIII. ESF-SPECIFIC TRAINING COURSES

E194 Advanced Floodplain Management Concepts
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E194&ctype=R>

E202 Debris Management Planning for State, Tribal, and Local Officials
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E202&ctype=R>

E273 Managing Floodplain Development Through the National Flood Insurance Program (NFIP) <https://training.fema.gov/emicourses/crsdetail.aspx?cid=e273&ctype=r>

E274 National Dam Safety Technical Workshop (NDSTW) <http://www.floods.org/n-calendar/dayevents.asp?id=5435&type=3&date=2/22/2017>

E278 National Flood Insurance Program/Community Rating System (NFIP/CRS) <https://training.fema.gov/emicourses/crsdetail.aspx?cid=e278&ctype=r>

E279 Retrofitting Flood-Prone Residential Buildings <https://training.fema.gov/emicourses/crsdetail.aspx?cid=E279&ctype=R>

E282 Advanced Floodplain Management Concepts II <https://training.fema.gov/emicourses/crsdetail.aspx?cid=E282&ctype=R>

E284 Using the Substantial Damage Estimator 2.0 Tool <https://training.fema.gov/is/courseoverview.aspx?code=IS-284>

E386 Introduction to Residential Coastal Construction <https://training.fema.gov/is/courseoverview.aspx?code=IS-386>

E727 Executive Order 11988—Floodplain Management Training <http://www.floods.org/n-calendar/dayevents.asp?id=5444&type=3&date=6/8/2017>

IS-100.PWB: Introduction to the Incident Command System (ICS 100) for Public Works <https://training.fema.gov/is/courseoverview.aspx?code=IS-100.PWb>

IS-386 Residential Coastal Construction <https://training.fema.gov/is/courseoverview.aspx?code=IS-386>

IS-803: Emergency Support Function (ESF) #3 – Public Works and Engineering <http://training.fema.gov/EMIWeb/IS/IS803.asp>

IS-860.C: National Infrastructure Protection Plan (NIPP) <http://training.fema.gov/EMIWeb/IS/is860a.asp>

IS-921.A: Implementing Critical Infrastructure Security and Resilience <https://training.fema.gov/is/courseoverview.aspx?code=IS-921.a>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

1.1 – Public Works and Engineering Contact List

APPENDIX 2 – LOCAL / REGIONAL PLANS AND DOCUMENTS

2.1 – City of Norfolk 2015 Coastal Emergency Operations Framework Manual

- 2.2 – City of Norfolk Department of Public Works Conditions of Readiness
- 2.3 – City of Norfolk Distribution of Pump Stations Map
- 2.4 – City of Norfolk Downtown Flood Gates and Flood Wall Map
- 2.5 – Hampton Roads Water and Wastewater Systems Emergency Preparedness and Response Plan
- 2.6 – City of Norfolk Department of Public Works Searchable Disaster Manual
- 2.7 – Red Cross Post-Disaster Water Treatment
- 2.8 – SPSA Disaster Response Plan

APPENDIX 3 – STATE PLANS

- 3.1 - COVEOP 2007 ESF3 Public Works and Engineering

APPENDIX 4 – FEDERAL PLANS AND DOCUMENTS

- 4.1 – NRF ESF3 Public Health and Medical Services Annex
- 4.2 – FEMA Public Assistance Procedures Pilot Program Guide for Permanent Work
- 4.3 – FEMA Public Assistance Procedures Pilot Program Debris Management Plan Job Aid
- 4.4 – FEMA Public Assistance Alternative Procedures Pilot FAQ
- 4.5 – FEMA Public Assistance Digest – Alternative Projects
- 4.6 – FEMA Public Assistance Digest – Beaches
- 4.7 – FEMA Public Assistance Digest – Building Inspections
- 4.8 – FEMA Public Assistance Digest – Buildings
- 4.9 – FEMA Public Assistance Digest – Codes and Standards
- 4.10 – FEMA Public Assistance Digest – Debris Removal
- 4.11 – FEMA Public Assistance Digest – Debris Salvage
- 4.12 - FEMA Public Assistance Digest – Demolition
- 4.13 – FEMA Public Assistance Digest – Emergency Protective Measures
- 4.14 – FEMA Public Assistance Digest – Engineering and Design Services
- 4.15 – FEMA Public Assistance Digest – Equipment Rates
- 4.16 – FEMA Public Assistance Digest – Equipment
- 4.17 – FEMA Public Assistance Digest – Erosion
- 4.18 – FEMA Public Assistance Digest – Flood Control Works
- 4.19 – FEMA Public Assistance Digest – Flood Insurance
- 4.20 – FEMA Public Assistance Digest – Floodplain Management
- 4.21 – FEMA Public Assistance Digest – Geotechnical Study
- 4.22 – FEMA Public Assistance Digest – Homeowners Association
- 4.23 – FEMA Public Assistance Digest – Immediate Threat
- 4.24 – FEMA Public Assistance Digest – Inactive Facilities
- 4.25 – FEMA Public Assistance Digest – Irrigation Facilities
- 4.26 – FEMA Public Assistance Digest – Parks, Recreational Areas and Other Facilities
- 4.27 – FEMA Public Assistance Digest – Permanent Work
- 4.28 – FEMA Public Assistance Digest – Preliminary Damage Assessment
- 4.29 – FEMA Public Assistance Digest – Snow Removal Assistance

- 4.30 – FEMA Public Assistance Digest – Stumps
- 4.31 - FEMA Public Assistance Digest – Technical Assistance Contractors
- 4.32 - FEMA Public Assistance Digest – Trees, Shrubs, and other Ground Cover
- 4.33 - FEMA Public Assistance Digest – Utilities
- 4.34 - FEMA Public Assistance Digest – Vector Control
- 4.35 - FEMA Public Assistance Digest – Water Control Facilities

APPENDIX 5 – MEMORANDUMS OF AGREEMENT / UNDERSTANDING

- 5.1 – Engineering’s Master List of Contracts and Agreements



EMERGENCY SUPPORT FUNCTION 4

FIREFIGHTING

I. PURPOSE

Emergency Support Function (ESF) #4 provides the mechanism to coordinate support (assistance or response) for various firefighting operations.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #4 coordinates primary and secondary agencies in the core functions of managing and coordinating firefighting operations, to include but not limited fire investigations, inspections, and fire boat operations.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Fire-Rescue is the lead agency for all firefighting support operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess firefighting operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Fire-Rescue	Firefighting operations; fire investigations; fire inspections; fire boat operations
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Norfolk Airport Authority Fire Department	Firefighting operations
Norfolk Naval Base Fire Department	Firefighting operations
U.S. Coast Guard	Firefighting operations; fire boat operations
SUPPORTING STATE AGENCIES:	
Virginia Department of Fire Programs	Fire investigations; fire inspections
Virginia Department of Forestry	Firefighting operations; fire investigations; fire inspections
SUPPORTING FEDERAL AGENCIES:	
Department of Agriculture Forest Service	Fire investigations; fire inspections

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Emergency Services (OIP)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-4 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

- Norfolk International Airport Emergency Plan

REGIONAL PLANS:

- Hampton Roads Marine Firefighting Plan
- Norfolk International Airport Emergency Plan

REFERENCES

- NWS Reference Guide - FIRE WEATHER

VII. RESOURCES

RESOURCES	
CAMEO Chemicals	http://cameochemicals.noaa.gov/
Emergency Response Guidebook Online	http://blog.thecompliancecenter.com/2016-emergency-response-guidebook-pdf-download-available/

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

Hampton Roads Fire Chiefs Association
Virginia Department of Fire Programs

VIII. ESF-SPECIFIC TRAINING COURSES

Center for Domestic Preparedness Fire Service Training
<https://cdp.dhs.gov/find-training/fire-service>

FEMA National Education and Training Division
<https://www.firstrespondertraining.gov>

IS-15.B: Special Events Contingency Planning for Public Safety Agencies
<https://training.fema.gov/is/courseoverview.aspx?code=IS-15.b>

IS-804: Emergency Support Function 4: Firefighting
<https://training.fema.gov/is/courseoverview.aspx?code=IS-804>

National Fire Academy
<http://www.usfa.dhs.gov/nfa/nfaonline/>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

1.1 – City of Norfolk Firefighting Contact List

APPENDIX 2 – LOCAL / REGIONAL PLANS AND DOCUMENTS

2.1 – City of Norfolk Fire Station Locations

- 2.2 – City of Norfolk Firefighting Conditions of Readiness
- 2.3 – Hampton Roads Marine Firefighting Plan
- 2.4 – Norfolk International Airport Emergency Plan

APPENDIX 3 – STATE PLANS

- 3.1 - COVEOP 2007 ESF4 Firefighting

APPENDIX 4 – FEDERAL PLANS AND DOCUMENTS

- 4.1 – NRF ESF4 Firefighting Annex
- 4.2 – Legislation Directives
- 4.3 – DHS 2007 Emergency Services: Critical Infrastructure and Key Resources Sector-Specific Plan as input to the National Infrastructure Protection Plan Work
- 4.4 – FEMA Public Assistance Digest – Emergency Protective Measures
- 4.5 – FEMA Public Assistance Digest – Fire Management Assistance
- 4.6 – FEMA Typed Definitions: Fire and Hazmat



EMERGENCY SUPPORT FUNCTION 5

EMERGENCY MANAGEMENT

I. PURPOSE

Emergency Support Function (ESF) #5 provides the mechanism to coordinate support (assistance or response) for various emergency management operations in the event of an actual or potential event or disaster.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #5 coordinates primary and secondary agencies in the core functions of developing and maintaining plans, protective action recommendations, coordinating with VEOC, EOC operations and management, and situation assessments.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Emergency Preparedness and Response is the lead agency and central point of contact for Emergency Management and Emergency Communications. Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess emergency operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are

overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Emergency Preparedness and Response	Development and Maintenance of plans; protection action recommendation, coordinating with VEOC, EOC operations and management; situation assessments
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Team Norfolk	Development and Maintenance of plans; protection action recommendation, coordinating with VEOC, EOC operations and management; situation assessments
SUPPORTING STATE AGENCIES:	RESPONSIBILITY(IES):
Virginia Department of Emergency Management	Development and Maintenance of plans; protection action recommendation; situation assessments
SUPPORTING FEDERAL AGENCIES:	RESPONSIBILITY(IES):
Department of Homeland Security	Coordinate with VEOC
Federal Emergency Management Agency	Coordinate with VEOC

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: All Sectors

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

-

REGIONAL PLANS:

- City of Chesapeake Emergency Operation Plan
- City of Richmond Emergency Operation Plan
- City of Virginia Beach Emergency Operation Plan Functional Annex
- RCPT Regional Catastrophic Response Framework
- Regional Emergency Management Coordination Plan
- REMCP Plan
- Southeast Virginia / Northeast North Carolina Regional Collaboration Annex

REFERENCES

-

VII. RESOURCES

RESOURCES	
CENSUS	https://www.census.gov/topics/preparedness.html
FEMA Social Hub	https://www.fema.gov/social-hub
FEMA Think Tank	https://fema.ideascale.com/a/ideas/tag/campaign-filter/byids/campaigns/57756

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

Citizen Corps Council
EVSRA
Hampton Roads All-Hazards Advisory Committee (AHAC)
Hampton Roads Critical Infrastructure Protection Program Steering Committee
Hampton Roads Emergency Management Committee (HREMC)
Hampton Roads Military Coordination Committee
Hampton Roads Planning District Commission
Hampton Roads Regional Emergency Technical Advisory Committee (REMTAC)
Hampton Roads Urban Area Working Group (UAWG)
Local Emergency Planning Committee

VIII. ESF-SPECIFIC TRAINING COURSES

EMI Courses

<https://training.fema.gov/emicourses/>

FEMA Independent Study

<https://training.fema.gov/is/>

Red Cross Disaster Training

<https://www.redcross.org/take-a-class/disaster-training>

State of Virginia Training

<http://www.dhrm.virginia.gov/training>

APPENDICES:

APPENDIX 1- CONTACT INFORMATION

- 1.1 – City of Norfolk Emergency Management Contact List
- 1.2 – 2009 City of Norfolk City Attorney Contact List
- 1.3 – 2014 HREMC Directory
- 1.4 – HRRCP Charter Member Directory

APPENDIX 2 – LOCAL / REGIONAL PLANS AND DOCUMENTS

- 2.1 – City of Norfolk Emergency Management Conditions of Readiness
- 2.2 – 2010 City of Chesapeake Emergency Operation Plan
- 2.3 – 2012 City of Richmond Emergency Operation Plan
- 2.4 – City of Virginia Beach Emergency Operation Plan Functional Annex
- 2.5 – RCPT Regional Catastrophic Response Framework
 - 2.5.1. – RCPT Regional Catastrophic Response Framework Overview
- 2.6 – Regional Emergency Management Coordination Plan
- 2.7 – Southeast Virginia / Northeast North Carolina Regional Collaboration Annex

APPENDIX 3 – STATE PLANS

- 3.1 - COVEOP 2007 ESF5 Emergency Management

APPENDIX 4 – FEDERAL PLANS AND DOCUMENTS

- 4.1 – NRF ESF5 Emergency Management Annex
- 4.2 – Legislation Directives
- 4.3 – 2009 State Homeland Security Strategy
- 4.4 – NIPP Government Facilities
- 4.5 – FEMA Public Assistance Digest – Alternate Projects

- 4.6 - FEMA Public Assistance Digest – Categories of Work
- 4.7 - FEMA Public Assistance Digest – Declarations
- 4.8 - FEMA Public Assistance Digest – Donated Resources
- 4.9 - FEMA Public Assistance Digest – Eligibility
- 4.10 - FEMA Public Assistance Digest – Emergency Protective Measures
- 4.11 – FEMA Public Assistance Digest – Equipment Rates
- 4.12 - FEMA Public Assistance Digest – Equipment
- 4.13 - FEMA Public Assistance Digest – Flood Insurance
- 4.14 - FEMA Public Assistance Digest – Immediate Threat
- 4.15 - FEMA Public Assistance Digest – Inactive Facilities
- 4.16 - FEMA Public Assistance Digest – Incident Period
- 4.17 - FEMA Public Assistance Digest – Labor Costs – Fringe Benefits
- 4.18 - FEMA Public Assistance Digest – Labor Costs
- 4.19 - FEMA Public Assistance Digest – Materials
- 4.20 - FEMA Public Assistance Digest –Mold
- 4.21 - FEMA Public Assistance Digest – Mutual Aid Agreement
- 4.22 - FEMA Public Assistance Digest – National Environmental Policy Act
- 4.23 - FEMA Public Assistance Digest – National Historic Preservation Act
- 4.24 - FEMA Public Assistance Digest – Permanent Work
- 4.25 - FEMA Public Assistance Digest – Pre-Disaster Design, Function, and Capacity
- 4.26 - FEMA Public Assistance Digest – Preliminary Damage Assessment
- 4.27 - FEMA Public Assistance Digest – Reasonable Cost
- 4.28 - FEMA Public Assistance Digest – Reassigned Employee
- 4.29 - FEMA Public Assistance Digest – Sequence of Events
- 4.30 - FEMA Public Assistance Digest – Temporary Employees
- 4.31 - FEMA Policy – Labor Costs Mutual

APPENDIX 5 – MEMORANDUMS OF AGREEMENT / UNDERSTANDING

- 5.1 - HREMC Mutual Aid Agreement



EMERGENCY SUPPORT FUNCTION 6

MASS CARE, HOUSING & HUMAN SERVICES

I. PURPOSE

Emergency Support Function (ESF) #6 provides the mechanism to coordinate support (assistance or response) mass care and human services support during a disaster.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #6 has 8 primary functions to include but not limited to: mass care programs, individual assistance, food assistance, reunification and family services, emergency shelter operations, disaster-related mental health services, unmet needs coordination and support, and temporary housing programs

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Department of Human Services is the lead agency for all mass care, housing, and human services support operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess human services operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford

act delegations, aid will be requested from the State through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Department of Human Services	Mass care programs; individual assistance; food assistance; reunification and family services; emergency shelter operations; unmet needs coordination and support; temporary housing programs
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
American Red Cross	Mass care programs; individual assistance; food assistance; reunification and family services; emergency shelter operations; disaster-related mental health services
Amerigroup	Disaster-related mental health services
Animal Care Center	Pet emergency shelter support; pet reunification
Endeppendence Center	Unmet needs coordination and support; disaster-related mental health services
Foodbank of Southeastern Virginia and the Eastern Shore	Provide foodstuffs to food insecure areas of the city and region; partner with Norfolk Public Schools to provide meals to children through Kid’s Café and backpack programs.
Naval Station Norfolk Fleet and Family Services & Exceptional Family Member Programs	Mass care programs; individual assistance; food assistance; reunification and family services; unmet needs coordination and support; temporary housing programs; disaster-related mental health services

Navy-Marine Corps Relief Society	Mass care programs; individual assistance; food assistance; reunification and family services; unmet needs coordination and support; temporary housing programs; disaster-related mental health services
Norfolk Community Services Board (CSB)	Mass care programs; individual assistance; reunification and family services; emergency shelter operations; unmet needs coordination and support; temporary housing programs; disaster-related mental health services
Norfolk Emergency Shelter Teams (NEST)	Mass care programs; individual assistance; food assistance; unmet needs coordination and support
Norfolk Office to End Homelessness	Unmet needs coordination and support
Norfolk Public Health	Emergency shelter operations
Norfolk Public Schools	Food assistance; emergency shelter operations; disaster-related mental health services; unmet needs coordination and support
Norfolk Redevelopment & Housing Authority	Temporary housing programs
Operation Blessing / VOAD	Mass care programs; individual assistance; food assistance; reunification and family services; emergency shelter operations; disaster-related mental health services; unmet needs coordination and support; temporary housing programs
The Planning Council / Virginia 2-1-1	Individual assistance; food assistance; reunification and family services; disaster-related mental health services; unmet needs coordination and support; temporary

	housing programs
Senior Services of Southeastern Virginia	Coordinate Meals on Wheels program, delivering meals to homebound individuals.
Sentara Mobile Meals Program	Delivery meals to homebound clients.
Virginia Veterans and Family Services	Individual assistance; reunification and family services; disaster-related mental health services; unmet needs coordination and support
SUPPORTING STATE AGENCIES:	
Virginia Department of Agriculture and Consumer Services (VDACS)	Food assistance
Virginia Department of Social Services (VDSS)	Mass care programs; reunification and family services, emergency shelter operations; disaster-related mental health services; unmet needs coordination and support
SUPPORTING FEDERAL AGENCIES:	
FEMA	Individual assistance; temporary housing

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Public Health and Healthcare (DHHS)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBOEC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

- HUD Pre-Disaster Planning for Permanent Housing Recover
- Naval Station Norfolk EOP
- US Navy Emergency Family Assistance Center Desk Guide

REGIONAL PLANS:

- Hampton Roads Regional Catastrophic Planning Grant Mass Care & Sheltering Plan
- Southeast Virginia / Northeast North Carolina Regional Catastrophic Framework

REFERENCES

- Interim Virginia Housing Policy Framework Report (2010)
<http://www.virginiahousingpolicy.com/pdf/2010%20Nov%2018%20Interim%20Housing%20Policy%20Framework%20Report.pdf>
- National Disaster Housing Task Force: Disaster Housing Concept of Operations & Practitioner’s Guide (2010)
http://www.tbrpc.org/tampabaydisaster/disaster_housing/documents/Disaster_Housing_Concept_of_Opns_and_Practicioners_Guide.pdf
- National Disaster Housing Strategy (2014)
<https://www.fema.gov/media-library/assets/documents/24600>
- National Disaster Housing Task Force Concept of Operations (2010)
<https://www.federalregister.gov/documents/2010/12/09/2010-30972/national-disaster-housing-task-force-concept-of-operations>
- US Congressional Report - Far From Home - Deficiencies in Federal Disaster Housing Assistance After Katrina and Rita (2009)
<https://biotech.law.lsu.edu/blaw/FEMA/DisasterHousingInves.pdf>

VII. RESOURCES

RESOURCES	
2-1-1 Virginia	http://www.211virginia.org
Accommodating Individuals With Disabilities In The Provision Of Disaster Mass Care, Housing, And Human Services - Reference Guide (FEMA, 2007)	https://www.fema.gov/media-library-data/20130726-1617-20490-6430/section689referenceguide.pdf
ADA Checklist for Existing Facilities (2010)	https://adachecklist.org/doc/fullchecklist/ada-checklist.pdf
American Red Cross Responding to Victims of	http://bit.ly/2qLpzM5

Terrorism and Mass Violence Crimes: Coordination and Collaboration Between American Red Cross Workers and Crime Victim Service Providers	
American Academy of Pediatrics - Children and Disasters	http://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/Children-and-Disasters/Pages/default.aspx
ASPCA Sample Plans for Evacuation and Sheltering	https://www.aspcapro.org/resource/disaster-cruelty-disaster-response/sample-plans-evacuation-and-sheltering
Assessing the Impact of Hurricane Katrina on Persons with Disabilities – NIDRR Final Report (2007)	https://www.hsdl.org/?abstract&did=470742
Biennial Assessment of the Disability Services System in Virginia (2014)	http://bit.ly/2AK2EQK
Bioethicist Urge Disaster Preparedness for Mentally Impaired (Article, May 23, 2011)	https://www.newswise.com/articles/bioethicists-urge-disaster-preparedness-for-mentally-impaired
CDC Animals in Public Evacuation Centers (2014)	https://www.cdc.gov/disasters/animalspubevac.html
CDC “Coping With a Disaster: Disaster Mental Health Resources”	https://emergency.cdc.gov/coping/index.asp
Centers for Independent Living (Virginia)	http://www.vadrs.org/cbs/cils.htm
Comprehensive	https://www.fema.gov/pdf/about/divisions/npd/

Preparedness Guide (CPG) 101 Supplement – Household Pet and Service Animal Planning Checklist	
Comprehensive Planning Guide (CPG) 302 (2009) - Incorporating Household Pets and Service Animals Considerations Into Emergency Operations Plans	http://www.tahc.state.tx.us/emergency/FEMA_CPG302_HouseholdPets.pdf
Department of Justice (DOJ) Emergency Shelter ADA Checklist (2007)	https://www.ada.gov/pcatoolkit/chap7shelterchk.pdf
DOJ Office of Victims of Crime – Responding to Victims of Terrorism and Mass Violence	https://www.justice.gov/vta/ovc
Disaster Assistance	http://www.disasterassistance.gov
Emergency Preparedness & Response for People with Disabilities (EPR4PDW) Taskforce brochure	https://www.aahd.us/wp-content/uploads/2012/03/emergencyPreparedness.pdf
FEMA Guidance on Planning Integration of Functional Needs Support Services in General Population Shelters (2010)	https://www.fema.gov/pdf/about/odc/fnss_guidance.pdf
FEMA Individuals and Households Program Overview (Part I)	http://www.fema.gov/medialibrary/media_records/9848,

FEMA Assisting Survivors After a Disaster (Part II)	http://www.fema.gov/medialibrary/media_records/9849,
FEMA Partnerships with FEMA's Stakeholders (Part III)	http://www.fema.gov/medialibrary/media_records/9850,
FEMA Insurance (Part IV)	https://www.fema.gov/media-library/assets/videos/80555
FEMA Interim Housing Resources	http://asd.fema.gov/inter/hportal/home.htm
FEMA Mega-Shelter Planning Guide (IAAM , 2010)	https://www.fema.gov/pdf/emergency/disasterhousing/mosp.pdf
FEMA P-760 – Evacuee Support Planning Guide (2009)	https://www.fema.gov/media-library/assets/documents/16941
Florida Tips for Evacuating Vulnerable Populations	https://www.floridadisaster.org/documents/Tips%20for%20Evacuating%20Vulnerable%20Populations.pdf
Guidance for Navy and Marine Corps Personnel Recovering from a Hurricane Disaster	http://www.med.navy.mil/sites/nmcphc/Documents/industrial-hygiene/hurricane-recovery-guidance.pdf
HRPDC Hampton Roads Housing Consortium	http://www.hrpdcva.gov/departments/housing/hampton-roads-housing-consortium/
HUD Pre-Disaster Planning for Permanent Housing Recovery (2012)	http://bit.ly/2qQTzpV
It Pays to Prepare! An Emergency Preparedness Guide for Child Care Providers (2015)	http://www.ncef.org/content/it-pays-prepare-emergency-preparedness-guide-child-care-providers
LAOA Mass care Guidance for Emergency Planners (2010)	http://www.caloes.ca.gov/FireRescueSite/Documents/LAOA_Mass_Care_Guide_DEC2010.pdf

Multi-Agency Sheltering / Sheltering Support Plan Template (2014)	http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/10/Multi-Agency-Shelterin-Plan-Template-Final_100114.pdf
National Disaster Legal Aid Resource Center	http://www.disasterlegalaid.org/
National Emergency Family Registry and Locator System	https://egateway.fema.gov/inter/nefrls/home.htm
National Mass Care Strategy (2010)	http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/07/national-mass-care-strategy-september-2012-comp.pdf
National Next of Kin Registry	http://www.nokr.org/
Navy Family Assessment and Accountability System (NFAAS)	http://navyfamily.navy.mil/cas
Navy Mid-Atlantic Fleet and Family Support Program (FFSP) Core Family Readiness	http://bit.ly/2CJaDPP
NMCRS – Quick Assist Loan Program	http://www.nmcrs.org/pages/quick-assist-loan-qa
Office of Fair Housing and Equal Opportunity Disaster Toolkit (2007)	https://www.hud.gov/sites/documents/DOC_7744.PDF
Public Health Emergency – At Risk Individuals, Behavioral Health, and Human Resilience	http://www.phe.gov/Preparedness/
Reasons and Resources	https://www.norfolk.gov/index.aspx?nid=3987
Red Cross Disaster Shelter Assessment Tool (2008)	http://www.region4a-ma.org/Resources/Documents/

Red Cross Safe and Well Website	https://safeandwell.communityos.org/cms/index.php
Red Cross Shelter View / App	http://www.redcross.org/mobile-apps/shelter-finder-app
USDHHS Disclosures for Emergency Preparedness - A Decision Tool	https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/decision-tool-overview/index.html
U.S. Dept. of Justice – An ADA Guide for Local Governments: Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities	https://www.ada.gov/emergencyprepguide.htm
VDSS, VDMHMRSAS, DOE, DJJ, VDS Special Facilities EOP Review Matrix	http://vdem.vertserver.com/emergency-management-community/emergency-management-plans/local-emergency-operation-plans-guidance/
VHDA Virginia Housing Search	http://virginiahousingsearch.com/
Virginia Board for People with Disabilities	http://www.vaboard.org/
Virginia Relay	http://www.varelay.org/

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

South Hampton Roads Regional Taskforce on Ending Homelessness

VIII. ESF-SPECIFIC TRAINING COURSES

G197 Emergency Planning and Special Needs Populations

<http://www.vaemergency.gov/emergency-management-community/training-events/>

IS-366.A Planning for the needs of children in disasters

<https://training.fema.gov/is/courseoverview.aspx?code=is-366>

IS-405 Overview of Mass Care/Emergency Assistance

<https://training.fema.gov/is/courseoverview.aspx?code=IS-405>

IS-806 Emergency Support Function (ESF) #6 – Mass Care, Emergency Assistance, Housing, and Human Services

<http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-806>

APPENDICES:

APPENDIX 1- CONTACT INFORMATION

1.1 – City of Norfolk Mass Care Contacts

APPENDIX 2 – LOCAL / REGIONAL PLANS AND DOCUMENTS

2.1 – City of Norfolk Sheltering Conditions of Readiness

2.2 – City of Norfolk Shelter Map

2.3 – City of Norfolk Shelters Inventory

2.4 – City of Norfolk NRHA Owned Property

2.5 – City of Norfolk Public Schools Generators List

2.6 – Southeastern Virginia Northeast North Carolina Framework

2.7 – Hampton Roads Shelter Report Study 2013

APPENDIX 3 – STATE PLANS

3.1 - COVEOP 2007 ESF6 Mass Care, Housing, and Human Services

3.2 – Rules and Regulations for the Licensing of Providers of Mental Health, Mental Retardation, and Substance Abuse Services

3.3 – State Managed Shelter Liaison Team

APPENDIX 4 – FEDERAL PLANS AND DOCUMENTS

4.1 – NRF ESF6 Mass Care, Emergency Assistance, Housing, and Human Services Annex

4.2 – Legislation and Directives Summary

4.3 – Bill to Enact National Commission on Children and Disasters

4.4 – HUD Pre-Disaster Planning Volumes 1-4

4.5 – FEMA DOLR Chapter 5 Pet Shelter and Rescue

4.6 – FEMA Public Assistance Digest – Community Centers

4.7 – FEMA Public Assistance Digest – Homeless Shelters

4.8 – FEMA Public Assistance Digest – Pets

4.9 – FEMA Public Assistance Digest – Shelter Workshops

4.10 – FEMA Public Assistance Digest – Temporary Employees

4.12 – FEMA Policy – Eligible Costs for Evacuations and Sheltering

4.13 – FEMA Policy – Sheltering and Pet Evacuation Reimbursement

APPENDIX 5 – MILITARY

5.1 – Military Community and Family Policy EFA Fact Sheet

5.2 – U.S. Navy 2014 EFAC Desk Guide

APPENDIX 6 – MOUS AND AGREEMENTS

6.1 – Norfolk Public Schools and Southeastern Virginia American Red Cross

6.2 – Pet Sheltering

6.3 – VDEM Transportation

6.4 – School Bus Evacuation Transportation Agreement

6.5 – SFVA Agreement



EMERGENCY SUPPORT FUNCTION 7

LOGISTICS & RESOURCE SUPPORT

I. PURPOSE

Emergency Support Function (ESF) #7 provides the mechanism to coordinate support (assistance or response) for logistic incident planning and support.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #7 provides centralized management of supply chain functions, management of EOC logistics, organization and management of PODs, EMAC request management, and non-essential staff coordination.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk General Services is the lead agency for all logistics and resource support operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess logistics and resource operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk General Services	EOC logistics and support; organization and management of PODs; EMAC request management; state and federal resource liaison
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Norfolk Finance / Purchasing	EOC logistics and support; EMAC request management; state and federal resource liaison; non-essential staff coordination
Norfolk Human Resources	Non-essential staff coordination
SUPPORTING STATE AGENCIES:	
Virginia Department of Emergency Management	EMAC request management; state and federal resource liaison
SUPPORTING FEDERAL AGENCIES:	
FEMA	EMAC request management; state and federal resource liaison
General Services Administration	State and federal resource liaison

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Government Facilities (DHS)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

- Southside Metro Logistics Strategy

REGIONAL PLANS:

- Southeast Virginia /Northeast North Carolina Logistics Support Annex

REFERENCES

- An Assessment: Virginia’s Response to Hurricane Isabel (December, 2003). (PDF)
- Getting Down to Business: An Action Plan for Public Private Disaster Response Coordination (Business Executives for National Security, 2007)
<https://www.bens.org/document.doc?id=11>
- Guidance for Managing Worker Fatigue During Disaster Operations (National Response Team, 2009)
<https://www.cdc.gov/niosh/topics/oilspillresponse/pdfs/NRT-Fatigue-for-Emergency-Workers.pdf>
- Statewide Mutual Aid Plan (2010) (PDF)

VII. RESOURCES

RESOURCES	
Emergency Preparedness Resource Inventory (EPRI) A Tool for Local, Regional, and State Planners	https://archive.ahrq.gov/research/epri/
State Contracts (2017)	https://dgs.virginia.gov/procurement/statewide-procurement/statewide-contracts/
Virginia Information Technologies Agency (VITA) statewide contract search (2017)	https://vita.cobblestonesystems.com/public/
FEMA Policies / Equipment Rates (2017)	https://www.fema.gov/schedule-equipment-rates
FEMA Resource Management / NIMS Resource Typing and Credentialing (2017)	https://www.fema.gov/resource-management-mutual-aid
Norfolk AIR* (use Google Chrome)	http://norfolkair.norfolk.gov/norfolkair/

Norfolk AIR Advanced Web Search* (use Google Chrome)	http://gmbappsrv1/AWS/default.htm?id=e9b460f4-a0d3-4b52-8a83-1875a151640f
VDEM Logistics	http://www.vaemergency.gov/emergency-management-community/emergency-management-resources/logistics/
VDEM WebEOC Resource Manager 2.0	https://webeoc.vdem.virginia.gov/eoc7/
VDEM Resource Request Forms	http://www.vaemergency.gov/emergency-management-community/emergency-management-resources/logistics/forms-and-documents/
Emergency Management Assistance Compact (EMAC) website	http://www.emacweb.org

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

-

VIII. ESF-SPECIFIC TRAINING COURSES

E431 Understanding the Emergency Management Assistance Compact (EMAC)
no direct website; classes are advertised semi-annually via .pdf

E965 NIMS ICS All-Hazards Position-Specific Resources Unit Leader (RESL)
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E965&ctype=R>

E967 NIMS ICS All-Hazards Position-Specific Logistics Section Chief (LSC)
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E967&ctype=R>

E970 NIMS ICS All-Hazards Position-Specific Supply Unit Leader (SPUL)
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E970&ctype=R>

E971 NIMS ICS All-Hazards Position-Specific Facilities Unit Leader (FACL)
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E971&ctype=R>

E968 NIMS ICS All-Hazards Position-Specific Logistics Section Chief (LSC) Course
 Train-the-Trainer (TTT)
<https://training.fema.gov/allhazards/schedule.aspx>

EMAC Training

<https://www.emacweb.org/index.php/trainingeducation/emac-training-opportunities>

IS-288.A The Role of Voluntary Organizations in Emergency Management

<https://training.fema.gov/is/courseoverview.aspx?code=IS-288.a>

IS-807: Logistics Management and Resource Support Annex

<http://training.fema.gov/EMIWeb/IS/IS807.asp>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

1.1 - City of Norfolk Resource Management Contacts

1.2 - Virginia VOAD Contacts

APPENDIX 2 – LOCAL / REGIONAL PLANS AND DOCUMENTS

2.1 – City of Norfolk Sheltering Conditions of Readiness

2.2 – City of Norfolk Emergency and Inclement Weather Regulations

2.3 – Southeast Virginia / Northeast North Carolina Logistics Support Annex

2.4 – Southside Metro Logistics Strategy

APPENDIX 3 – STATE PLANS

3.1 - COVEOP 2007 ESF7 Logistics

APPENDIX 4 – FEDERAL PLANS AND DOCUMENTS

4.1 – NRF ESF7 Logistics

4.2 – Legislation and Directives Summary

4.3 – FEMA Public Assistance Digest – Donated Resources

4.4 - FEMA Public Assistance Digest –Eligibility

4.5 - FEMA Public Assistance Digest – EMAC

4.6 - FEMA Public Assistance Digest – Emergency Protective Measures

4.7 - FEMA Public Assistance Digest – Equipment Rates

4.8 - FEMA Public Assistance Digest – Equipment

4.9 - FEMA Public Assistance Digest – Immediate Threat

4.10 - FEMA Public Assistance Digest – Labor Costs – Fringe Benefits

4.11 - FEMA Public Assistance Digest – Labor Costs

4.12 - FEMA Public Assistance Digest – Materials

4.13 - FEMA Public Assistance Digest – Mutual Aid Agreement

4.14 - FEMA Public Assistance Digest – National Environmental Policy Act

4.15 - FEMA Public Assistance Digest – National Historic Preservation Act

4.16 - FEMA Public Assistance Digest – Permanent Work

4.17 - FEMA Public Assistance Digest – Pre-Disaster Design, Function, and Capacity

4.18 - FEMA Public Assistance Digest – Preliminary Damage Assessment

4.19 - FEMA Public Assistance Digest – Reasonable Cost

- 4.20 - FEMA Public Assistance Digest – Reassigned Employee
- 4.21 - FEMA Public Assistance Digest – Sequence of Events
- 4.22 – FEMA Public Assistance Digest – Temporary Employees
- 4.23 – FEMA Policy – Labor Costs for Emergency Work
- 4.24 - FEMA Policy – Purchase and Distribution of Ice
- 4.25 – FEMA Policy – Rehab Assistance for Levees and other Flood Control Works
- 4.26 – FEMA Resource Directorate Fact Sheet
- 4.27 – FEMA Typed Resources Definition – Animal Health Resources
- 4.28 - FEMA Typed Resources Definition – Emergency Medical Services
- 4.29 - FEMA Typed Resources Definition – Fire and Hazardous Materials
- 4.30 - FEMA Typed Resources Definition – Incident Management
- 4.31 - FEMA Typed Resources Definition – Law Enforcement and Safety
- 4.32 - FEMA Typed Resources Definition – Medical and Public Health
- 4.33 - FEMA Typed Resources Definition – Public Works
- 4.34 - FEMA Typed Resources Definition – Search and Rescue

APPENDIX 5 – MILITARY

- 5.1 – DoD Directive 5111.13

APPENDIX 6 – MOUS AND AGREEMENTS

- 6.1 – HREMC Mutual Aid Agreement
- 6.2 – State Disaster Services Contract Information and Consideration Points
- 6.3 – VDEM and Emergency Ice



EMERGENCY SUPPORT FUNCTION 8

PUBLIC HEALTH & MEDICAL

I. PURPOSE

Emergency Support Function (ESF) #8 provides the mechanism to coordinate support (assistance or response) for a potential or actual public health or medical disaster or emergency.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #8 coordinates primary and secondary agencies in the core functions of assessment of public health and medical needs, health surveillance, medical care personnel, health/medical/veterinary equipment and supplies, patient evacuation, patient care, safety and security of drugs, biologics, and medical devices, blood and blood products, food safety and security, agriculture safety and security, all-hazard public health and medical consultation, technical assistance, and support, behavioral health care, public health and medical information, vector control, potable water/wastewater and solid waste disposal, mass fatality management, victim identification, and decontaminating remains, and veterinary medical support.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Public Health and Norfolk Fire-Rescue are the lead agencies for all public health and medical support operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine

the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess public health status updates, and coordinate public health and medical support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Public Health (NPH)	Health care system coordination; special needs medical coordination; environmental health; critical health and residential facilities; health and medical services in general population shelters; behavioral health; points of distribution; non-emergent care
Norfolk Fire-Rescue (NFR)	Emergency medical services; fatalities management; environmental health; medical transportation, point of distribution
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Bon Secours DePaul Medical Center (DePaul)	Emergency medical services; fatalities management; critical health and residential facilities; behavioral health; point of distribution; non-emergent care
Children’s Hospital of the King’s Daughters (CHKD)	Emergency medical services; fatalities management; critical health and residential facilities; behavioral health; point of distribution; non-emergent care
Eastern Virginia Healthcare Coalition (EVHC) Regional Hospital Coordination Center (RHCC)	Emergency medical services coordination; health care system coordination; special needs medical coordination; fatalities management; environmental health; medical

	transportation; critical health and residential facilities; health and medical services in shelters; points of distribution
Hampton Roads Metropolitan Medical Response Team (HRMMRS)	Emergency medical services; special needs medical coordination; fatalities management
Navy Med	Emergency medical services; health care system coordination; special needs medical coordination; fatalities management; environmental health; medical transportation; critical health and residential facilities; point of distribution
Norfolk Community Services Board (CSB)	Emergency medical services; special needs medical coordination; health and medical services in shelters; behavioral health; point of distribution
Old Dominion University (ODU)	Behavioral health; point of distribution; non-emergent care
Sentara Norfolk General Hospital (General)	Emergency medical services; fatalities management; critical health and residential facilities; behavioral health; point of distribution; non-emergency care
Sentara Leigh Hospital (Leigh)	Emergency medical services; fatalities management; critical health and residential facilities; behavioral health; point of distribution; non-emergency care
Tidewater Community College (TCC)	Behavioral health; point of distribution; non-emergency care
SUPPORTING STATE AGENCIES:	
Virginia Department of Health (VDH)	Emergency medical services; health care system coordination; special needs medical coordination; fatalities management;

	environmental health; medical transportation; critical health residential facilities; health and medical services in shelters; behavioral health; point of distribution; non-emergent care
Virginia Department of Social Services (VDSS)	Emergency medical services; special needs medical coordination; medical transportation; critical health and residential facilities; health and medical services in shelters; behavioral health
Virginia Hospital and Healthcare Association (VHHA)	Emergency medical services; health care system coordination; special needs medical coordination; fatalities management; environmental health; medical transportation; critical health and residential facilities; behavioral health; point of distribution; non-emergent care
Virginia Office of the Chief Medical Examiner (OCME), Tidewater District	Fatalities management
SUPPORTING FEDERAL AGENCIES:	
Department of Health and Human Services (HHS)	Emergency medical services; health care system coordination; special needs medical coordination; fatalities management; environmental health; medical transportation; critical health and residential facilities; health and medical services in shelters; behavioral health; point of distribution; non-emergent care

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Emergency Services (OIP);
 Public Health & Healthcare (DHHS)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-8 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

-

REGIONAL PLANS:

- Eastern Virginia Healthcare Coalition Regional Hospital Coordination Center (RHCC)
- Hampton Roads Mass Casualty Plan

REFERENCES

- CDC Public Health Preparedness Capabilities: National Standards for State and Local Planning (March 2011)
- CDC - In a Moment's Notice: Surge Capacity for Terrorist Bombings
- CDC – Emergency Response Resources
<http://www.cdc.gov/niosh/topics/emres/tornado.html>
- Committee for Tactical Emergency Casualty Care
<http://www.c-tecc.org/>
- Department of Veteran's Affairs Emergency Management Program Guidebook
- Emergency Management: Comprehensive Emergency Management Program (CEMP)
https://www.va.gov/VHAEMERGENCYMANAGEMENT/CEMP/VHA_OEM_CEMP_Main.asp
- Foodborne Chicago
- JHSEM - A Review of Nurses in Disaster Preparedness and Response: Military and Civilian Collaboration
- Medical Surge Capacity and Capability: A Management System for Integrating Medical and Health Resources During Large Scale Emergencies
- National Health Security Strategy Biennial Implementation Plan -draft-2010
- National Association of County & City Health Officials (NACCHO)
<https://www.naccho.org/>
- National Disaster Medical System (NDMS)
<https://www.phe.gov/Preparedness/responders/ndms/Pages/default.aspx>
- Public Health Preparedness: Strengthening the Nation's Emergency Response State by State (9/2010)

VII. RESOURCES

RESOURCES	
Consequences Assessment Tool Set (CATS)	http://gcmd.nasa.gov/records/CATS_Model.html
DHHS Public Health Emergency	http://www.phe.gov <i>Site Use During Emergency:</i> http://www.phe.gov/emergency/siteuse/Pages/default.aspx
DHHS / ASPR emPOWER	Provides de-identified data sets for special needs populations for pre-planning purposes. A Governor's Declaration must be in place or anticipated in order to acquire data. Request data through the local health district as early as possible. Data is broken down by zip codes within the city. Data has a 95% accuracy rate. https://empowermap.hhs.gov/
DHS Enhanced Critical Infrastructure Protection (ECIP)	Provides an infrastructure survey tool, vulnerability assessments, and assist visits. https://www.dhs.gov/keywords/enhanced-critical-infrastructure-protection <i>Contact Pete Owen, DHS Protective Security Advisor at Peter.owen@hq.dhs.gov</i>
Electronic Mass Casualty Assessment & Planning Scenarios - EMCAPS	http://www.hopkins-cepar.org/EMCAPS/EMCAPS.html (The EMCAPS Model allows you to estimate casualties arising from biological (Anthrax, Plague, Food Contamination), chemical (blister, nerve and toxic agents) radiological (dirty bomb) or explosive (IED) attacks. These scenarios are based on the Department of Homeland Security Planning Scenarios (April 2005).
GeoHealth	GIS mapping for health data https://geohealth.hhs.gov/arcgis/home/
HHS empower Map	http://www.phe.gov/empowermap/Pages/default.aspx
HIPPA Privacy Decision Tool for Emergency Preparedness Planning	https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/index.html?language=es https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/decision-tool-overview/index.html?language=es
HealthMap: Global Health,	http://healthmap.org/en/

Local Knowledge	
Joint Patient Assessment & Tracking System (JPATS)	Account registration required. https://asprwebapps.hhs.gov/jpats/protected/home.do
Kidney Community Emergency Response	http://www.kcercoalition.com/
Medicare Dialysis Facility Database	https://www.medicare.gov/dialysisfacilitycompare/
NOAA Office of Response and Restoration	https://response.restoration.noaa.gov/gnome
OSHA Clinicians Webpage	http://www.osha.gov/dts/oom/clinicians/index.html
Pan-American Health Organization/World Health Organization	http://www.paho.org/english/dd/ped/SafeHospitalsChecklist.htm
Preparedness for Chemical, Biological, Radiological, Nuclear, and Explosive Events Questionnaire for Health Care Facilities	https://asprtracie.hhs.gov/technical-resources/resource/344/preparedness-for-chemical-biological-radiological-nuclear-and-explosive-events-questionnaire-for-health-care-facilities
Public Health Emergency Response Guide for State, Local, and Tribal Public Health Directors – Version 2.0	https://emergency.cdc.gov/planning/responseguide.asp
UNMC Heroes	Emergency preparedness training and education for healthcare providers and students offering an interdisciplinary approach to biological, chemical, radiological, and natural disaster emergencies. https://app1.unmc.edu/nursing/heroes/index.cfm
VHASS Hospital Alerting & Status System	Account registration required. https://www.vhha-mci.org

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

AHAC Inclusive Planning Committee
Eastern Virginia Healthcare Coalition (<http://www.evhc.org/>)
Norfolk Committee for Persons with Disabilities
Norfolk Local Emergency Planning Committee (LEPC)
Secure Commonwealth Panel: Health & Human Resources Sub-Panel
Tidewater EMS Council (<http://www.tidewaterems.org/>)
VOAD Disaster Health Committee

VIII. ESF-SPECIFIC TRAINING COURSES

AWR111 Online – Basic Emergency Medical Services (EMS) Concepts for Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) Events
(<https://teex.org/Pages/Class.aspx?course=AWR111>) (Texas A&M Engineering Extension Service (TEEX))

AWR160 Online - WMD/Terrorism Awareness for Emergency Responders
(<https://teex.org/Pages/Class.aspx?course=AWR160>) (TEEX)

AWR314 Online - The Mass Prophylaxis Awareness for Public Health Emergencies
(<https://teex.org/Pages/Class.aspx?course=AWR314&courseTitle=Mass+Prophylaxis+Awareness+for+Public+Health+Emergencies>) (TEEX)

G346 Hospital Emergency Department Management of Hazardous Materials Accidents (HMAs) (Emergency Management Institute)

G386 Mass Fatalities Incident Response (Emergency Management Institute)

IS-100.HC Introduction to the Incident Command System for Healthcare/Hospitals (FEMA) <http://training.fema.gov/EMIWeb/IS/is100HC.asp>

IS-346 An Orientation to Hazardous Materials for Medical Personnel (FEMA)
<http://training.fema.gov/EMIWeb/IS/is346.asp>

IS-808 Emergency Support Function (ESF) #8 – Public Health and Medical Service (FEMA)
<http://training.fema.gov/EMIWeb/IS/IS808.asp>

APPENDICES:

APPENDIX 1- CONTACT INFORMATION

- 1.1 - Regional Healthcare Contacts
- 1.2 – Norfolk Healthcare Facilities

APPENDIX 2 – LOCAL / REGIONAL PLANS AND DOCUMENTS

- 2.1 - EVHC CONOP
- 2.2 - Fatality Plan for OCME
- 2.3 - NHD ERP Basic Plan
- 2.4 - Operation Blessing Medical Operations
- 2.5 - VHA Handbook
- 2.6 - ORF Exposure Control Plan
- 2.7 – Regional Healthcare Coordination Center EOG (2016)
- 2.8 – RHCC EOG Regional Transportation Guide
- 2.9 – RHCC EOG Regional Patient Surge Plan
- 2.10 – RHCC EOG Hampton Roads Mass Casualty Incident Response Guide (HRMCIRG)
- 2.11 – RHCC EOG Fatality Management Response Guide
- 2.12 – RHCC EOG VA Chempack Plan
- 2.13 – NHD Chempack Resources
- 2.14 – Bon Secours DePaul Medical Center Emergency Operations Plan
- 2.15 – EVHC Mass Fatality EX AAR (2014)
- 2.16 – EVMC Homeland Security Exercise AAR/IP (2013)
- 2.17 – Final MFSFSX11 AAR-IP (2011)
- 2.18 – Funeral Homes
- 2.19 – Norfolk Public Health EOP Basic Plan
- 2.20 – Tidewater Virginia Evacuation Planning
- 2.21 – Sentara 2012 Project Charter BCaEMC
- 2.22 – Sentara ASPR Equipment Inventory
- 2.23 – SNGH HVA for 2014
- 2.24 – Hampton Roads Gap Analysis: Public Health and Medical Capability Assessment
- 2.25 – EVHC Patient Decon Equip List

APPENDIX 3 – STATE PLANS AND DOCUMENTS

- 3.1 - COVEOP 2012 ESF8 Public Health and Medical
- 3.2 - COVEOP Hazard Specific Annex #4 Pandemic Influenza Response
- 3.3 - COVEOP Family Assistance Center Plan
- 3.4 – VDH Nursing Facility Emergency Planning: Evacuation, Hardening a Facility, and Disaster Planning Activities
- 3.5 – VDH Policy for Staff in Shelters
- 3.6 – VA OCME Mass Fatality Handout to Localities
- 3.7 – VA Natural Disease Outbreak Plan

APPENDIX 4 – FEDERAL PLANS AND DOCUMENTS

- 4.1 – NRF ESF8 Public Health and Medical Services Annex
- 4.2 – NRF Biological Incident Annex
- 4.3 – NIPP Emergency Services Sector
- 4.4 – NIPP Public Health and Healthcare Sector
- 4.5 – NIPP Emergency Services Sector-Specific Plan
- 4.6 – NIMS Typed Resource Definitions EMS Resources
- 4.7 – NIMS Medical & Public Health Teams
- 4.8 – NIMS Typed Resource Definitions Health and Medical Resources
- 4.9 – FEMA Public Assistance – Ambulance Services
- 4.10 – FEMA Public Assistance - Emergency Medical Care & Medical Evacuations
- 4.11 – FEMA Public Assistance – Eligibility
- 4.12 - FEMA Public Assistance – Mold
- 4.13 – FEMA Public Assistance – Rehabilitation Facility
- 4.14 – FEMA Public Assistance – Reassigned Employee
- 4.15 – FEMA Public Assistance – Sequence of Events
- 4.16 – FEMA Public Assistance – Temporary Employees
- 4.17 – FEMA Policy – Eligibility of Vector Control (Mosquito Abatement)
- 4.18 – FEMA Policy – Labor Costs for Emergency Work
- 4.19 – CDC Donning & Doffing PPE
- 4.20 – CDC Emergency Water Supply Planning Guide for Hospitals and Health Care Facilities
- 4.21 – HHS Emergency Planning Checklist for Healthcare Facility Planning
- 4.22 – FEMA Director BattleBook – DMAT
- 4.23 – FEMA Director BattleBook – DMORT
- 4.24 – FEMA Director BattleBook – NDMS
- 4.25 – FEMA Director BattleBook – NMRT
- 4.26 – FEMA Director BattleBook – NNRT
- 4.27 – FEMA Director BattleBook – VMAT
- 4.28 – FEMA Director BattleBook – MST
- 4.29 – FEMA National Ambulance Contract Presentation
- 4.30 – FEMA Design Guide for Improving Hospital Safety in Earthquakes, Floods, and High Winds
- 4.31 – FEMA Acute Care Hospital Reimbursement Guide
- 4.32 – ASPR Healthcare Preparedness Capabilities
- 4.33 – FEMA Templates Guidance EMS Mass Incident Deployment
- 4.34 – ADA Guide for Local Governments
- 4.35 – FHCA National Criteria for Evacuation Decision-Making in Nursing Homes
- 4.36 – HHS Incident Response Coordination Team (IRCT)
- 4.37 – HHS Home Health Patient Assessment
- 4.38 – HHS Data Sources for the At-Risk Population
- 4.39 – HHS Region III Pharmacy Resources
- 4.40 – FEMA Patient Movement Appendix
- 4.41 – NY DoH Community-Based Care Center Toolkit

4.42 – HHS Nursing Home Emergency Preparedness and Response During Recent Hurricanes

APPENDIX 5 – CRITICAL INFRASTRUCTURE / FACILITIES

APPENDIX 6 – NORFOLK VIRGINIA CMS DE-IDENTIFIED DATA ON SPECIAL NEEDS POPULATIONS (August 2017)

APPENDIX 7 – MEMORANDUMS OF AGREEMENT / UNDERSTANDING

7.1 - Hampton Roads Emergency Management Committee All Hazards Mutual Assistance Compact

7.2 – Memorandum of Understanding between Norfolk Public Health and Norfolk Public Schools

7.3 – HRMMRS Strike Team Response

7.4 – NDMS Partners MOA

APPENDIX 8 – COMPREHENSIVE PREPAREDNESS GUIDE HEALTH AND MEDICAL MATERIALS

8.1 – Congregate Shelters

8.2 – Human Services and Medical Management

APPENDIX 9 – TARGET CAPABILITIES LIST

9.1 – Animal Disease Emergency Support

9.2 – Emergency Triage and Pre-Hospital Treatment and Medical Surge

9.3 – Environmental Health

9.4 – Epidemiological Surveillance and Investigation Lab Testing

9.5 – Fatality Management

9.6 – Isolation and Quarantine

9.7 – Medical Supplies Management, Distribution, and Mass Prophylaxis

9.8 – Responder Safety and Health

APPENDIX 10 – HAMPTON ROADS METROPOLITAN MEDICAL RESPONSE SYSTEM (HRMMRS)

10.1 – Disaster Medical Support Unit

10.2 – Mass Casualty Evacuation Transport Unit

10.3 – Metropolitan Medical Response Team

10.4 – Shelter Support Unit

APPENDIX 11 – OFFICE OF THE CHIEF MEDICAL EXAMINER (OCME)

11.1 – OCME Field Operations Guide

11.2 – Mass Fatalities FAQ

11.3 – Role of the OCME in Mass Fatality

APPENDIX 12 – HAMPTON ROADS SHELTER SUPPORT UNIT AND SHELTERING INFORMATION

12.1 – Hampton Roads Shelter Support Unit Guidance

12.2 – Hampton Roads Shelter Support Unit Presentation

12.3 – Hampton Roads Medical Shelters Planning Guide

12.4 – Medical Staff Contract – Background Info

12.5 – Medical Staff Contract – Temporary Medical Employees – State Contract

12.6 – Norfolk Internal Audit Draft Working Paper 2012

12.7 – Shelter Drill Guide

12.8 – Long Term Care Shelter in Place & Evacuation (LTC SIP)

APPENDIX 13 – MEDEVAC RESOURCES AND MATERIALS

13.1 – Heliports – Hospital Blue Brains

13.2 – Medevac Resource Info

APPENDIX 14 – MILITARY / NATIONAL GUARD

14.1 – DOD Mortuary Affairs Capabilities/Initiatives

14.2 – JMAC Mortuary Affairs Policy

14.3 – JMAC Information Brochure

14.4 – VANG Light Rotary Winged Resource

14.5 – VANG Medic Resource

14.6 – VANG Medical Treatment Resource

14.7 – VANG VDF Medical Resource

APPENDIX 15 – ADDITIONAL INFORMATION

15.1 – Medical Disability Tips for First Responders

15.2 – Autism Info for Paramedics and Emergency Room Staff

APPENDIX 16 – LEGISLATION

16.1 – Legislation – Public Health and Medical

16.2 – Public Health Laws and Powers



EMERGENCY SUPPORT FUNCTION 9

SEARCH & RESCUE

I. PURPOSE

Emergency Support Function (ESF) #9 provides lifesaving assistance when there is an actual or anticipated request for SAR assistance.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #9 requires a unified SAR response that provides a timely and specialized SAR capability. SAR responses include structural collapse Urban Search and Rescue, Maritime/Coastal/Waterborne SAR, and Land SAR.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Fire-Rescue and Norfolk Police Department are the lead agencies for all search and rescue support operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess search and rescue operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are

overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Fire-Rescue	Urban Search and Rescue; Heavy Rescue; Light Rescue
Norfolk Police Department	Urban Search and Rescue; Heavy rescue; light rescue; marine rescue
Norfolk Sheriff's Department	Project Lifesaver due assist families of loved ones who have Alzheimer's, Autism or Down Syndrom.
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Civil Air Patrol	Urban search and rescue; heavy rescue; light rescue; marine rescue
Community Emergency Response Team (CERT)	Urban search and rescue; light rescue
Norfolk Sheriff's Department	Urban search and rescue; heavy rescue; light rescue
U.S. Coast Guard	Marine rescue
Virginia Army National Guard	Urban search and rescue; heavy rescue; light rescue; marine rescue
SUPPORTING STATE AGENCIES:	
Virginia Department of Emergency Management	Urban search and rescue; heavy rescue; light rescue; marine rescue
SUPPORTING FEDERAL AGENCIES:	
National Park Service	Urban search and rescue; heavy rescue; light rescue; marine rescue

FEMA	Urban search and rescue; heavy rescue; light rescue; marine rescue
U.S. Air Force	Urban search and rescue; heavy rescue; light rescue; marine rescue
U.S. Coast Guard	Marine rescue

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Emergency Services (OIP)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

-

REGIONAL PLANS:

-

REFERENCES

-

VII. RESOURCES

RESOURCES	
Norfolk Alert Emergency Alert Program	https://member.everbridge.net/index/453003085612694#/login
Norfolk Sheriff's Office Project Lifesaver Program	http://norfolk-sheriff.com/index.php/about/divisions/project-lifesaver
Wireless Emergency Alert (WEA)	https://www.fcc.gov/consumers/guides/wireless-emergency-alerts-wea

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

Tidewater Search and Rescue

VIII. ESF-SPECIFIC TRAINING COURSES

IS-809 Emergency Support Function (ESF) #9 – Search and Rescue

<http://training.fema.gov/EMIWeb/IS/IS809.asp>

APPENDICES:

APPENDIX 1- CONTACT INFORMATION

1.1 – City of Norfolk Search and Rescue Contacts

APPENDIX 2 – STATE PLANS

3.1 - COVEOP 2009 ESF9 Search and Rescue

APPENDIX 3 – FEDERAL

3.1 - NRF ESF-9 Search and Rescue

3.2 – Legislative and Directive Summary

3.3 – FEMA Public Assistance Digest – Categories of Work

3.4 - FEMA Public Assistance Digest – Emergency Protective Measures

3.5 - FEMA Public Assistance Digest – Equipment Rates

3.6 - FEMA Public Assistance Digest – Equipment

3.7 - FEMA Public Assistance Digest – Incident Period

3.8 - FEMA Public Assistance Digest – Materials

3.9 - FEMA Public Assistance Digest – Mutual Aid Agreement

3.10 - FEMA Public Assistance Digest – Permanent Work

3.11 - FEMA Public Assistance Digest – Pre-Disaster Design, Function, and Capacity

3.12 - FEMA Public Assistance Digest – Reasonable Cost

3.13 – FEMA Policy – Labor Costs for Emergency Work

3.14 – FEMA Typed Resources Definitions – Search and Rescue



EMERGENCY SUPPORT FUNCTION 10

HAZARDOUS MATERIALS

I. PURPOSE

Emergency Support Function (ESF) #10 provides the mechanism to coordinate support (assistance or response) for logistic incident planning and support.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #10 provides the appropriate actions to prepare for and respond to an actual or potential oil and hazardous material threat to public health, welfare, and / or the environment.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Fire-Rescue is the lead agency for all hazardous materials support operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess hazardous materials operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Fire-Rescue	Maintain chemical inventory; incident response; hazardous material preparedness; incident recovery
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Norfolk Police	Incident response; incident recovery
Norfolk Public Works	Incident response; incident recovery
Regional Response Team	Incident response; incident recovery
Reporting Facility	Hazardous material preparedness
SUPPORTING STATE AGENCIES:	
Virginia Department of Emergency Management	Incident response; incident recovery
SUPPORTING FEDERAL AGENCIES:	
Environmental Protection Agency (EPA)	Maintain chemical inventory; incident response; incident recovery
U.S. Coast Guard	Incident response; incident recovery

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Chemical (OIP)
 Emergency Services (OIP)
 Energy (DOE)
 Nuclear Reactors, Materials & Waste

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

- 2011 Norfolk Southern Emergency Response Planning Guide

REGIONAL PLANS:

-

REFERENCES

Air Force Doctrine Document 3.40 *Counter-Chemical, Biological, Radiological, and Nuclear Operations* (Interim change 2 review 11/2011)

<https://fas.org/irp/doddir/usaf/afdd3-40.pdf>

Commodity Flow Survey (Census Bureau)

<https://www.census.gov/econ/cfs/>

Emergency Response Guide 2016

<https://www.phmsa.dot.gov/sites/phmsa.dot.gov/files/docs/ERG2016.pdf>

Emergency Planning and Community Right-to-Know Act (EPCRA) Local Emergency Planning Requirements (EPA)

<https://www.epa.gov/epcra/what-epcra>

Guidelines for Mass Casualty Decontamination During a HAZMAT/Weapon of Mass Destruction Incident, Volume I & II (2013)

<https://www.hsdl.org/?abstract&did=695856> can download .pdf of report from this site

Hampton Roads Regional Freight Study (2017)

<http://www.hrtpo.org/uploads/docs/HR%20Regional%20Freight%20Study%202017%20Update%20DRAFT%20Report%20with%20Appendices%204-25-17.pdf>

Infrastructure Grade Card – Hazardous Waste

<http://www.infrastructurereportcard.org/fact-sheet/hazardous-waste>

Installation Evacuation Planning Handbook: for CBRNE incidents and natural disasters affecting DoD CONUS installations (2010)

<https://searchworks.stanford.edu/view/8631471>

Local Governments Reimbursement Program (EPA) <https://www.epa.gov/emergency-response/local-governments-reimbursement-program>

Multi-Service Doctrine for Chemical, Biological, Radiological, and Nuclear Operations (2011)

www.apd.army.mil/epubs/DR_pubs/DR_a/pdf/web/fm3_11.pdf

NWS Reference Guide (2011) - SUPPORT TO HAZMAT

<https://www.hSDL.org/?abstract&did=692233>

Pipeline and Hazardous Materials Safety Administration

<http://www.phmsa.dot.gov/>

Superfund (EPA)

<http://www.epa.gov/superfund/>

U.S. Department of Labor Hazard Communication (OSHA)

<https://www.osha.gov/dsg/hazcom/>

U.S. Department of Transportation Hazardous Materials (Federal Railroad Administration)

<http://www.fra.dot.gov/Page/P0444>

U.S. Department of Transportation Bureau of Transportation Statistics 2007

Commodity Flow Survey for Va Beach – Norfolk – Newport News:

http://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/publications/commodity_flow_survey/2007/metropolitan_areas/virginia_beach_norfolk_newport_news_va_nc_mesa_va_part/index.html

VII. RESOURCES

RESOURCES	
ALOHA	https://response.restoration.noaa.gov/oil-and-chemical-spills/chemical-spills/response-tools/aloha-threat-zones-and-other-output.html
CAMEO	https://cameo.noaa.gov/

Chemical Hazards Emergency Medical Management (CHEMM)	http://chemm.nlm.nih.gov/
DEQ Pollution Response Program <i>Reporting Pollution Incidents (VDEM)</i>	http://www.deq.state.va.us/prep/
DOE National Atmospheric Release Advisory Center (NARAC) (plume modeling)	https://narc.llnl.gov/
Emergency Response Guide 2016 for Android	https://play.google.com/store/apps/
Emergency Response Guide 2016 for iPhone	https://itunes.apple.com/us/app/erg-2012-for-iphone/id592158838?mt=8&ign-mpt=uo%3D2
MARPLOT	https://www.iafc.org/topics-and-tools/resources/resource/marplot-software

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

Hampton Roads Fire Chiefs Association
VDEM Regional Hazmat Response Areas
Virginia Department of Fire Programs
Virginia Association of Hazardous Materials Response Specialists (Richmond)
Virginia Emergency Response Council (DEQ)

VIII. ESF-SPECIFIC TRAINING COURSES

AWR111 Internet-Basic Emergency Medical Services (EMS) Concepts of Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE) Events
<https://teex.org/Pages/Class.aspx?course=AWR111>

AWR160 WMD/Terrorism Awareness for Emergency Responders
<https://teex.org/Pages/Class.aspx?course=AWR160&courseTitle=WMD/Terrorism%20Awareness%20for%20Emergency%20Responders>

AWR314 Mass Prophylaxis Awareness for Public Health Emergencies
<https://teex.org/Pages/Class.aspx?course=AWR314&courseTitle=Mass%20Prophylaxis%20Awareness%20for%20Public%20Health%20Emergencies>

E340 Radiological Emergency Preparedness Planning Course
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E340&ctype=R>

E930: IEMC: Community-Specific
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E930&ctype=R>

IS-301 Radiological Emergency Response
<https://training.fema.gov/is/courseoverview.aspx?code=IS-301>

IS-303 Radiological Accident Assessment Concepts (RAAC)
<https://training.fema.gov/is/courseoverview.aspx?code=IS-303>

IS-331 Introduction to Radiological Emergency Preparedness (REP) Exercise Evaluation
<https://training.fema.gov/is/courseoverview.aspx?code=IS-331>

IS-346 An Orientation to Hazardous Materials for Medical Personnel
<https://training.fema.gov/is/courseoverview.aspx?code=IS-346>

IS-5.A An Introduction to Hazardous Materials
<https://training.fema.gov/is/courseoverview.aspx?code=IS-5.a>

IS-810 Emergency Support Functions (ESF) #10 - Oil and Hazardous Materials Response
Annex: <https://training.fema.gov/is/courseoverview.aspx?code=IS-810>

OGT208 Standardized Awareness Training
[https://teex.org/Pages/Class.aspx?course=OGT208&courseTitle=Standardized%20Awareness%20Training%20\(AWR-160-SAT\)](https://teex.org/Pages/Class.aspx?course=OGT208&courseTitle=Standardized%20Awareness%20Training%20(AWR-160-SAT))

PER212 Operational Level Response to HazMat/WMD Incidents
<https://teex.org/Pages/Class.aspx?course=PER212&courseTitle=Operational%20Level%20Response%20to%20HazMat/WMD%20Incidents>

PER320 Personal Protective Measures for Biological Events
<https://teex.org/Pages/Class.aspx?course=PER320&courseTitle=Personal%20Protective%20Measures%20for%20Biological%20Events>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

1.1 - City of Norfolk Hazardous Management Contact

APPENDIX 2 - STATE PLANS

2.1 - COVEOP 2010 ESF10 Oil and Hazardous Material Response

- 2.2 – COVEOP 2010 Radiological Emergency Response Plan Vol. III
- 2.3 – COVEOP 2010 Hazardous Materials Response Plan Vol. VII
- 2.4 – EVHC Patient Decon Equip List

APPENDIX 3 – FEDERAL PLANS AND DOCUMENTS

- 3.1 – NRF ESF10 Oil and Hazardous Material Response
- 3.2 – NRF Nuclear and Radiological Incident Annex
- 3.3 – Legislative and Directive Summary
- 3.4 – FEMA Public Assistance Digest – Categories of Work
- 3.5 - FEMA Public Assistance Digest –Donated Resources
- 3.6 - FEMA Public Assistance Digest – Eligibility
- 3.7 - FEMA Public Assistance Digest – Emergency Protective Measures
- 3.8 - FEMA Public Assistance Digest – Equipment Rates
- 3.9 - FEMA Public Assistance Digest – Equipment
- 3.10 - FEMA Public Assistance Digest – Immediate Threat
- 3.11 - FEMA Public Assistance Digest – Incident Period
- 3.12 - FEMA Public Assistance Digest – Labor Costs – Fringe Benefits
- 3.13 - FEMA Public Assistance Digest – Labor Costs
- 3.14 - FEMA Public Assistance Digest – Materials
- 3.15 - FEMA Public Assistance Digest – Reasonable Costs
- 3.16 - FEMA Public Assistance Digest – Sequence of Events
- 3.17 - FEMA Public Assistance Digest – Temporary Employees
- 3.18 - FEMA Public Assistance Digest – Labor Costs for Emergency Work
- 3.19 - FEMA Public Assistance Digest – Mission Assignments
- 3.20 – FEMA Typed Resources Definition – Fire and Hazardous Materials

APPENDIX – MILITARY

- 4.1 DoD CBRNE Emergency Response Guidelines



EMERGENCY SUPPORT FUNCTION 11

AGRICULTURE AND NATURAL RESOURCES

I. PURPOSE

Emergency Support Function (ESF) #11 provides the mechanism to coordinate support (assistance or response) for the protection of agricultural, natural, and cultural resources during a potential or actual disaster.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #11 provides during an actual or potential incident coordination with the agricultural sector of the community, working towards a resolution of environmental issues, and the protection of historical structures.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

The Virginia Cooperative Extension is the lead agency for all agricultural and natural resource support operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess agricultural and natural resource operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS

and Stafford act delegations, aid will be requested from the State through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Virginia Cooperative Extension, Planning	Coordinate with the agricultural sector of the community; coordinate environmental issues; protection of historical structures
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Museums and Historical Preservation	Protection of historical structures
Office of Cultural Affairs	Protection of historical structures
Public Health	Coordinate with the agricultural sector of the community; coordinate environmental issues
SUPPORTING STATE AGENCIES:	
Virginia Department of Agriculture and Consumer Services	Coordinate with the agricultural sector of the community; coordinate environmental issues
SUPPORTING FEDERAL AGENCIES:	
Department of Agriculture	Coordinate with the agricultural sector of the community; coordinate environmental issues
Department of the Interior	Protection of historical structures

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Agriculture and Food (DAG/FDA)
Dams (OIP)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

-

REGIONAL PLANS:

- Hampton Roads Hazard Mitigation Plan (2017)

REFERENCES

Agroterrorism: A Threat to US Animal Agriculture (Pt 1) (PennState Extension, 2017)
<https://extension.psu.edu/agroterrorism-a-threat-to-us-animal-agriculture-pt-i>

Agroterrorism: Threats and Preparedness (CRS Report for Congress, 2007)
<https://fas.org/sgp/crs/terror/RL32521.pdf>

Agroterrorism: What Is the Threat and What Can Be Done About It? (RAND, 2003)
https://www.rand.org/content/dam/rand/pubs/research_briefs/2005/RB7565.pdf

Case Studies in Agricultural Biosecurity (Federation of American Scientists, 2011)
<https://fas.org/biosecurity/education/dualuse-agriculture/1.-agroterrorism-and-foodsafety/threat-agro-terrorism.html>

Coastal Resources Management (HRPDC)
<http://www.hrpdcva.gov/departments/water-resources/coastal-resources-management/>

DoD Directive 4715.21 Climate Change Adaptation and Resilience (2016)
<http://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodd/471521p.pdf>

Draft Integrated City of Norfolk Coastal Storm Risk Management Feasibility Study / Environmental Impact Statement – Draft Feasibility Study (USACE, 2017)
http://www.nao.usace.army.mil/Portals/31/docs/civilworks/NCSRM/Draft%20Norfolk%20CSRM%20Feasibility%20Report%20Integrated_27OCT2017.pdf?ver=2017-10-27-133742-273

Environment Education: About askHRgreen.org (HRPDC)
<http://www.hrpdcva.gov/departments/communications/environmental-education/>

FEMA Region III Coastal Flood Study – Hampton Roads Adaptation Forum (2014)
https://sites.wp.odu.edu/HRAadaptationForum/wp-content/uploads/sites/1464/2016/04/Danforth_FEMA_Coastal_Flood_Study.pdf

NOAA's National Weather Service Strategic Plan: Building a Weather-Ready Nation (2011)
http://www.weather.gov/media/wrn/strategic_plan.pdf

NWS Information & Services Guide (2012)
<https://www.weather.gov/media/pih/PDF/InformationServicesGuide.pdf>

U.S. Navy Climate Change Roadmap (2010)
<http://www.navy.mil/navydata/documents/CCR.pdf>

Virginia Cooperative Extension Disaster Education Network
<https://ext.vt.edu/family/vceden.html>

VII. RESOURCES

RESOURCES	
Environmental and Historic Preservation Management Information System (EMIS) User Guide (2012)	https://www.fema.gov/media-library-data/20130726-1533-20490-6024/emis_user_guide_1_27_12.pdf
Environmental and Historic Preservation Standard Operating Procedures for Incident Operations (2007)	https://www.fema.gov/media-library-data/20130726-1622-20490-6945/ehp_sop_10_05_07.pdf
FoodSHIELD	https://www.foodshield.org/
USDA Food Emergency Response Network (FERN)	http://www.fernlab.org/
ODU Resilience Collaborative	http://www.odu.edu/impact/initiatives/resiliencecollaborative

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

- FBI InfraGard
- Hampton Roads Cured in Place Pipe (HR-CIPP) (Hampton Roads Sewer District)
- HRPDC Regional Environmental Committee
- Mid-Atlantic Coastal Ocean Observing System
- Norfolk Sand, Beach, and Dune Management Advisory Committee
- Sea-Level Rise Group (Hampton Roads Transportation Planning Organization)
- InfraGard
- Team Norfolk Local Emergency Planning Committee
- Virginia Marine Resources Commission
- Virginia Department of Agriculture and Consumer Services
- Wetlands Watch

VIII. ESF-SPECIFIC TRAINING COURSES

E273 Managing Floodplain Development through the National Flood Insurance Program
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E273&ctype=R>

E278 National Flood Insurance Program/Community Rating System
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E278&ctype=R>

E282 Advanced Floodplain Management Concepts II
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E282&ctype=R>

E284 Advanced Floodplain Management Concepts III
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E284&ctype=R>

E0386 Introduction to Residential Coastal Construction
<https://training.fema.gov/is/courseoverview.aspx?code=IS-386>

IS-0870.A Dams Sector: Crisis Management
<https://training.fema.gov/is/courseoverview.aspx?code=IS-870.a>

IS-0871.A Dams Sector: Security Awareness
<https://training.fema.gov/is/courseoverview.aspx?code=IS-871.a>

IS-0872.A Dams Sector: Protective Measures
<https://training.fema.gov/is/courseoverview.aspx?code=IS-872.a>

E194 Advanced Floodplain Management Concepts
<https://training.fema.gov/emicourses/crsdetail.aspx?cid=E194&ctype=R>

IS-253.A Overview of FEMA's Environmental and Historic Preservation Review
<https://training.fema.gov/is/courseoverview.aspx?code=IS-253.a>

IS-277.A Benefit-Costs Analysis (BCA): Entry-Level
<https://training.fema.gov/is/courseoverview.aspx?code=IS-277.a>

IS-279.A Introduction to Retrofitting Flood-Prone Residential Buildings
<https://training.fema.gov/is/courseoverview.aspx?code=IS-279.a>

IS-301 Radiological Emergency Response IS-811 Emergency Support Functions (ESF) #11
- Agriculture and Natural Resources Annex
<https://training.fema.gov/is/courseoverview.aspx?code=IS-811>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

- 1.1 - City of Norfolk Agriculture and Natural Resource Contact

APPENDIX 2 – STATE PLANS

- 2.1 - COVEOP 2007 ESF11 Agriculture and Natural Resources
- 2.2 – COV Agriculture and Food Sector-Specific Infrastructure Protection and Resiliency Plan
- 2.3 – Virginia COOP Extension – Equine Emergency Preparedness

APPENDIX 3 – FEDERAL PLANS AND DOCUMENTS

- 3.1 – NRF ESF11 Agriculture and Natural Resources Annex
- 3.2 – NRF Food and Agriculture Incident Annex
- 3.3 – Legislation and Directives Summary
- 3.4 - FEMA Public Assistance Digest –Alternate Projects
- 3.5 - FEMA Public Assistance Digest – Art
- 3.6 - FEMA Public Assistance Digest – Categories of Work
- 3.7 - FEMA Public Assistance Digest – Coastal Barrier Resource Act
- 3.8 - FEMA Public Assistance Digest – Community Art Centers
- 3.9 - FEMA Public Assistance Digest – Community Centers
- 3.10 - FEMA Public Assistance Digest – Donated Resources
- 3.11 - FEMA Public Assistance Digest – Eligibility
- 3.12 - FEMA Public Assistance Digest – Endangered Species Act
- 3.13 - FEMA Public Assistance Digest – Equipment Rates
- 3.14 - FEMA Public Assistance Digest – Equipment
- 3.15 - FEMA Public Assistance Digest – Flood Insurance
- 3.16 - FEMA Public Assistance Digest – Immediate Threat
- 3.17 - FEMA Public Assistance Digest – Inactive Facilities
- 3.18 - FEMA Public Assistance Digest – Libraries
- 3.19 - FEMA Public Assistance Digest – Mold
- 3.20 - FEMA Public Assistance Digest – Museums
- 3.21 - FEMA Public Assistance Digest – National Environmental Policy Act
- 3.22 – FEMA Public Assistance Digest – National Historic Preservation Act
- 3.23 – FEMA Public Assistance Digest – Parks, Recreational Areas, and Other Facilities
- 3.24 - FEMA Public Assistance Digest –Permanent Work
- 3.25 – FEMA Public Assistance Digest – Pre-Disaster Design, Function, and Capacity
- 3.26 – FEMA Public Assistance Digest – Preliminary Damage Assessment



EMERGENCY SUPPORT FUNCTION 12

ENERGY

I. PURPOSE

Emergency Support Function (ESF) #12 provides the mechanism to coordinate support (assistance or response) for a potential or actual energy disaster.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #12 coordinates primary and secondary agencies in the core functions of coordinating efforts with various energy providers throughout the locality.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk General Services and Norfolk Public Works are the lead agencies for all energy support operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess energy operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk General Services	Coordinate with Dominion Energy, coordinate gas and fuel needs, coordinate with Virginia natural gas
Norfolk Public Works	Coordinate with Dominion Energy, coordinate gas and fuel needs, coordinate with Virginia natural gas
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Dominion Energy	Coordinate energy supply, maintenance, and repair
Virginia Natural Gas	Coordinate energy supply, maintenance, and repair
SUPPORTING STATE AGENCIES:	
State Corporation Commission	Coordinate gas and fuel needs
SUPPORTING FEDERAL AGENCIES:	
Department of Energy	Coordinate gas and fuel needs

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Energy (DOE)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

-

REGIONAL PLANS:

-

REFERENCES

Central Virginia Electric Cooperation Power Restoration Primer

<http://www.mycvec.com/power-restoration-primer.html>

Critical Infrastructure Resiliency In the Hampton Roads Area of Virginia

https://www.usehazus.com/docs/hampton_roads_va.pdf

<http://www.cimap.vt.edu/sites/www.cimap.vt.edu/files/docs/HamptonRoads/TASK%20IV%20%20REGIONAL%20INFRASTRUCTURE%20MODELING%20AND%20SIMULATION%20%28FINAL%20DRAFT%29.pdf> (Draft)

Critical Infrastructure Resiliency in the Northern Capitol Region

<http://www.cimap.vt.edu/sites/www.cimap.vt.edu/files/docs/Vol-02-Energy.pdf>

DoD Energy Security Task Force Report to Congress on Energy Security Initiatives (10/2008) .(PDF)

Infrastructure Grade Card – Energy

<http://www.infrastructurereportcard.org/fact-sheet/energy>

LEAP 10-Step Framework (Public Technology Institute webinar, 7/2010)

<http://www1.udel.edu/DRC/emforum/recordings/20111012.pdf>

Local Government Energy Assurance Planning (LEAP) (Dept. of Energy)

<http://www.energyassurance.us/>

Local Government Energy Assurance Guidelines 2.0 (Public Technology Institute, 2011)

<https://www.naseo.org/data/sites/1/documents/energyassurance/documents/Local-Government-Energy-Assurance-GuidelinesV2.pdf>

National Center for Appropriate Technology Projects

<https://www.ncat.org/projects/>

Pipeline 101

<http://www.pipeline101.com/>

Red Earth Exercise After-Action Summary (National Energy Assurance Planning Conference, 2012)

https://www.energy.gov/sites/prod/files/National%20Energy%20Assurance%20Plannin%20Conference%20After%20Action%20Report_082112_1.pdf

Special Report of the Division of Energy Regulation: Preparation for and Response to Hurricane Isabel by Virginia’s Electric Utilities (Virginia State Corporation Commission, 2004)

https://www.scc.virginia.gov/comm/reports/isabel_pue.pdf

Southern Company CEO Shares Details of Successful Hurricane Katrina Response with Senate Committee(2005)

<http://tdworld.com/overhead-distribution/southern-company-ceo-shares-details-successful-hurricane-katrina-response-sena>

United States Electricity Industry Primer (2015)

<https://www.energy.gov/sites/prod/files/2015/12/f28/united-states-electricity-industry-primer.pdf>

Virginia Energy Patterns and Trends

<http://www.energy.vt.edu/vept/index.asp>

VII. RESOURCES

RESOURCES	
Homeland Security Information Network – Critical Infrastructure (account required)	https://www.dhs.gov/hsin-critical-infrastructure
National Pipeline Mapping System	https://www.npms.phmsa.dot.gov/
State, Local Tribal, and Territorial Energy Assurance: 2016 Year in Review	https://energy.gov
U.S. Army Corps of Engineers (USACE) Emergency Power Facility Assessment Tool	http://www.usace.army.mil

U.S. Energy Information Administration: Energy Disruption Map	http://www.eia.gov/special/disruptions/
---	---

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

North American Electric Reliability Corporation (NERC)

VIII. ESF-SPECIFIC TRAINING COURSES

IS-812 Emergency Support Function (ESF) # 12 - Energy
<https://training.fema.gov/is/courseoverview.aspx?code=IS-812>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

1.1 – City of Norfolk Energy Management Contacts

APPENDIX 2 – LOCAL PLANS

2.1 – City of Norfolk Local Fuel Sites

Appendix 3 – STATE PLANS

- 3.1 - COVEOP 2007 ESF 12 Energy
- 3.2 – Virginia Natural Gas Brochure
- 3.3 – Dominion EOC Hotline
- 3.4 – Southeastern Virginia Work Locations

APPENDIX 4 – FEDERAL PLANS AND DOCUMENTS

- 4.1 – NRF ESF12 Energy
- 4.2 – Legislation and Directives Summary
- 4.3 - FEMA Public Assistance Digest – Categories of Work
- 4.4 - FEMA Public Assistance Digest – Eligibility
- 4.5 - FEMA Public Assistance Digest – Emergency Protective Measures
- 4.6 - FEMA Public Assistance Digest – Equipment Rates
- 4.7 - FEMA Public Assistance Digest – Equipment
- 4.8 - FEMA Public Assistance Digest – Immediate Threat
- 4.9 - FEMA Public Assistance Digest – Incident Period
- 4.10 - FEMA Public Assistance Digest – Labor Costs – Fringe Benefits
- 4.11 - FEMA Public Assistance Digest – Labor Costs
- 4.12 - FEMA Public Assistance Digest – Materials
- 4.13 - FEMA Public Assistance Digest – Mutual Aid Agreement
- 4.14 - FEMA Public Assistance Digest – Permanent Work

- 4.15 - FEMA Public Assistance Digest – Pre-Disaster Design, Function, and Capacity
- 4.16 - FEMA Public Assistance Digest – Preliminary Damage Assessment
- 4.17 - FEMA Public Assistance Digest – Reasonable Cost
- 4.18 - FEMA Public Assistance Digest – Reassigned Employee
- 4.19 - FEMA Public Assistance Digest – Sequence of Events
- 4.20 - FEMA Public Assistance Digest – Temporary Employees
- 4.21 - FEMA Public Assistance Digest – Labor Costs for Emergency Work



EMERGENCY SUPPORT FUNCTION 13

PUBLIC SAFETY AND SECURITY

I. PURPOSE

Emergency Support Function (ESF) #13 provides the mechanism to coordinate public safety and security support operations (assistance or response) for a potential or actual emergency.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #13 coordinates primary and secondary agencies in the core functions of providing law enforcement and security operations, intelligence analysis, judicial system support, and shelter security.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Police Department and Norfolk Sheriff's Office are the lead agencies for all public safety and security support operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess safety and security operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if

resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Police Department	Law enforcement and security; intelligence analysis; judicial system support; shelter security
Norfolk Sheriff's Office	Law enforcement and security; intelligence analysis; judicial system support; shelter security
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Naval Criminal Investigative Service (NCIS)	Intelligence analysis
Naval Station Norfolk Base Police	Law enforcement and security; intelligence analysis
Norfolk Airport Authority Police	Law enforcement and security, intelligence analysis
Norfolk Circuit Court	Judicial system support
Norfolk City Attorney	Judicial system support
Norfolk Commonwealth Attorney	Judicial system support
Norfolk General Court	Judicial system support
Norfolk State University Police	Law enforcement and security; intelligence analysis; shelter security
Old Dominion University Police	Law enforcement and security; intelligence analysis; shelter security
Port Authority Police	Law enforcement and security
Top Guard Security	Law enforcement and security

SUPPORTING STATE AGENCIES:	
Virginia Army National Guard (VANG)	Law enforcement and security; intelligence analysis, shelter security
Virginia State Police (VSP)	Law enforcement and security; intelligence analysis
Virginia State Police Fusion Center	Intelligence analysis
SUPPORTING FEDERAL AGENCIES:	
Department of Homeland Security (DHS)	Law enforcement and security; intelligence analysis
Department of Justice (DOJ)	Judicial system support
Federal Bureau of Investigations (FBI)	Law enforcement and security; intelligence analysis
Transportation Security Agency (TSA)	Law enforcement and security; intelligence analysis
U.S. Coast Guard	Law enforcement and security; intelligence analysis
U.S. Marshalls	Law enforcement and security; intelligence analysis

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Emergency Services (OIP)
 Government Facilities

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

-

REGIONAL PLANS:

- Hampton Roads Homeland Security Strategic Plan
- Multi-Jurisdictional IED Security Plan

REFERENCES

A Guide to Preparing for and Responding to Jail Emergencies (U.S. Dept. of Justice, 2009)
<https://s3.amazonaws.com/static.nicic.gov/Library/023494.pdf>

DHS/DOJ Considerations for Fusion Center and Emergency Operations Center Coordination (CPG502, May 2010)
https://www.fema.gov/media-library-data/20130726-1828-25045-3917/cpg_502_comprehensive_preparedness_guide_considerations_for_fusion_center_eoc_coordination_2010.pdf

Good Practices in Transportation Evacuation Preparedness and Response: Results of the FHWA Workshop Series (U.S. Dept. of Transportation, 2009) (PDF)

Intelligence Guide for First Responders (Joint Counterterrorism Assessment Team, 2015)
<https://www.dhs.gov/sites/default/files/publications/jcat-intelligence-guide-first-responders.pdf>

VII. RESOURCES

RESOURCES	
Basic Guidance for Public Information Officers (PIOs)	https://www.fema.gov/media-library-data/20130726-1623-20490-0276/basic_guidance_for_pios_final_draft_12_06_07.pdf
Homeland Security Information Network (Account Req'd)	https://www.dhs.gov/homeland-security-information-network-hsin
Law Enforcement Information Exchange (LInX)	http://www.cjin.nc.gov
Law Enforcement Enterprise Portal (LEEP) - (Account Req'd)	https://www.fbi.gov/services/cjis/leep

TripWire (Technical Resource for Incident Prevention) (Account Req'd)	https://tripwire.dhs.gov
Virginia Fusion Center	http://www.vsp.state.va.us/FusionCenter/

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

Joint Terrorism Task Force (JTTF)
Hampton Roads Association of Chiefs of Police (HRACP)
Virginia Secure and Resilient Commonwealth Panel

VIII. ESF-SPECIFIC TRAINING COURSES

IS-15.a: [Special Events Contingency Planning for Public Safety Agencies](http://training.fema.gov/EMIWeb/IS/IS15a.asp)
<http://training.fema.gov/EMIWeb/IS/IS15a.asp>

IS-813: [Emergency Support Functions \(ESF\) #13 - Public Safety and Security Annex:](http://training.fema.gov/EMIWeb/IS/IS813.asp)
<http://training.fema.gov/EMIWeb/IS/IS813.asp>

Intelligence: Theory and Philosophy (Lecture)
<https://www.chds.us/?media/resources&collection=139&type=LECTURE>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

1.1 – City of Norfolk Public Safety and Security Contacts

APPENDIX 2 – LOCAL PLANS

2.1 – Hampton Roads Homeland Security Strategic Plan

2.2 – Multi-Jurisdictional IED Security Plan Part 1

2.3 - Multi-Jurisdictional IED Security Plan Part 2

APPENDIX 3 – STATE PLANS

3.1 - COVEOP 2012 ESF 3 Public Safety and Security

APPENDIX 4 – FEDERAL PLANS

4.1 – NRS ESF 13 Public Safety and Security

4.2 – NRF Terrorism Incident – Law Enforcement Annex

4.3 – Legislation and Directives Summary

4.4 – FEMA Public Assistance Digest – Alternate Projects

4.5 - FEMA Public Assistance Digest – Animal Control

4.6 - FEMA Public Assistance Digest – Categories of Work

- 4.7 - FEMA Public Assistance Digest – Donated Resources
- 4.8 - FEMA Public Assistance Digest – Eligibility
- 4.9 - FEMA Public Assistance Digest – Emergency Protective Measures
- 4.10 - FEMA Public Assistance Digest – Equipment Rates
- 4.11 - FEMA Public Assistance Digest – Equipment
- 4.12 - FEMA Public Assistance Digest – Immediate Threat
- 4.13 - FEMA Public Assistance Digest – Inactive Facilities
- 4.14 - FEMA Public Assistance Digest – Incident Period
- 4.15 - FEMA Public Assistance Digest – Labor Costs – Fringe Benefits
- 4.16 - FEMA Public Assistance Digest – Labor Costs
- 4.17 - FEMA Public Assistance Digest – Materials
- 4.18 - FEMA Public Assistance Digest – Mutual Aid Agreement
- 4.19 - FEMA Public Assistance Digest – Permanent Work
- 4.20 - FEMA Public Assistance Digest – Pets
- 4.21 - FEMA Public Assistance Digest – Pre-Disaster Design, Function, and Capacity
- 4.22 - FEMA Public Assistance Digest – Preliminary Damage Assessment
- 4.23 - FEMA Public Assistance Digest – Reasonable Cost
- 4.24 - FEMA Public Assistance Digest – Reassigned Employee
- 4.25 - FEMA Public Assistance Digest – Sequence of Events
- 4.26 – FEMA Public Assistance Digest – Temporary Employees
- 4.27 - FEMA Policy – Labor Costs for Emergency Work
- 4.28 – FEMA Policy – Sheltering and Pet Evacuation Reimbursement
- 4.29 – Emergency Federal Law Enforcement Assistance Program



EMERGENCY SUPPORT FUNCTION 15

EXTERNAL AFFAIRS

I. PURPOSE

Emergency Support Function (ESF) #15 provides the mechanism to coordinate support (assistance or response) and provide accurate, timely, and accessible information to affected audiences.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #15 coordinates primary and secondary agencies in the core functions of providing emergency public information, being the point of contact for non-emergency inquiries, setting up and managing personnel communications, maintaining lines of communication and the liaison with elected local officials, support on-scene PIO, coordinate media inquiries, and monitor regional and state information.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Marketing and Communication, Norfolk Information Technology, and the designated Public Information Officer (PIO) are the lead agencies / spokesperson for all external affairs operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess information flow, monitor all media, address rumors/incorrect information, and coordinate

support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Marketing and Communications	Personnel communications; Support on-scene PIO
On-Scene Public Information Officer	Emergency public information; answering point for non-emergencies inquiries; maintain liaison with elected officials; support on-scene PIO; coordinate media inquiries; monitor regional and state information; emergency public information
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Legislative PIO's	Maintain liaison with elected officials; monitor regional and state information
Naval Station Norfolk	Support on-scene PIO; monitor regional and state information
Norfolk Cares Call Center (664-6510)	Personnel communications; support on-scene PIO
Norfolk Human Services	Personnel communications
Norfolk Human Resources (Safety Office)	Support on-scene PIO
Norfolk Intergovernmental Affairs	Emergency public information; coordinate media inquiries
Norfolk Libraries	Emergency public information; personnel communications

Norfolk Neighborhood Development / Neighborhood Specialists	Emergency public information, personnel communications
Norfolk Recreation, Parks, and Open Space	Support on-scene PIO
Norfolk Public Health	Support on-scene PIO
Norfolk Public Utilities	Norfolk on-scene PIO
Norfolk Public Works	Norfolk on-scene PIO
Norfolk State Mass Communications and Journalism / Norfolk State University Radio (91.1 WNSB)	Emergency public information; maintain liaison with elected officials; support on- scene PIO
SUPPORTING STATE AGENCIES:	
Virginia Department of Emergency Management	Maintain liaison with elected officials; emergency public information; coordinate media inquiries; monitor regional and state information
SUPPORTING FEDERAL AGENCIES:	
FEMA	Emergency public information; personnel communications; coordinate media inquiries; monitor region and state information

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Communications (ESF-2 is lead)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

- Team Norfolk Functional Annex: Crisis Communications (2017)

REGIONAL PLANS:

- Southeast Virginia / Northeast North Carolina Communications Support Annex

- Eastern Virginia Regional Operational Area EAS Local Emergency Communications Committee Plan

REFERENCES

ADA Reference: Effective Communication (2014)

<http://www.ada.gov/effective-comm.htm>

Communicating in a Crisis: Risk Communication Guidelines for Public Officials (Substance Abuse and Mental Health Services, 2002)

<https://www.orau.gov/cdcynergy/erc/content/activeinformation/resources/HHSRiskCommPrimer.pdf>

Comprehensive Planning Guide (CPG) 301 Interim Emergency Management Planning Guide for Special Needs Populations - Emergency Communication and Public Information (Dept. of Homeland Security, p. 18-25)

http://www2.ku.edu/~rrtcpbs/resources/pdf/FEMA_CPG301.pdf

Dept. of Justice ADA Guide for Local Governments (Notification, p. 2-3)

<https://www.ada.gov/emergencyprepguide.htm>

Guide for Standard Messages (Developed by numerous agencies, 2007)

http://www.crh.noaa.gov/Image/bis/AmericanRedCross_TalkingAboutDisaster.pdf

Innovative Uses of Social Media in Emergency Management (Dept. of Homeland Security, 2013) https://www.dhs.gov/sites/default/files/publications/Social-Media-EM_0913-508_0.pdf

Integrated Public Alert & Warning System (IPAWS) (FEMA, 2017)

<https://www.fema.gov/integrated-public-alert-warning-system>

Red Cross - Social Media and Disasters: Best Practices and Lessons Learned (2013)

https://www.redcross.org/images/MEDIA_CustomProductCatalog/m22442828_SocialMedia_-_Suzanne_Bernier_-_SB_Crisis_Consulting.pdf

The American Red Cross and Dell Launch First-of-Its-Kind Social Media Digital Operations Center for Humanitarian Relief (2015)

<http://www.redcross.org/news/press-release/The-American-Red-Cross-and-Dell-Launch-First-Of-Its-Kind-Social-Media-Digital-Operations-Center-for-Humanitarian-Relief>

U.S. Air Force 35-104 Public Affairs Media Operations (2017)

http://static.e-publishing.af.mil/production/1/saf_pa/publication/afi35-104/afi35-104.pdf

VII. RESOURCES

RESOURCES	
2-1-1 Virginia	https://www.211virginia.org/consumer/index.php
Adams Outdoor Advertising	http://www.adamsoutdoor.com/#1
CDC Public Service Announcements for Disasters	http://emergency.cdc.gov/disasters/psa/index.asp
CDC MessageWorks / HealthCommWorks / SocialMediaWorks	https://cdc.orau.gov/healthcommworks/#5
City employee information line for emergencies	757-664-6820
Cox Communications	Able to display targeted scrolling messages as needed on their cable channels
Emergency Alert System (EAS)	Available through Norfolk Alert (Everbridge)
Independence Center	Able to communicate messages to their clients and partner organizations
Facebook City of Norfolk Government	Information distribution
Facebook Live	https://live.fb.com
Facebook Safety Check	https://newsroom.fb.com/news/2014/10/introducing-safety-check/
FEMA Disaster Reporter	https://www.fema.gov/disaster-reporter
Google SOS Alerts	http://money.cnn.com/2017/07/25/technology/google-sos-alerts/index.html
Google Crisis Map	http://www.google.org/crisismap/weather_and_events

Google Crisis Response Team	https://www.google.org/our-work/crisis-response/
Google Media Tools	https://newslab.withgoogle.com/
Google Map mash-ups	https://www.webucator.com/how-to/how-create-simple-google-maps-mashup.cfm (request free API key)
Google Voice	https://www.google.com/googlevoice/about.html
iView	https://www.norfolk.gov/documentcenter/view/22825
Language Bank	http://www.language-bank.com/
Mobile Billboards: American Mobile Ads	http://www.americanmobileads.com/markets
National Terrorism Advisory System (NTAS)	https://www.dhs.gov/national-terrorism-advisory-system
NextDoor	https://nextdoor.com/norfolk--va/
Norfolk Alert	https://member.everbridge.net/index/453003085612694#/login
Norfolk Cares Call Center	757-664-6510
Norfolk Civic Leagues	https://www.norfolk.gov/index.aspx?NID=432
Norfolk Community Emergency Response Team (CERT) Volunteers	https://www.norfolk.gov/index.aspx?nid=663
Norfolk Libraries	Information distribution and outreach
Norfolk Public Schools Reverse Notification System	Contacts parents / guardians by phone regarding informational and emergency alerts
OBX Airplanes Aerial Advertising	http://www.obxairplanes.com/aerial-banners--advertising.html
Storify	https://storify.com/
Tumblr	https://www.tumblr.com/

TwitPic	https://twitter.com/twitpic
Twitter	#norfolkVa #Parascope https://twitter.com/hashtag/periscope TweetDeck http://tweetdeck.com/
Ushahidi	https://www.usahidi.com/about
Ustream	www.ustream.tv/
VDEM	www.vaemergency.gov
Waze	https://www.waze.com/livemap
Wiki Accessibility Toolkit	http://emergency20wiki.org/wiki/index.php/Accessibility_Toolkit
WNSB 91.1FM / Norfolk State University Mass Communications and Journalism	
Youtube Norfolk TV	http://www.youtube.com/user/NorfolkTV

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

- Norfolk Weekly Communications Meeting
- Hampton Roads Public Information and Community Affairs committee

VIII. ESF-SPECIFIC TRAINING COURSES

Center for Homeland Defense and Security <https://www.chds.us/ed/?s=media>

E388 Advanced Public Information Officer

<https://training.fema.gov/emcourses/crsdetail.aspx?cid=E388&ctype=R>

E952 NIMS ICS All-Hazards Position-Specific: Public Information Officer (PIO)

<https://training.fema.gov/emcourses/crsdetail.aspx?cid=E952&ctype=R>

E953 NIMS ICS All-Hazards Position-Specific: Public Information Officer (PIO) Course Train-the-Trainer (TTT)

<https://training.fema.gov/allhazards/schedule2017.aspx>

G272 Warning Coordination

<https://training.fema.gov/programs/aps/>

G289 / IS-29 Public Information Officer Awareness Course
<https://training.fema.gov/programs/pio/g289.aspx>

G291 / EL0387 Joint Information System/Center Planning for Tribal, State, and Local Public Information Officers (PIOs) <https://training.fema.gov/programs/pio/g291.aspx>

IS-250.a Emergency Support Function 15 (ESF 15) External Affairs: A New Approach to Emergency Communication and Information Distribution
<https://training.fema.gov/is/courseoverview.aspx?code=IS-250.a>

IS-702.A National Incident Management Systems (NIMS) Public Information Systems
<https://training.fema.gov/is/courseoverview.aspx?code=IS-702.a>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

- 1.1 – City of Norfolk External Affairs Contact List
- 1.2 – Hampton Roads Public Information Community Relations Directors
- 1.3 – Hampton Roads Media Directory
- 1.4 – EAS Jurisdictional Authorization Listing
- 1.5 – 2012 City of Norfolk Interpreter Contacts for Emergencies

APPENDIX 2 – LOCAL PLANS

- 2.1 – City of Norfolk Emergency Notification Procedures
- 2.2 – Southeast Virginia / Northeast North Carolina Support Annex
- 2.3 – Eastern Virginia Regional Operational Area LECC Plan

APPENDIX 3 – STATE PLANS

- 3.1 - COVEOP 2012 ESF13 External Affairs
- 3.2 - COVEOP Hazard Specific Annex #4 Pandemic Influenza Response
- 3.3 - COVEOP Family Assistance Center Plan

APPENDIX 4 – FEDERAL PLANS

- 4.1 – NRF ESF 15 External Affairs
- 4.2 – Legislation and Directives Summary
- 4.3 – FEMA Public Assistance Digest – Incident Period
- 4.4 – FEMA Public Assistance Digest – Reassigned Employee
- 4.5 – FEMA Public Assistance Digest – Temporary Employees

APPENDIX 5 – MOUS AND AGREEMENTS

- 5.1 – HREMC and NOAA Agreement
- 5.2 – MOU with NSU 91.1



EMERGENCY SUPPORT FUNCTION 16

MILITARY AFFAIRS

I. PURPOSE

Emergency Support Function (ESF) #16 provides the mechanism to coordinate support (assistance or response) for a potential or actual disaster or emergency requiring military support.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #16 coordinates primary and secondary agencies in leveraging military resources and support.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

The City Manager's Office is the lead agency for all military affairs liaison operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess military operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
City Manager's Office	Liaison with Military entities
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Joint Expeditionary Base Little Creek / Fort Story	Coordinate efforts with City of Norfolk
Joint Task Force Civil Support	Coordinate efforts with City of Norfolk
Navy Region Mid-Atlantic	Coordinate efforts with City of Norfolk
Naval Station Norfolk	Coordinate efforts with City of Norfolk
Norfolk Fire-Rescue	Coordinate efforts with Military entities
Norfolk Police Department	Coordinate efforts with Military entities
U.S. Coast Guard: Sector Hampton Roads & 5 th District	Coordinate efforts with City of Norfolk
Virginia Army National Guard: 1/111 th Air Defense Artillery	Coordinate efforts with City of Norfolk and military entities
Virginia Defense Force	Coordinate efforts with City of Norfolk and military entities
SUPPORTING STATE AGENCIES:	
Virginia Department of Military Affairs	Coordinate efforts with City of Norfolk and military entities
SUPPORTING FEDERAL AGENCIES:	
Department of Defense	Coordinate efforts with City of Norfolk and local military entities

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Defense Industrial Base (DoD)
Government Facilities (DHS)
National Monuments and Icons (DOI)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

-

REGIONAL PLANS:

-

REFERENCES

Antiterrorism (Air Force, 2012)

<http://govdocs.rutgers.edu/mil/af/AFI10-245.pdf>

C2 Lessons Learned from Hurricane Katrina

https://www.researchgate.net/publication/260833779_Hurricane_Katrina_Lessons_for_Army_Planning_and_Operations

DODI 3020.52 DoD Installation CBRNE Preparedness Standards

<https://www.hsdl.org/?abstract&did=801362>

DODI 6055 17 DoD Emergency Management Program (updated Feb 2017)

https://fas.org/irp/doddir/dod/i6055_17.pdf

DoD Mission Assurance Strategy (2012)

http://policy.defense.gov/Portals/11/Documents/MA_Strategy_Final_7May12.pdf

JFCOM Economic Impact Brief (2010)

<http://www.hrpdcva.gov/news/article/august/31/2010/hrpdc-special-report%3A-jfcom-economic-impact-brief%2C-no.-3>

Military Operations The Army Protection Program (2014)

http://www.apd.army.mil/epubs/DR_pubs/DR_a/pdf/web/r525_2.pdf

National Guard Critical Infrastructure Protection Mission Assurance Assets (2014)
http://www.nationalguard.mil/Portals/31/Features/Resources/Fact%20Sheets/new/Domestic_mission/cipmaa.pdf

Quadrennial Defense Review (Dept. of Defense, 2014)
http://archive.defense.gov/pubs/2014_Quadrennial_Defense_Review.pdf

Unified Facilities Criteria (UFC) Emergency Operations Center Planning and Design (2008)
https://www.wbdg.org/FFC/DOD/UFC/ufc_4_141_04_2008_c1.pdf

Use of Federal Troops for Disaster Assistance - Legal Issues - Congressional Report (2008)
<http://www.dtic.mil/docs/citations/ADA492865>

VII. RESOURCES

RESOURCES	
Defense Civilian Personnel Advisory Service (DCPAS)	www.cpms.osd.mil/Subpage/EmergencyPreparedness
Fleet Weather Center	https://metoc.ndbc.noaa.gov/ProductFeeds-portlet/img/fwc-n/
National Guard Bureau's Regional and State Online Resource for Emergency Management (RaSOR-EM) (account required)	https://ext.sharepoint.ctc.com/
Naval Station Norfolk Emergency Management	https://cnic.navy.mil/regions/cnrma/installations/ns_norfolk/
U.S. Coast Guard Homeport	http://homeport.uscg.mil
Virginia Defense Force, Lafayette Brigade	http://lafayettebrigade.org/

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

Hampton Roads Military and Federal Facilities Alliance (HRMFFA)

Virginia Military Advisory Council (VMAC)

VIII. ESF-SPECIFIC TRAINING COURSES

IS-75 Military Resources in Emergency Management

<https://training.fema.gov/is/courseoverview.aspx?code=IS-75>

Joint Forces Staff College (JFSC) Homeland Security Planner's Course (HLSPC)

<http://ifsc.ndu.edu/Academics/Homeland-Security-Planners-Course-HLSPC/>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

1.1 – City of Norfolk Military Affairs Contact List

APPENDIX 2 – LOCAL PLANS

2.1 – Hampton Roads Critical Infrastructure

2.2 – Maritime Severe Weather Contingency Plan

APPENDIX 3 – STATE PLANS

3.1 - COVEOP 2012 ESF8 Public Health and Medical

3.2 – Growing the Military Mission in the Commonwealth of Virginia

APPENDIX 4 – FEDERAL PLANS

4.1 - Legislation and Directives Summary

4.2 – FEMA Public Assistance Digest – Alternate Projects

4.3 - FEMA Public Assistance Digest –Categories of Work

4.4 - FEMA Public Assistance Digest – Donated Resources

4.5 - FEMA Public Assistance Digest – Eligibility

4.6 - FEMA Public Assistance Digest – Emergency Protective Measures

4.7 - FEMA Public Assistance Digest – Equipment Rates

4.8 - FEMA Public Assistance Digest – Equipment

4.9 - FEMA Public Assistance Digest – Mutual Aid Agreement

4.10 - FEMA Public Assistance Digest –Temporary Employees

4.11 - FEMA Policy - Labor Costs for Emergency Work

APPENDIX 5 – MILITARY

5.1 – 2014 Quadrennial Defense Review

5.2 – JEBLC IEM Plan

5.3 – USCG Map Hampton Roads

5.4 – USCG Port of HR Maritime Severe Weather Plan (2010)

5.5 – USCG Sector Hampton Roads Area Contingency Plan (2008)

5.6 – DoD Directive (DoDD) 5111.1 – DSCA Defined (2009)

5.7 - MIDLANT Destructive Weather Plan

5.8 – DoD Directive 3025

5.9 – NAVSTANORVAINST 3440.17A CH3 EM Plan – Confidential

APPENDIX 6 – MOUs

6.1 – VDEM – Civil Air Patrol MOU



EMERGENCY SUPPORT FUNCTION 17

DONATIONS & VOLUNTEER MANAGEMENT

I. PURPOSE

Emergency Support Function (ESF) #17 provides the mechanism to coordinate support (assistance or response) for donation and volunteer management for a potential or actual event or disaster.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #17 coordinates primary and secondary agencies in the core functions of managing affiliated and unaffiliated volunteers, and accepting and managing provided donations.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Emergency Preparedness and Response is the lead agency for all donations and volunteer management support operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess donations and volunteer management operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State

through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Emergency Preparedness and Response	Coordinate donations and volunteer management efforts through partner agencies
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Amateur Radio	Provide volunteer amateur radio operators to support communications
Amerigroup	Provide affiliated volunteers; provide matching community grants through employee volunteer service program
Civil Air Patrol	Provide volunteer services in locating missing persons and missing aircraft
Citizens Police Academy Alumni Association of Norfolk (CPAAN)	Volunteer support for law enforcement
First Baptist Church – Norfolk	Coordinate affiliated volunteers
Mercy Medical Air Lift	Volunteer pilots to provide medical air transport
Naval Station Norfolk	Coordinate affiliated volunteers
Norfolk Animal Care Center	Volunteer support for animal care
Norfolk CERT	Coordinate affiliated volunteers to support disaster preparedness and community response
Norfolk Libraries	Volunteer fundraising for library services

Norfolk Medical Response Corps (MRC)	Coordinate affiliated volunteers to support public health and emergency response
Norfolk State University	Coordinate affiliated volunteers to support campus and community initiatives
Old Dominion University	Coordinate affiliated volunteers to support campus and community initiatives
Operation Blessing	Coordinate affiliated and unaffiliated volunteers to provide storm debris clean up; snow removal through Operation Snow Buddy; accept and manage donations
Private Sector Partners	Coordinate affiliated volunteers, accept and manage donations
ROTC Partners	Coordinate affiliated ROTC cadets to support community initiatives
Seventh Day Adventists	Coordinate affiliated volunteers to provide spiritual care, construction, administration
Society for the Prevention of Cruelty to Animals (SPCA)	Volunteer support for animal care
Tidewater Community College	Coordinate affiliated volunteers to support campus and community initiatives
USCG Auxiliary	Provides fundraising to support USCG initiatives
USCG America's Waterway Watch	Citizen volunteer program provides homeland security awareness information
VOAD	Coordinate affiliated volunteers, accept and manage donations, coordinate unaffiliated volunteers

SUPPORTING STATE AGENCIES:	
Virginia Department of Emergency Management	Support City of Norfolk in volunteer and donations management efforts
SUPPORTING FEDERAL AGENCIES:	
FEMA	Support State of Virginia in volunteer and donations management efforts

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

-

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

- SEVA VOAD Disaster Response Plan
- UMC Disaster Response Plan

REGIONAL PLANS:

-

REFERENCES

ARC Ready When the Time Comes <http://www.redcross.org/local/illinois/chicago-northern-illinois/supporters/ready-when-the-time-comes>

FEMA – Volunteer & Donate Responsibly
<https://www.fema.gov/volunteer-donate-responsibly>

Formidable Footprint - A National Neighborhood Exercise Series -
<http://www.drc-group.com/project/footprint.html>

International Federation of the Red Cross and Red Crescent Societies World Disaster Report 2016
<http://www.ifrc.org/en/publications-and-reports/world-disasters-report/world-disasters-report/>

Operation Blue Roof – USACE

<http://www.nova.edu/hurricane/operation-blue-roof.html>

USCG Office of Civilian Human Resources CG-121 Volunteer Community Service

<http://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Civilian-Human-Resources-Diversity-and-Leadership-Directorate-CG-12/Civilian-HR/Leave/Volunteer-Community-Service/>

US DOJ Office of Victims of Crime – Responding to Victims of Terrorism and Mass Violence Crimes: Coordination and Collaboration Between American Red Cross Workers and Crime Victim Service Providers

<https://ojp.gov/ovc/publications/infores/redcross/ncj209681.pdf>

VII. RESOURCES

RESOURCES	
Recovers	https://recovers.org

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

Southeastern Virginia VOAD

Team Norfolk Operations Brother’s Keeper

VIII. ESF-SPECIFIC TRAINING COURSES

E427 Community Emergency Response Team (CERT) Program Manager

[https://training.fema.gov/emigrams/2014/1062%20-%20training%20opportunity%20-%20cert%20e0427%20training%20announcement%20fy15\(2\)%20docx.pdf](https://training.fema.gov/emigrams/2014/1062%20-%20training%20opportunity%20-%20cert%20e0427%20training%20announcement%20fy15(2)%20docx.pdf)

E428 Community Emergency Response Team (CERT) Train-the-Trainer (TTT)

<https://training.fema.gov/emigrams/2014/1063%20-%20training%20opportunity%20-%20cert%20e0428%20training%20announcement%20fy15%20docx.pdf>

IS-244 Developing and Managing Volunteers

<https://training.fema.gov/is/courseoverview.aspx?code=IS-244.b>

IS-288.A The Role of Voluntary Organizations in Emergency Management

<https://training.fema.gov/is/courseoverview.aspx?code=IS-288.a>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

- 1.1 – City of Norfolk Volunteers and Donations Management Contacts
- 1.2 – City of Norfolk Civic League Directory
- 1.3 – Virginia VOAD Directory

APPENDIX 2 – LOCAL PLANS

- 2.1 – SEVA VOAD Disaster Response Plan
- 2.2 – SVVOAD Emergency Operation Plan
- 2.3 – UMC Disaster Response Plan
- 2.4 – UMCOR Disaster Response Flow Chart
- 2.5 – NPHD MRC VRC Plan

APPENDIX 3 – STATE PLANS

- 3.1 - COVEOP 2012 ESF17 Volunteers and Donations Management

APPENDIX 4 – FEDERAL PLANS

- 4.1 - NRF ESF-17 Volunteers and Donations Management
- 4.2 – Legislation and Directives Summary
- 4.3 – FEMA Public Assistance Digest – Community Centers
- 4.4 - FEMA Public Assistance Digest – Donated Resources
- 4.5 - FEMA Public Assistance Digest – Equipment Rates
- 4.6 - FEMA Public Assistance Digest – Equipment
- 4.7 - FEMA Public Assistance Digest – Homeless Shelters
- 4.8 - FEMA Public Assistance Digest – Labor Costs – Fringe Benefits
- 4.9 - FEMA Public Assistance Digest – Labor Costs
- 4.10 - FEMA Public Assistance Digest – Materials
- 4.11 - FEMA Public Assistance Digest – Private Non Profit Facility
- 4.12 - FEMA Public Assistance Digest – Private Non-Profit Applicant
- 4.13 - FEMA Public Assistance Digest – Private Non-Profit Critical Services Facility
- 4.14 - FEMA Public Assistance Digest – Reasonable Cost
- 4.15 - FEMA Public Assistance Digest – Temporary Employees
- 4.16 - FEMA Policy – Labor Costs for Emergency Work

APPENDIX 5 – MOUs

- 5.1 – VDEM – Civil Air Patrol MOU



EMERGENCY SUPPORT FUNCTION 18

EDUCATION

I. PURPOSE

Emergency Support Function (ESF) #18 provides the mechanism to coordinate support with educational enterprises within the locality (assistance or response) in the event of a potential or actual disaster or emergency.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #18 coordinates primary and secondary agencies in the core functions of plans and resources management, family reunification for on-campus incidents, and information dissemination to parents of affected students.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Emergency Preparedness and Response is the lead agencies for all education support operations and will work within the Incident Command System and liaison with the Norfolk Emergency Operations Center (EOC). Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess education operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are

overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Emergency Preparedness and Response	Coordinate plans and resources
SUPPORTING LOCAL AGENCIES:	RESPONSIBILITY(IES):
Eastern Virginia Medical School	College educational resources
Joint Forces Staff College / National Defense University	Coordinate plans and resources
Norfolk Academy	Primary educational resources
Norfolk Christian Schools	Primary educational resources
Norfolk Public Schools	Primary educational resources
Norfolk State University	College educational resources
Old Dominion University	College educational resources
St. Pius X School	Primary educational resources
Tidewater Community College	College educational resources
Tidewater Consortium for Higher Education	Educational resources
Virginia Wesleyan College	College educational resources
SUPPORTING STATE AGENCIES:	
Virginia Department of Education	Support City of Norfolk educational institutions
SUPPORTING FEDERAL AGENCIES:	
Department of Education	Support State of Virginia educational institutions

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

Sector: Hampton Roads Higher Education Sector

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

-

REGIONAL PLANS:

- Norfolk Public Schools Crisis Plan
- Norfolk State University Crisis and Emergency Management Plan
- Old Dominion University Crisis and Emergency Management Plan
- Tidewater Community College Crisis and Emergency Management Plan

REFERENCES

American Academy of Pediatrics - Children and Disasters:

<http://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/Children-and-Disasters/Pages/Schools.aspx>

Campus Attacks -Targeted Violence Affecting Institutions of Higher Learning (2010)

<https://www.fbi.gov/file-repository/campus-attacks.pdf/view>

FBI Academic Alliance:

http://www.fbi.gov/news/stories/2006/april/acad_alliance040506

FBI - School Shootings Quick Reference Guide

<https://www.hSDL.org/?abstract&did=727626>

FEMA – Building a Disaster Resistant University

<https://www.fema.gov/media-library/assets/documents/2288>

FEMA - Building Partnerships to Reduce Hazard Risks (L-265 - March 2005)

<https://www.fema.gov/media-library/assets/documents/3390>

Disaster and Emergency Preparedness: Guidance for Schools (International Finance Corporation)

<https://www.ifc.org/wps/wcm/connect/8b796b004970c0199a7ada336b93d75f/DisERHandbook.pdf?MOD=AJPERES>

FEMA's Student Tools for Emergency Planning (STEP) Program

<https://www.fema.gov/about-region-i/about-region-i/student-tools-emergency-planning-step>

School Safety during Emergencies: What Parents Need to Know (HealthyChildren.org)

<https://www.healthychildren.org/English/safety-prevention/all-around/Pages/Actions-Schools-Are-Taking-to-Make-Themselves-Safer.aspx>

NWS Severe Weather Preparedness Guide for Schools

<http://www.weather.gov/grb/schools>

FEMA Multihazard Emergency Planning for Schools Site Index

<https://training.fema.gov/programs/emischool/el361toolkit/siteindex.htm>

Center for Safe Schools Emergency Management Resources

<http://www.safeschools.info/emergency-management/emergency-management-resources>

Role of Transportation in Campus Emergency Planning (June 2009)

<http://transweb.sjsu.edu/MTIportal/research/publications/documents/RoleofTransportation.pdf>

USDOE - Action Guide for Emergency Management at Institutions of Higher Education

<https://eric.ed.gov/?id=ED504389>

FEMA Guide for Developing High-Quality Emergency Operations Plans for Institutions of Higher Education (2013)

<https://www.phe.gov/Preparedness/planning/Documents/eops-highered.pdf>

USDOE - Handbook for Campus Safety and Security Reporting (2016)

<https://www2.ed.gov/admins/lead/safety/handbook.pdf>

Readiness and Emergency Management for Schools (REMS) Technical Assistance Center:

<http://rems.ed.gov/>

Virginia Department of Education Model School Crisis Management Plan (2002)

http://www.doe.virginia.gov/support/safety_crisis_management/emergency_crisis_management/model_plan.pdf

Virginia Department of Education Crisis Management and Emergency Response in Virginia Schools Resource Guide (2007)

http://www.doe.virginia.gov/support/safety_crisis_management/school_safety/emergency_crisis_management/crisis_mgmt_emer-response_guide.pdf

Virginia Department of Emergency Management Higher Education Institution
 Templates
<http://www.vaemergency.gov/emergency-management-community/emergency-management-plans/institutions-higher-learning/>

VII. RESOURCES

RESOURCES	
CDC Caring for Children in a Disaster	https://www.cdc.gov/childrenindisasters/schools.html

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

Virginia Tidewater Consortium for Higher Education, Security and Emergency Preparedness

VIII. ESF-SPECIFIC TRAINING COURSES

IS-100.SCA Introduction to the Incident Command System for Schools
<http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-100.SCa>

IS-360 Preparing for Mass Casualty Incidents: A Guide for Schools, Higher Education, and Houses of Worship
<https://training.fema.gov/is/courseoverview.aspx?code=IS-360>

PPT300 Accident Avoidance for School Bus Drivers (online)
[https://teex.org/Pages/Class.aspx?course=PPT300&courseTitle=Accident+Avoidance+for+School+Bus+Drivers+\(Online\)](https://teex.org/Pages/Class.aspx?course=PPT300&courseTitle=Accident+Avoidance+for+School+Bus+Drivers+(Online))

SSS140 Preventing Violence in Education: A Guide for Students (online)
<https://teex.org/Pages/Class.aspx?course=SSS140&courseTitle=Preventing%20Violence%20in%20Education%3A%20A%20Guide%20for%20Students>

SSS141 Preventing Violence in Education: A Guide for Faculty, Staff, and Administrators (online)
<https://teex.org/Pages/Class.aspx?course=SSS141&courseTitle=Preventing%20Violence%20in%20Education%3A%20A%20Guide%20for%20Faculty%2C%20Staff%2C%20and%20Administrators>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

- 1.1 – Norfolk Public Schools Principals and Administrators Cell Phone List

APPENDIX 2 – LOCAL PLANS

- 2.1 – Norfolk Public School Crisis Plan
 - 2.1.1 - Norfolk Public School Generators List
- 2.2 – Norfolk State University Crisis and Emergency Management Plan
- 2.3 – Old Dominion University Crisis and Emergency Management Plan
- 2.4 – Tidewater Community College Crisis and Emergency Management Plan

APPENDIX 3 – STATE PLANS

- 3.1 – Virginia Department of Education Model School Crisis Management Plan

APPENDIX 4 – FEDERAL PLANS

- 4.1 - Legislation and Directives Summary
- 4.2 – FEMA Public Assistance – Alternate Projects
- 4.3 - FEMA Public Assistance – Categories of Work
- 4.4 - FEMA Public Assistance – Donated Resources
- 4.5 - FEMA Public Assistance – Eligibility
- 4.6 - FEMA Public Assistance – Emergency Protective Measures
- 4.7 - FEMA Public Assistance – Equipment Rates
- 4.8 - FEMA Public Assistance – Equipment
- 4.9 - FEMA Public Assistance – Flood Insurance
- 4.10 - FEMA Public Assistance – Immediate Threat
- 4.11 - FEMA Public Assistance – Inactive Facilities
- 4.12 - FEMA Public Assistance – Incident Period
- 4.13 - FEMA Public Assistance – Labor Costs – Fringe Benefits
- 4.14 - FEMA Public Assistance – Labor Costs
- 4.15 - FEMA Public Assistance – Libraries
- 4.16 - FEMA Public Assistance – Materials
- 4.17 - FEMA Public Assistance – Mold
- 4.18 - FEMA Public Assistance – Mutual Aid Agreement
- 4.19 - FEMA Public Assistance – National Environmental Policy Act
- 4.20 - FEMA Public Assistance – National Historic Preservation Act
- 4.21 - FEMA Public Assistance – Permanent Work
- 4.22 - FEMA Public Assistance – Pre-Disaster Design, Function, and Capacity
- 4.23 - FEMA Public Assistance – Preliminary Damage Assessment
- 4.24 - FEMA Public Assistance – Reasonable Cost
- 4.25 - FEMA Public Assistance – Reassigned Employee
- 4.26 - FEMA Public Assistance – Sequence of Events
- 4.27 - FEMA Public Assistance – Temporary Employees
- 4.28 - FEMA Policy – Demolition of Private Structures
- 4.29 – FEMA Policy – Labor Costs of Emergency Work



EMERGENCY SUPPORT FUNCTION 19

PRIVATE SECTOR

I. PURPOSE

Emergency Support Function (ESF) #19 provides the mechanism to coordinate support (assistance or response) to facilitate the delivery of a multitude core capabilities with the private sector in the event of an actual or potential disaster or event.

II. SCOPE

Managing risks to critical infrastructure requires an integrated approach across organizations and the community to identify, deter, detect, disrupt, and prepare for threats and hazards; reduce vulnerabilities of critical assets, systems, and networks; and mitigate the potential consequences to critical infrastructure and communities from incidents or adverse events.

ESF #19 coordinates maintaining the liaison with private sector partners and assisting with resource coordination.

III. CONCEPT OF OPERATIONS

PPD-21 highlights the need to enhance critical infrastructure security and resiliency through partnerships across all stakeholders. Norfolk Emergency Management will function as a liaison with State, Local, Tribal, and Territorial Government agencies, private organizations, and non-profit partners and will maintain an updated critical infrastructure and resource list to support lead and supporting agency response and recovery efforts. This document will identify organizations associated with these elements and note their appropriate support function.

Norfolk Emergency Preparedness and Response is the lead agency and central point of contact for Emergency Management and Emergency Communications. Incident command (IC) will determine the appropriate level of response capability required to meet appropriate mission objectives. The cooperative within the IC will develop and distribute updates, assess emergency operations, and coordinate support as needed. All primary and supporting departments and agencies will provide liaison personnel and communication support to the command location as deemed relevant to the incident. In keeping with NIMS and Stafford act delegations, aid will be requested from the State through the EOC if resources are overwhelmed and the EOC and/or IC will coordinate resources with participating State and Federal partner agencies.

IV. LEAD AND SUPPORT AGENCIES

LEAD CITY AGENCIES:	RESPONSIBILITY(IES):
Norfolk Emergency Preparedness and Response	Maintain liaison with private sector partners, assist with resource coordination
SUPPORTING STATE AGENCIES:	
Virginia Department of Emergency Management	Maintain liaison with private sector partners, assist with resource coordination
SUPPORTING FEDERAL AGENCIES:	
FEMA	Maintain liaison with private sector partners, assist with resource coordination

V. INFRASTRUCTURE PROTECTION SECTORS / CRITICAL FACILITIES

- Sector:
- Chemical (OIP)
 - Commercial Facilities (OIP)
 - Critical Manufacturing (OIP)
 - Dams (OIP)
 - Emergency Services (OIP)
 - Nuclear Reactors, Materials, and Waste
 - Agriculture and Food (DAG/FDA)
 - Banking and Finance (Department of Treasury)
 - Communications (DHS)
 - Defense Industrial Base (DoD)
 - Energy (DoE)
 - Government Facilities
 - Information Technology (DHS)
 - National Monuments and Icons (DOI)
 - Postal and Shipping (TSA)
 - Public Health and Healthcare (DHHS)
 - Transportation Systems (TSA/USCG)
 - Water and Water Treatment (EPA)

VI. PLANS / REFERENCES

ALL DOCUMENTS IN THIS SECTION ARE AVAILABLE ON CD AND IN THE WEBEOC ESF-3 FILE LIBRARY FOLDER OR THE RESPECTIVE DEPARTMENTAL FOLDER

AGENCY PLANS:

- Hampton Roads Homeland Security Strategic Plan
- Southside Hampton Roads Natural Hazard Mitigation Plan
- Multi-Jurisdictional Improvised Explosive Device Planning (MJIEDP)

REGIONAL PLANS:

-

REFERENCES

- American Red Cross – Ready When the Time Comes
<http://www.seva-redcross.org/ReadyWhentheTimeComes.htm>
- American Red Cross Ready Rating Program
<http://www.readyrating.org/>
- Business Executives for National Security (BENS) – Building Resiliency
- CDC Emergency Preparedness for Businesses
<http://www.cdc.gov/niosh/topics/emres/business.html>
- FEMA Emergency Management Guide for Business and Industry - A Step-by-Step Approach to Emergency Planning, Response and Recovery for Companies of all Sizes (1993)
- FEMA's Private Sector Partnership
<http://www.fema.gov/privatesector/ppp.shtm>
- FEMA Private Sector Resources Catalog
http://www.dhs.gov/xabout/gc_1273165166442.shtm
- VBPB Business Watch - Working Toward a Safer Business Environment
<http://www.vaemergency.gov/node/1394>

VII. RESOURCES

RESOURCES	
Norfolk WebEOC	www.norfolk.gov/eoc7
Homeland Security Information Network – Critical Sectors (HSIN-CS)	CIKRISAccess@hq.dhs.gov

National Business Emergency Operations Center (NBEOC)	https://www.fema.gov/nbeoc Provides two-way information sharing between public and private sector stakeholders
---	--

VII. ACTIVE LOCAL / REGIONAL COMMITTEES

FBI InfraGard
 Norfolk LEPC
 Norfolk LEPC ESF-19 Sub-Committee
 HR Association of Continuity Planners (HR ACP)
 HR Emergency Management Committee (HREMC)
 HR Critical Infrastructure Protection Planning Group
 Virginia 1st

VIII. ESF-SPECIFIC TRAINING COURSES

Commercial Facilities Sector Training and Resources
http://www.dhs.gov/files/programs/gc_1259859901230.shtm

IS-100b Introduction to the Incident Command System
<http://training.fema.gov/EMIWeb/IS/IS100b.asp>

IS-700a National Incident Management System (NIMS), An Intro
<http://training.fema.gov/EMIWeb/IS/is700a.asp>

[IS 906](#) Workplace Security

IS-907 Active Shooter, What You Can Do
<http://training.fema.gov/EMIWeb/IS/IS907.asp>

[IS 912](#) Retail Security Awareness

[IS 913.a](#) Achieving Results through Critical Infrastructure Partnership and Collaboration

[IS 914](#) Surveillance Awareness: What You Can Do

[IS 915](#) Protecting Critical Infrastructure against Insider Threat

IS 916 Critical Infrastructure Security: Theft and Diversion - What You Can Do Retail Soft
 Target Awareness Training www.dhs.gov/criticalinfrastructure

[IS 921.a](#) Implementing Critical Infrastructure Protection Program and CI Toolkit

Norfolk Community Emergency Response Team (CERT)

<http://www.norfolk.gov/emergency/cert.asp>

SBA Prepare My Business.org

<http://www.preparemybusiness.org/education>

APPENDICES:

APPENDIX 1 - CONTACT INFORMATION

1.1 – Public Works and Engineering Contact List

APPENDIX 2 –FEDERAL PLANS AND DOCUMENTS

2.1 – NRF Private Sector Support

2.2 – Legislations and Directives Summary