

Coronavirus 2019 (COVID-19)



Incident Action Plan

Event	COVID-19		
Locations	City-Wide		
Operational Period	February 9 - 22, 2021		
IAP Version	V32		

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INCIDENT BRIEFING

1. Event Name

Coronavirus 2019 (COVID-19)

2. Operational Periods

Dates:

February 9 - 22, 2021

Time: 0900

Time: 0900

3. Map



As of **February 8, 2021**,
530,825 confirmed cases in Virginia with **6,820** deaths
112,564 confirmed cases in the Eastern Region with **1,276** deaths
13,564 cases in Norfolk with **149** deaths

[Visit the Virginia Department of Health \(VDH\) Coronavirus website for most current map](#)

Virginia Department of Health [Daily](#) / [Weekly](#) Reports

[City of Norfolk Coronavirus \(COVID-19\) Hub](#)

4. Important Information and Safety Briefing

- Vaccine update: The FDA has granted Pfizer-BioNTech and Moderna emergency use authorizations as a vaccine for COVID-19. For more information, visit the [Virginia Department of Health](#). On February 5, 2021 Johnson & Johnson submitted an application to the Food and Drug Administration for regulators to give its coronavirus vaccine emergency use authorization.
- The virus is mainly spread through respiratory droplets (coughing, sneezing...).
- It CAN survive on surfaces for a short period and can be spread by asymptomatic hosts or 2 days prior to symptoms.

A Major Disaster Declaration has been [declared / approved for Virginia \(DR-412\)](#).

Governor Northam's COVID-19 restrictions enacted on December 11, 2020 due to the surges of COVID-19 in Virginia has been extended until the end of February. For more information on the protective measures, view [IAP Version 28](#)

State Coordination Update: The Virginia Department of Health and the Virginia Department of Emergency Management has now established a unified command and one unified Joint Information Center.

School update: Last week, Governor Ralph Northam stated that all K-12 school divisions in the Commonwealth are to make in-person learning options available by March 15, 2021 in accordance with the health guidance the Northam Administration put forward in January and new research from the Centers for Disease Control and Prevention (CDC) For more info:

<https://www.governor.virginia.gov/newsroom/all-releases/2021/february/headline-892131-en.html>

Important Links for the COVID Vaccination:

City of Norfolk vaccine information main page: <https://www.norfolk.gov/covid19vaccine>

Link to determine what COVID vaccine group you fall under: <https://vdh.jebbit.com/amkwk6m1?L=Owned+Web&JC=Vaccine>

Information on how to preregister for the COVID vaccine: <https://www.norfolk.gov/5025/How-to-Sign-up-for-Vaccine>

Link to preregister for the COVID vaccine: <https://www.norfolk.gov/FormCenter/Virginia-Department-of-Health-61/COVID-Vaccination-Registration-Form-573>

FAQs page: <https://www.norfolk.gov/5026/Frequently-Asked-Questions>

Norfolk residents who meet the Phase 1a or 1b [eligibility requirements](#) can preregister two ways:

- Online at www.norfolk.gov/covid19vaccine
- Call 664-SHOT (7468) Monday – Friday 8 a.m. – 4 p.m.

Eligible individuals are highly encouraged to use the online form due to long call wait times.

5. Prepared by: Daniel Hudson

Position: Deputy EM Coordinator, EOC



ICS Form 201

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Date/Time: 2/8/2021 8 a.m.

IAP Page 1

INCIDENT OBJECTIVES

1. Event Name

Coronavirus 2019 (COVID-19)

2. Operational Periods

Dates:
February 9 - 22, 2021

Time: 0900

Time: 0900

3. Event Objectives

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

Support Public Health and Healthcare in their response efforts to COVID-19.

- NF-R to take steps to minimize additional transmission risk to the patient, responders, and hospital staff.
- NPD to support Environmental Health and enforcing compliance with the Governor's Emergency Public Health order of no public gatherings of more than 10 people. Educate first, then issue citations. VDH has an [online complaint form to report](#) an establishment for violations of Executive Order (EO) 63, Face Coverings, and Executive Order 67, Capacity Requirements.
- NPD to enforce the modified "stay-at-home" order between midnight and 5 a.m. until the order is rescinded.
- Follow the [statewide emergency workplace safety standards](#) adopted by Governor Northam.

Points of Dispensing (POD's) / Vaccination Clinics

- Conduct a weekly vaccine working group meeting with the public health department, Norfolk Police, Norfolk Fire-Rescue, ROPS, EOC, Human Services, and other various city Departments.
- Continue to Identify personnel to assist with Points of Dispensing (PODS) for eventual antivirals or vaccinations. Conducting weekly conference calls with Norfolk Department of Public Health.

Call Center for Pre-Registration

- COVID-related inquiries made by phone / online should be made within 24-hours.
- Follow up to ensure individuals who call 664-SHOT for pre-registration receive a call back, are registered and that they understand the appointment is for them and them only.
- Address the issue of appointment link sharing / patients inviting others to join them for their appointment as well as the challenges caused by reporting extra early for an appointment.

Ensure all efforts are inclusive of the rights and needs of vulnerable populations and persons with different abilities.

- Continue working with the City's Diversity, Equity & Inclusion Officer, and The Endependence Center to review the biweekly Incident Action Plans.
- Conduct biweekly calls scheduled among Norfolk EOC, Norfolk Department of Public Health, The Endependence Center, Norfolk Diversity, Equity and Inclusion Officer, Community Services Board, Human Services, NRHA, Norfolk Public Schools, and Norfolk Sheriff's Office, every other Monday from 2-3 p.m. focusing on assisting our vulnerable, underserved, and adolescent populations.
- Conduct weekly conference calls with faith leaders and community partners every Wednesday at 10 a.m.
- Support meal distribution to vulnerable residents.
 - Norfolk Public Schools is providing *Grab-N-Go* meals at no charge to ALL children (ages 18 and under) at 34 locations each week from 3:00 p.m. to 5:00 p.m., Monday through Friday. Breakfast, lunch, snack, and supper are being distributed together until further notice.
 - CSB maintaining an updated list of meal, restroom, and shower locations for persons experiencing homelessness. This is shared with 911, NCCC, and 2-1-1 Virginia. Also, the [meal distribution site map](#) is updated weekly.
- NRHA operates a hotline at 757-314-4200.
- CSB to conduct daily outreach throughout the community, connecting with homeless individuals to provide snacks, some supplies, and updates on the availability of local shelters, meal providers, and food pantries.
- CSB, and VisitNorfolk, to continue Project SAFE Hotel.
- Provide masks and bottles of hand sanitizer to organizations hosting community events that target Norfolk's underserved, high-risk, vulnerable, or low-income populations through the [VDEM's Health Equity Program](#).

Pursue and promote local, state, and Federal relief programs for individuals, employees, and businesses.

- Continue posting all relief-related information to Norfolk.gov.
- Continue working with faith leaders and community partners to help spread accurate and important information.
- Economic Development to continue reaching out to businesses to determine their needs and provide any support.

GOAL: Ensure Continuity of Operations / Government

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For City staff, only skeletal crews report for mission-critical operations.

- Continue performing daily operations utilizing mission-critical staff on a rotating basis when possible.
- Ensure personnel are in reserve status should critical staff become ill.
- As of July 1, prior to the start of the workday, all employees, even telework employees, will complete a daily personal health screening. Supervisors will be responsible for ensuring compliance. Any employee who does not pass the screening will not report to work and will follow current absence management policies.
- Masks are required to be worn by all employees while entering/leaving city buildings, in common areas, elevators, and when interacting with colleagues and the public.
- The following agencies to perform supervised monitoring for early identification of potential COVID -19 infection.
 - 911, Fire-Rescue, Police
 - Community Services Board, Human Services
 - Norfolk Department of Public Health
 - Others with direct contact in the community.
- Continue practicing aggressive physical distancing: ensure directors and deputy directors, etc. are not in the same spaces at the same time. When possible, only one is onsite while the other is teleworking.
- Ensure all staff who are quarantined or otherwise on administrative leave / sick leave have their statuses reported to Human Resources Team Absence Management (TAM). **Information regarding any employee's medical condition is protected and will not be released.**
- As buildings close and/or staffing in certain buildings is significantly reduced, eliminate, or reduce the frequency of services such as power, cleaning, heating, and air temperature settings, etc.
- Continue mapping out conditions and steps for recovery.
- Determine individual department's PPE needs, and burn rates based on those needs, for our activities as we plan for recovery operations/the city opening.
- For city departments requesting logistic resource requests, such as PPE, use the [COVID Recovery Data Collection Tool](#).

Emphasize cyber awareness throughout the incident.

Research and take steps to address economic impacts caused by COVID-19

- DOCUMENT ALL INCIDENT-RELATED EXPENDITURES; City to use budget code Virus2020.
 - Data inputs due to both Cathie Chancellor and Nathan Barnette, COB every Monday until further notice.
 - Collect eligible activity information from hospitals and community partners.
- Operate a branch within the Finance and Admin section to track, document, and most effectively leverage all disaster funds (stimulus funding/programming). To be led by the Budget Office and inclusive of representatives from Human Services, Planning, Economic Development, CSB, St. Paul's Transformation, and Emergency Preparedness & Response as well as Diversity and Inclusion and Intergovernmental Relations.

GOAL: Maintain communication and situational awareness throughout Team Norfolk.

Re-establish Unified Command with Norfolk Department of Public Health and Norfolk Emergency Operations.

- Emergency Management and Communications staff to co-locate with Public Health at Southampton Blvd facility.
- EOC and NDPH to establish a cadence of weekly coordination meetings. This should begin with a strategy meeting to assess the situation, review the data, and refine the Goals and Objectives for upcoming operational period. There must also be a weekly EOC incident briefing, vaccination working group meeting and ESF-8 meetings. Additional coordination calls to be scheduled as needed and in accordance with the Incident Command System's Planning P.

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

- Maintain current information in HSIN.
 - Send updates via Norfolk Alert and [Team Norfolk Emergency Operations Blog](#).
- Schedule coordination calls with ESF-8 (Health and Medical) partners to improve situational awareness among the healthcare community and identify resource support for vaccination efforts. This should include those participating in the Federal Pharmacy Partnership such as CVS and Walgreens.

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

All messages to be coordinated through the Norfolk Joint Information Center (JIC).

- Conduct daily JIC meetings via WebEx
- Create PM Council Sit Reps (AM as needed)
- Continue to monitor media/social media & Norfolk Cares Call Center (NCCC) calls for COVID-19 rumors; continue to monitor media/social media & Norfolk Cares calls & create public messaging.
- Widen the circulation of information by leveraging Norfolk Alert.
- Continue to promote Mask Up Norfolk.
- Promote the VDH COVID-19 exposure notification app, [COVIDWISE](#), which facilitates contact tracing in response to the coronavirus that causes COVID-19. For more information, visit vdh.virginia.gov/
- VDH has moved their communications division over to VDEM's JIC.
- Virginia Department for the Deaf and Hard of Hearing (VDDHH) and VDH, with an American Sign Language Interpreter, have created a video addressing Frequently Asked Questions about the COVID19 vaccine. [View the video here.](#)

Support Vaccination efforts (Outreach & Messaging)

- Collaborate with Norfolk CivicLab and GIS to assist NDPH with data management and targeted outreach.
- Promote the City of Norfolk's COVID-19 Vaccination hotline: 664-SHOT (7468) Monday – Friday 8 a.m. – 4 p.m.
- Promote the City of Norfolk's COVID-19 Vaccination preregistration online form: www.norfolk.gov/covid19vaccine
- RPOS to conduct Senior Outreach Pre-Registration Fairs from February 10 through 26 between the hours of 10am to 4pm at the following RPOS facilities:
 - Berkley Neighborhood Multi-Service Center
 - Vivian C. Mason Technology / Teen Center
 - Sherwood Forest Recreation Center
 - Norfolk Fitness & Wellness Center
 - Park Place Multi-Purpose Center
 - East Oceanview Recreation Center

4. Event Operational Period Command Emphasis

**People First. Life Safety. Wear appropriate PPE, wash hands often, and practice physical 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)

- ICS Form 201 (Event Briefing) Appendices: NWS Weekly Weather Brief
- ICS Form 202 (Event Objectives)
- ICS Form 203 (Event Organization Assignment List)
- ICS Form 204 (Event Assignment List)
- ICS Form 205 (Event Radio Communications Plan)
- ICS Form 205A (Event Cell Phone Communications List)
- ICS Form 206 (Event Medical Plan)

7. Prepared by: Daniel Hudson

Position: Deputy EM Coordinator, EOC

8. Approved by: Mike Goldsmith

Position: Deputy City Manager / Public Safety









ICS Form 202

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IAP Page 4

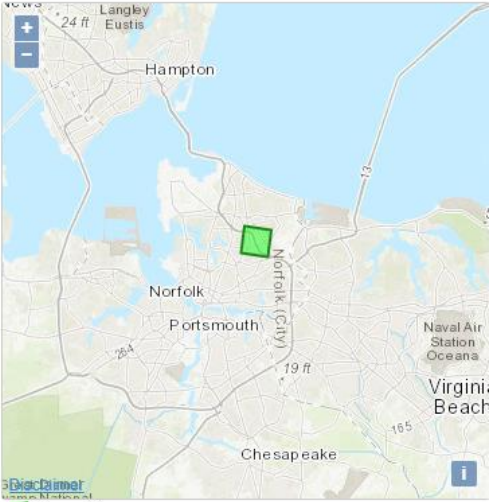
Extended Forecast for
3 Miles SW Norfolk International Airport VA

Tonight	Tuesday	Tuesday Night	Wednesday	Wednesday Night	Thursday	Thursday Night	Friday	Friday Night
	 40%			 40%	 60%	 70%	 30%	 30%
Increasing Clouds	Chance Rain	Mostly Cloudy	Partly Sunny	Mostly Cloudy then Chance Rain	Rain Likely	Rain Likely	Chance Rain	Mostly Cloudy then Chance Rain/Snow
Low: 35 °F	High: 56 °F	Low: 36 °F	High: 43 °F	Low: 37 °F	High: 45 °F	Low: 36 °F	High: 42 °F	Low: 33 °F

Detailed Forecast

Tonight	Increasing clouds, with a low around 35. Southeast wind 5 to 7 mph.
Tuesday	A chance of rain. Mostly cloudy, with a high near 56. Southeast wind 6 to 10 mph becoming west in the afternoon. Chance of precipitation is 40%. New precipitation amounts of less than a tenth of an inch possible.
Tuesday Night	Mostly cloudy, with a low around 36. North wind 5 to 11 mph.
Wednesday	Partly sunny, with a high near 43. Northeast wind 10 to 13 mph.
Wednesday Night	A chance of rain after 1am. Mostly cloudy, with a low around 37. Northeast wind around 8 mph. Chance of precipitation is 40%. New precipitation amounts of less than a tenth of an inch possible.
Thursday	Rain likely, mainly after 1pm. Cloudy, with a high near 45. Chance of precipitation is 60%. New precipitation amounts between a tenth and quarter of an inch possible.
Thursday Night	Rain likely. Cloudy, with a low around 36. Chance of precipitation is 70%.
Friday	A chance of rain before 1pm. Cloudy, with a high near 42. Chance of precipitation is 30%.
Friday Night	A chance of rain and snow after 1am. Mostly cloudy, with a low around 33. Chance of precipitation is 30%.
Saturday	A chance of rain and snow before 9am, then a chance of rain. Mostly cloudy, with a high near 43. Chance of precipitation is 40%.
Saturday Night	A chance of rain. Mostly cloudy, with a low around 32. Chance of precipitation is 30%.
Sunday	Mostly cloudy, with a high near 45. Breezy.
Sunday Night	Mostly cloudy, with a low around 27.
Washington's Birthday	Mostly sunny, with a high near 38.

Topographic
 Click Map For Forecast



Forecast Area

Point Forecast: 3 Miles SW Norfolk International Airport VA
 36.9°N 76.23°W (Elev. 10 ft)

Last Update: 2:29 pm EST Feb 8, 2021

Forecast Valid: 3pm EST Feb 8, 2021-6pm EST Feb 15, 2021

[Forecast Discussion](#)

Schedule of CLOSED POD event. (By Appointment Only) - Please note, not all dates/times are confirmed, and information is subject to change.

February 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Macy's Dose 1 (D-1) NPS 9AM to 4PM	2 Macy's Dose 1 (E-1) NPS 9AM to 4PM	3 Macy's Dose 1 NPS 9AM to 4PM HD Dose 2 12PM to 4PM	4 Macy's Dose 1 9AM to 4PM HD Dose 2 9AM to 4PM	5 HD Dose 2 9AM to 4PM Booker T HS Dose 1 Vul Pop 10AM to 6PM	6 Macy's Dose 1 8AM to 6PM
7	8 Macy's Dose 1 (F-1) 9AM to 4PM Southside STEM Academy Dose 1 9AM to 1PM	9 Macy's Canceled - Pfizer training day.	10 Macy's Dose 1 (H-1) 9AM to 4PM	11 Macy's Dose 1 9AM to 4PM HD Dose 2 9AM to 4PM	12 Macy's Dose 1 9AM to 4PM HD Dose 2 9am to 4PM	13
14	15 HOLIDAY	16 Macy's Dose 1 9AM to 4PM HD Dose 2 9AM to 12 PM	17 HD Dose 2 9AM to 4PM	18 Macy's Dose 1 (I-1) 9AM to 4PM	19 Macy's Dose 1 (J-1) 9AM to 4PM	20 Lake Taylor HS Dose 2 9AM to 4PM
21	22 Macy's Dose 2 (A-2) 9AM to 4PM	23	24	25 Macy's Dose 2 (C-2) 9AM to 4PM	26	27
28					NOTE: Hours listed are POD operation hours. Staff arrive an hour early; typically leave 1.5-2 hours later.	

OPERATIONS

The Norfolk Department of Public Health receives 2,775 doses weekly from the 105,000 doses allotted by the state.

Since January 25, the health department has hosted seven clinics and administered 4,554 first doses to Phase 1a and 1b eligible individuals and more than 450 second doses.

Residents who preregistered with an email will receive an email from the Virginia Department of Health (@vdh.virginia.gov). Residents who preregistered by phone will receive a phone call from the Norfolk Department of Public Health. If the resident misses the call, their name will remain on a preregistration list.

On February 5, the health department partnered with Norfolk faith leaders and hosted a vaccine clinic focused on high-risk Black and Hispanic residents 65+ years and older. 586 Phase 1b residents received their first dose. The health department data shows more than 70% of Norfolk's minority residents make up COVID-19 hospitalizations. As with all vaccination clinics to date, this clinic was by appointment only.

The Virginia Department of Health provided an additional 2,000 doses to the health department for vaccination clinics Saturday at the Military Circle Mall location and a Southside location. The health department is offering appointments to Norfolk residents, 65 years old and older who preregistered online or over the phone and live-in zip codes identified by the health department as high-risk based on health, lack of transportation and socio-economic data.

CITY SUPPORT

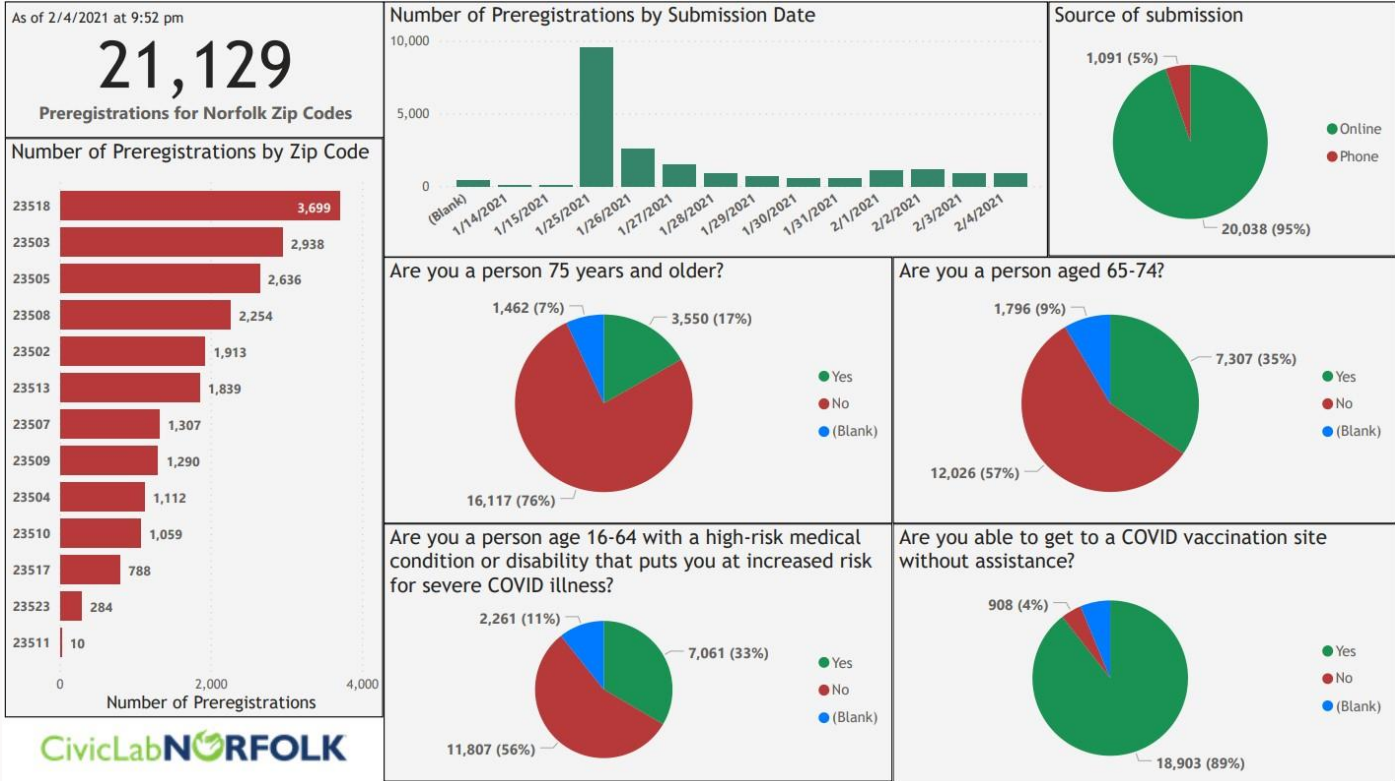
To address the preregistration gap for Norfolk seniors and those without computer access, city employees from Communications, Neighborhood Development, Recreation, Parks and Open Space and IT are collaborating on Vaccinate Norfolk – Senior Preregistration Support. Starting Wednesday, February 10 through Friday, February 28, eligible Phase 1b residents who need hands-on help with the preregistration process can visit one of the following six recreation centers Monday – Friday from 10:00 a.m.-4:00 p.m.

1. Berkley Neighborhood Multi-Service Center
2. Vivian C. Mason Technology/ Teen Center
3. Sherwood Forest Recreation Center
4. Norfolk Fitness & Wellness Center with assistance from Prime Plus
5. Park Place Multi – Purpose Center
6. East Oceanview Recreation Center

Each resident who visits will receive a preregistration confirmation card with the date of their preregistration and important information and flyers with important FAQs and a chart with the vaccination process.

City staff assisted the health department with the Southside vaccination clinic providing logistical support including an operations plan and digital signage, security, and paramedics.

The following dashboard highlights Norfolk residents who have preregistered for a vaccine:



Images this week, left to right.

Governor Northam tours Military Circle vaccination site Wednesday with Dr. Demetria Lindsay, Norfolk Department of Public Health and Dr. Chip Filer, City Manager.

Norfolk Fire-Rescue paramedic vaccinates a Norfolk resident at the February 5 clinic.



COMMUNICATIONS SUMMARY

The Office of Communications is supporting the Norfolk Department of Public Health with its outreach and information efforts. City staff completed the following actions this week:

- Ongoing updates to the FAQ page on www.norfolk.gov/covid19vaccine
- Created and distributed flyers to civic leagues and NRHA targeting seniors
- Taping and production of short video featuring Norfolk Fire-Rescue volunteer efforts with vaccine administration at Macy's https://www.youtube.com/watch?v=q_SMMLT5ta
- Social media posts on Facebook, Twitter and Instagram related to common preregistration FAQs
- Development of vaccine phase graphic for www.norfolk.gov/covid19vaccine
- Development of "Did you know?" graphic to explain Norfolk's 2,775 weekly doses
- Social media posts on Facebook, Twitter and Next Door with the "Did you know" graphic, explaining the preregistration process and appointment email
- Distribution of NDPH release on preregistration guidelines
- Developed call center script related to long lines at Macy's on 2/4 due to a widely distributed appointment email
- Provided responses to call center questions related to vaccine preregistration
- Taping and production of NDPH short video with Dr. Lindsay at the Booker T. High School closed POD
- Development of FAQ and preregistration next steps card for Senior Preregistration Support