

# Coronavirus 2019 (COVID-19)



## Incident Action Plan

|                           |                   |  |  |
|---------------------------|-------------------|--|--|
| <b>Event</b>              | COVID-19          |  |  |
| <b>Locations</b>          | City-Wide         |  |  |
| <b>Operational Period</b> | March 23-30, 2020 |  |  |
| <b>EAP Version</b>        | V3                |  |  |

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# INCIDENT BRIEFING

## 1. Event Name

Coronavirus 2019 (COVID-19)

## 2. Operational Periods

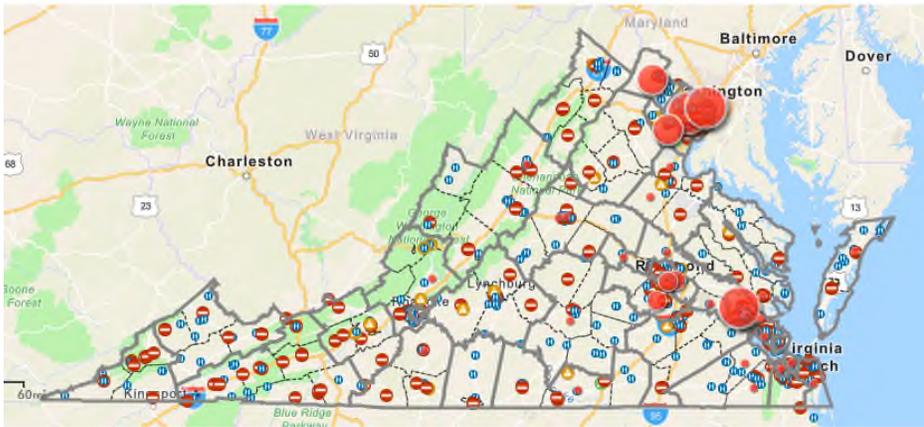
Dates:

March 23-30, 2020

Time: 0900

Time: 0900

## 3. Map



Visit the VDH Coronavirus website for most current map

<http://www.vdh.virginia.gov/coronavirus>

## 4. Important Information and Safety Briefing

The Virginia Department of Health (VDH) continues to monitor an outbreak of respiratory illness, called coronavirus disease 2019 (COVID-19), caused by a novel (new) coronavirus that was first detected in Wuhan, Hubei Province, China.

Cases of COVID-19 are also being reported in growing numbers of countries internationally, including the United States, where the first case of COVID-19 was confirmed on January 21, 2020 in a traveler who had recently returned from Wuhan.

There is currently no vaccine to protect against, and no specific antiviral treatment for, COVID-19.

**As of March 24 at 5pm, Virginia Department of Health (VDH) reports 290 confirmed cases in Virginia; 7 fatalities**

**83 confirmed cases in the Eastern Region; 5 in Norfolk.**

*\*These numbers change daily; visit <http://www.vdh.virginia.gov/coronavirus> for the most current count.*

Team Norfolk is taking a proactive stance to this threat with emphasis on unity of effort and unity of messaging.

Safety precautions to take include social distancing and especially practicing regular good hygiene habits such as:

- Avoid close contact with people who are sick
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wash your hands often with soap and water for at least 20 seconds. Use alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

**Add Weather Update:** As hospitals and localities look to expand capabilities, we realize that mobile support facilities are not able to handle high wind much over 60 mph. For this reason, and when we enter severe weather season, the NWS will support those areas where mobile health facilities and tents are being utilized.

5. Prepared by: Jim Redick

Position: Director, EOC



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Date/Time: 3/22/2020 8pm

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# INCIDENT OBJECTIVES

## 1. Event Name

Coronavirus 2019 (COVID-19)

## 2. Operational Periods

Dates:  
March 23, 2020

Time: 0900

Time: 0900

## 3. Event Objectives

**Provide for the protection, safety and security of all staff, residents, businesses and visitors.**

**3/24/2020 Governor Northam** during his daily briefing ordered **schools closed for the remainder of the school year**.

Additionally, he signed Executive Order 53, to go into effect at midnight Tuesday night, which states the following:

- Restaurants and breweries can remain open for take-out, curbside pickup and delivery only.
- Recreation and entertainment services are to be closed. This includes bowling alleys, fitness centers, racetracks and theatres.
- Personal care services which cannot adhere to social distancing such as barber shops and hair salons, spas and massage parlors must close.
- Essential businesses like grocery stores, banks, pharmacies and others remain open, but must ensure enhanced cleaning and social distancing strategies.
- Non-essential brick and mortar stores can remain open *so long as they can comply with the 10 patrons or less*.
- Any gatherings greater than 10 people are banned.

These measures, all meant to encourage social distancing, are **in effect for the next 30 days**.

**3/24/2020 City Manager Dr. Filer** extended the closure of all city buildings to the public until further notice.

- Continue working with the City's Diversity, Equity & Inclusion Officer, and The Endependence Center to address the rights and needs of persons with different abilities.
  - Both agencies to review the Incident Action Plans.
  - Weekly calls scheduled among Norfolk EOC, Norfolk Department of Public Health, The Endependence Center, Norfolk Diversity, Equity and Inclusion Officer, Community Services Board, Human Services and Norfolk Sheriff's Office. Will occur every Monday from 2-3pm.
- Support meal distribution to vulnerable residents and medical screening operations.
  - Monday, NPS distributed 1,768 meals. (Rained on Monday).
  - CSB maintaining an updated list of meal and restroom locations for persons experiencing homelessness.
    - This list is shared with 911, Norfolk Cares Call Center and 2-1-1 Virginia.
- Human Services to continue Child Protective and Adult Protective Services.
- CSB to continue supporting residents experiencing homelessness and treating persons with serious mental illness or those in active addiction and recovery.
- Economic Development to continue identifying programs available to provide relief to businesses and their employees.
  - Information specific to businesses posted to Norfolk.gov: <https://www.norfolk.gov/CivicAlerts.aspx?AID=4766>
  - The state established an email address for businesses with questions: [businesses@virginia.gov](mailto:businesses@virginia.gov) (3/24/2020)
  - City Council approved a comprehensive tax relief program meant to ease financial burdens during COVID-19. Program to give taxpayers and business owners the option to delay payment on business taxes and personal property taxes. (3-24-2020)
- Environmental Health to **continue** focusing on compliance with the Governor's Emergency Public Health order of no public gatherings of more than 10 people.

## Ensure Continuity of Operations / Government

- Continue performing daily operations utilizing minimal staff on a rotating basis.
- Department heads to reduce and stagger the number of employees reporting to city buildings and ensure employees are working at a sufficient distance from each other.
  - CSB working on reducing days that clients come into the buildings. We are working on a plan to only be open to clients at CBP 3 days/week by next week. So far, we can only get the Methadone Clinic at TDC down to 5 days/week per state rules but we are still open 6 days/week based on the instability of some clients. This will help staff with daycare navigation, reduce exposure and help extend PPE supplies. CSB also informing staff they can come into the office off-hours and on weekends if they need to shift their work hours around due to having children in the home - as long as it fits in the business model of the unit where they work.

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- As buildings close and/or staffing in certain buildings is significantly reduced, eliminate or reduce the frequency of services such as power, cleaning, etc.
  - Custodial and security services at certain City facilities will be eliminated effective Monday, 3/23/2020, due to the significant reduction in employees occupying the premises
- Effectively manage resource requests; maximized available resources from throughout Team Norfolk organizations.
  - Operations Manager for Operation Blessing's U.S. Disaster Relief Team donated 25 Home Depot buckets full of supplies.
- **HRT Operations:** Effective Tuesday, March 24, 2020, the Downtown Norfolk Transit Center, Hampton Transit Center, and Newport News Transit Center will close daily between 11:00 a.m. and 1:30 p.m. for cleaning. Effective Wednesday, March 25, the Elizabeth River Ferry will end nightly service at 9:00 PM until further notice.
- **SPSA Operations:** Effective Saturday, March 28 and until further notice, SPSA is suspending Residential Weekend Hours (Saturday / Sunday 12-4pm) at the Norfolk Transfer Station.
- **Address daycare gap for essential workers**
  - State provided guidance on emergency daycare policies (3/24/2020)
  - Request sent out to Norfolk's faith community through 3-24-2020 Team Norfolk update.
- Continue practicing aggressive social distancing: ensure directors and deputy directors, etc. are not in same spaces at same time. When possible, when one is on site the other telework.
  - Continue succession planning / training throughout organization.
  - Continue contingency planning to continue critical functions if building(s) is altogether closed to staff as well.
  - NACC experienced its first online adoption on 3/23/2020
- Establish Tiger Team to look ahead and plan for future response-related needs.
  - Plan for Governor 'Stay at Home' order as seen in California, Louisiana, Ohio, etc. (objective moved from elsewhere in IAP).
  - Review Team Norfolk Public Health Emergency Plan, JTF-CS playbook and LTAR planning documents.
  - Detail quarantine / isolation support measures.
  - Make recommendations for minimizing impacts of potential second wave.
- Emphasize cyber awareness throughout the incident.
- Research economic impact caused by COVID-19

## Maintain communication and situational awareness throughout Team Norfolk.

- Maintain Unified Command with Norfolk Department of Public Health and Norfolk Emergency Operations.
- Maintain a current Incident Action Plan (IAP) with proactive goals and objectives.
- EOC to collaborate and coordinate with Team Norfolk partner agencies as well as neighboring localities and VDEM
  - Weekly conference calls scheduled with VDEM / VDH: Every Monday at 4pm.
  - Regular conference calls scheduled with Southside Hampton Roads Emergency Managers: T, W and F @ 3pm.
- Maintain current information in HSIN, provide Team updates daily.
  - Began sending daily updates via Norfolk Alert and Team Norfolk Emergency Operations Blog at <https://www.norfolk.gov/Blog.aspx?CID=14>
  - Addressing audio issues associated with weekly virtual EOC briefing.

## Effectively communicate incident-related information to staff, residents, visitors and businesses and the media.

### State Joint Information Center (JIC) has disseminated COVID Daily News Roundup and State Agency Talking Points. (3/24/2020)

- Continue to review call patterns to the Norfolk Cares Call Center (NCCC).
  - NCCC provides daily message summaries.
- Investigate options for wifi access for those who had previously relied on the libraries and community / recreation centers for access to incident-related information.
  - Verizon Wireless contacted.

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- All messages to be coordinated through the **NORFOLK** Joint Information Center (JIC). Messaging for the week to include the following:
  - VDH to prepare messaging to vulnerable populations, particularly the elderly and Long-Term Care Facilities.
  - Place all household waste inside bags and securely close before placing inside the refuse container. Container lid should always remain completely closed.
  - Residents should continue using MyNorfolk to schedule bulk pickups and refer to City's website for bulk set-out rules.
    - JIC pushing use of MyNorfolk for bulk waste pickups.
  - Those requesting Storm water fee information to email: [stormwaterinquiry@norfolk.gov](mailto:stormwaterinquiry@norfolk.gov)
  - Encourage the public to check the Norfolk Animal Care website for their lost animals, and to come reclaim (reclaim fees waived).
  - Staff still on site at Norfolk Animal Care shelter caring for the animals and grateful to community for their response to foster plea and are still going through the hundreds of inquiries.
  - Virtual adoption applications still being accepted for all the animals at the shelter.

## 4. Event Operational Period Command Emphasis

People First. Life Safety. Wear appropriate PPE and practice social distancing! Maintain situational awareness. Maximum Team Effort.

## 5. Site Safety Plan Required?

Yes  No

Approved Site Safety Plan(s) Located at: N/A

## 6. Event Action Plan Contents (the items checked below are included in this Event Action Plan)

- |                                     |  |                          |             |
|-------------------------------------|--|--------------------------|-------------|
| <input checked="" type="checkbox"/> | ICS Form 201 (Event Briefing)                        | <input type="checkbox"/> | Appendices: |
| <input checked="" type="checkbox"/> | ICS Form 202 (Event Objectives)                      |                          |             |
| <input type="checkbox"/>            | ICS Form 203 (Event Organization Assignment List)    |                          |             |
| <input type="checkbox"/>            | ICS Form 204 (Event Assignment List)                 |                          |             |
| <input type="checkbox"/>            | ICS Form 205 (Event Radio Communications Plan)       |                          |             |
| <input type="checkbox"/>            | ICS Form 205A (Event Cell Phone Communications List) |                          |             |
| <input type="checkbox"/>            | ICS Form 206 (Event Medical Plan)                    |                          |             |

7. Prepared by: Jim Redick

Position: Director, EOC

8. Approved by: Mike Goldsmith

Position: Deputy City Manager / Public Safety



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