

## AGENDA

Norton City Council

April 16, 2019

6:00 P.M.

1. Roll Call
2. Invocation – Rev. Freddie Powers
3. Pledge of Allegiance
4. Approval of Minutes
  1. Meeting of April 2, 2019
5. Audience for Visitors
6. New Business
  - A. Update from the Norton Youth Sports Foundation.
  - B. Presentation of the FY18 Fiscal Audit by Thrower, Blanton, and Associates.
  - C. Confirmation of Annexes and Appendices for the Emergency of Operation Plan.
  - D. Consideration of Cooperation Agreement with the U.S. Forest Service.
  - E. Consideration of a Wise County Behavioral Health Crisis Intervention Team - Transfer of Custody Memorandum of Agreement.
  - F. Resolution Proclaiming the Week of April 14<sup>th</sup> – 20<sup>th</sup> as Local Public Safety – 911 Telecommunicators Week.

**G. Closed Meeting for Personnel as Per Section 2.2-3711 (A) (1) of the Code of Virginia as Amended.**

- 1. Appointment to the Norton Industrial Development Authority for a Four (4) Year Term, Currently Barbara Caruso Whose Term Expires 5/10/19.**

**To 5/10/24**

- 2. Appointment to the Norton Industrial Development Authority for a Four (4) Year Term, Currently Robert Leonard Whose Term Expires 5/10/19.**

**To 5/10/24**

- 3. Appointment to the Spearhead Trail Blazers for a Three Year Term.**

**To 5/1/22**

- 4. Nominations to the 2019 Virginia Municipal League Policy Committees.**

**7. Comments by the City Manager, City Attorney, and City Council.**

**8. Adjournment.**

The regularly scheduled meeting of the Norton City Council was held Tuesday, April 2, 2019, at 6:00 p.m., in the Municipal Council Chambers with Mayor Joseph Fawbush presiding.

Present: William Mays, Robert Fultz, Jr., Joseph Fawbush, Mark Caruso, and Delores Belcher

Also Present: Fred L. Ramey, Jr., City Manager, and William Bradshaw, City Attorney

The invocation was given by Pastor Roger Sloce and was followed by the Pledge of Allegiance led by Police Chief James Lane.

Upon a motion by Councilman Mays seconded by Councilman Caruso, and passed by the following vote: YES – Mays, Fultz, Fawbush, Caruso, Belcher, NO – None, ABSENT – None, ABSTAIN - None council moved to adopt the minutes of the March 19, 2019, meeting as presented.

There was no response to the Mayor's Call for Visitors.

Mr. Ramey introduced U.S. Forest Service's District Forest Ranger Michelle Davalos. He said Ms. Davalos was in attendance to provide an update on current and planned projects of the Forest Service.

Ms. Davalos provided information on the Clinch Ranger District and shared the mission of the United States Department of Agriculture Forest Service (USDA) specifically for the Jefferson National Forest is conservation. Ms. Davalos said the Forest Service is bound to conserving the forest land through regulations and the 2004 Land and Resource Management Plan. She informed council the hardest challenge the Forest Service faces is maintaining a sustainable recreation program. Ms. Davalos said the Forest Service would like to design future forest recreation with input from partners, local governments, and the public. She noted that the plan should not duplicate recreation that is already available on public or private land, and as the city learns what recreation is important to citizens, the Forest Service will invest in those projects. Finally, Ms. Davalos said a new project the Forest Service would like to undertake is the restricted view from the new High Knob Observation Tower. She said the Forest Service could potentially expand the pollenate habitat to enhance the view but she would like council's support for the project.

After Ms. Davalos' presentation and a brief discussion, it was the consensus of council to support the U. S. Forest Service's project to improve the view at High Knob Observation Tower.

The city manager advised he would have a cooperative agreement between the city and the Forest Service that would be on the April 16<sup>th</sup> agenda for council's consideration.

Included in council's packets for reconsideration from the March 19<sup>th</sup> meeting was the second draft copy of the City of Norton Emergency Operations Plan (EOP).

Mr. Ramey advised that the city is required by the Virginia Department of Emergency Management to have an EOP and the document before council is the key information of the plan. He said city administration is asking council to approve the main portion of the EOP

and that appendices and annexes will be added to the plan for council's review at the April 16<sup>th</sup> meeting.

After a brief discussion and upon a motion by Councilman Mays, seconded by Councilman Fultz, and passed by unanimous vote, council moved to adopt the second draft of the City of Norton Emergency Operations Plan.

Council had been presented in their packets with a Resolution Declaring the Month of April 2019 as Child Abuse Prevention Month.

The city manager said the resolution assists in bringing awareness to the issue and encourages our community to work together to prevent child abuse.

Upon a motion by Councilwoman Belcher, seconded by Councilman Caruso, and passed by unanimous vote, council moved to adopt the Resolution Declaring the Month of April 2019 as Child Abuse Prevention Month. (Insert)

A Resolution Declaring the Month of April 2019 as Autism Awareness Month was included in council packets for their consideration.

Mr. Ramey advised today was World Autism Awareness Day and that parent Tiffany Taylor was in attendance supporting the recognition of autism.

Ms. Taylor said that she is very appreciative to live in a community that not only recognizes autism but embraces individuals who have autism. She added that she moved to Norton five years ago after her son was diagnosed with autism because of the good things she heard about our community and school system. Ms. Taylor said she has not been disappointed with her decision to move here.

Upon a motion by Councilman Mays, seconded by Councilwoman Belcher, and passed by unanimous vote, council moved to adopt a Resolution Declaring the Month of April 2019 as Autism Awareness Month. (Insert)

Also in packets for council consideration was a transfer to Norton City Schools, dated February 25, 2019, in the amount of \$150,000, to cover February 2019 payroll expenditures.

Upon a motion by Councilman Caruso, seconded by Councilwoman Belcher, and passed by unanimous roll call vote, council moved to confirm the transfer to Norton City Schools, as stated above.

In comments from the city manager:

Mr. Ramey advised Real Estate Tax Tickets will be mailed within the next couple weeks. He said Cloudsplitter Ultra 100 Trail Race Director Susan Howell advised him she would be eliminating three aid stations from this year's race, and that 27 participants from 15 states and Canada have registered for the event.

Mr. Ramey said the city's Water Plant Superintendent and City Transmission and Distribution (T&D) crews are testing the water system at Flag Rock and they hope to have the park open for the season in a few days.

He provided members with a copy of the latest Heart of Appalachia (HOA) brochure, the latest High Knob traffic counts, a copy of the April 2019 Events Calendar, and the city's latest Financial Statements.

Mr. Ramey confirmed the next tentative Budget Workshop is scheduled for 8:30 a.m., Saturday, April 6<sup>th</sup>.

In comments from the city attorney:

Mr. Bradshaw advised the city is a plaintiff in one of several opioid lawsuits and one of the lawsuits reached a \$133-million dollar settlement. He said there appears to be signs of success and that he will report more as information becomes available.

The following comments were made by council members:

Councilman Fultz said he is hopeful about the city working with the U. S. Forest Service. He noted that the Cloudsplitter attendees will be pleased to see the improvements at the Farmers Market Building

Councilwomen Belcher asked the city manager if he had an opening date for the cidery. Mr. Ramey said he hopes to turn the building over to the Baileys in July.

Councilman Caruso asked the status of a structural engineer providing a report on the Ridge Avenue stacked stone wall.

The city manager said he contacted Thompson and Litton Engineers (T&L) and they have been on site. He said he asked them to look at the information collected by The Lane Engineering Group and evaluate the data, core drillings, and the wall to give the city a second opinion. The city manager said he was trying to keep the cost down, but a complete analysis of the wall can be requested if council wishes to go that direction after T&L’s report.

Mayor Fawbush mentioned that according to the Southwest Virginia Cultural Heritage Foundation and Friends of Southwest Virginia 2018-2019 Regional Impact and Annual Report the city’s travel expenditures for 2017 has increased 67 percent compared to 2004. Also, according to the report the city’s travel expenditures in 2004 were \$11.9 million and in 2017, travel revenue was \$19.9 million.

Mayor Fawbush commented that several Norton families told him they are excited for St. Paul’s Sugar Hill Brewery to open the cidery in Norton.

Also, the town of St. Paul is installing new sidewalks and updating utilities and he applauds their improvement efforts.

There being no further business to come before council, the meeting adjourned.

CITY OF NORTON, VIRGINIA

\_\_\_\_\_  
Joseph Fawbush, Mayor

ATTEST:

\_\_\_\_\_  
Rebecca K. Coffey, Clerk of Council

City of Norton



# Inter-Office Memo

**To:** Mayor and City Council  
**From:** Fred L. Ramey, Jr., City Manager **FR**  
**CC:**  
**Date:** April 12, 2019  
**Re:** Norton Youth Sports Foundation

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At our February 19<sup>th</sup> meeting, Danny Culbertson provided City Council with an overview of the newly formed Norton Youth Sports Foundation which was applying for a contribution from the City. Mr. Culbertson will be in attendance to provide an update on their recent fundraising efforts for the Little League Football equipment.

Thank You.



## NORTON YOUTH SPORTS FOUNDATION

EIN # 83-2216183  
5901 Airport Road  
Wise, VA 24293

Dear community partner:

As a leader of Norton Youth Sports Foundation, a 501(c)(3) non-profit, I am seeking your financial support to help the children in our community who participate in our athletic programs. We believe that organized team sports build valuable skills and abilities that go beyond the field or court. With your help, we can make a real difference in the lives of our young athletes.

Our foundation will provide financial assistance to youth sports programs including football, basketball, baseball, softball and cheerleading. While we will assist all youth sports, our football program is especially in need of help. Football programs are among the most expensive to operate due to cost of uniforms, helmets and other protective gear. Our equipment is extremely outdated and in need of replacement this year. Some equipment is so old that it is becoming a safety issue. Our league does charge a registration fee, but it only covers the cost of insurance for a player, leaving almost nothing remaining to purchase new equipment. The kids deserve to have the basic needs and equipment to make safety a top priority.

Thank you for taking the time to read about our organization and considering our needs. Your financial contribution will help us accomplish our goals. Please help us let our kids know they are important and that their communities care about them.

Checks should be payable to Norton Youth Sports Foundation and mailed to: NYSF, 5901 Airport Road, Wise, VA 24293. If you have questions or want more information, please call me at (276) 393-1813 or email [nortonyouthsports@gmail.com](mailto:nortonyouthsports@gmail.com).

Sincerely,

Danny Culbertson



# **City of Norton**

## **Donation Policy**

**Adopted by City Council**  
**4/15/2014**

## **City of Norton Donations Policy**

### **BACKGROUND:**

The City of Norton provides financial support to various regional and local organizations through our annual budget process. From time to time, City Council receives requests for funding outside of our normal budget process. Since the City receives more requests for funds than our funding will allow, this policy will assist City Council in considering each request.

### **APPLICANT ELIGIBILITY:**

- Applicant must provide services which benefit residents of the City of Norton.
- Applicant must be:
  - Non-profit organization recognized by the IRS and the Commonwealth of Virginia; or
  - Charitable institution or association not controlled in whole or part by any church; or
  - Educational;
- And:
  - Past transactions with the City must have been free of significant problems

**NOTE:** Teams cannot be considered as applicants. In cases of athletic requests, the applicant must either be part of a youth sports organization or Norton City Schools.

**REQUEST ELIGIBILITY:**

*The City shall not approve any donation which is not in conformance with § 15.2-953 of the Code of Virginia, as amended.*

- The event or activity must not promote religion or religious organizations.
- The event must demonstrate some form of financial commitment other than the City funds being requested.
- Organizations (other than Norton City Schools) will be limited to one approved request per the City fiscal year (July 1<sup>st</sup> – June 30<sup>th</sup>).
- If the funding request includes travel, then:
  - Trip must be in excess of 100 miles one way;
  - Room nights shall include no more than one night before and one night after the primary event(s) which was the basis for the request;
  - Rooms must be assigned to players/students at a minimum of 2 per room;
  - A maximum of four rooms to be assigned for coaches/teachers;
  - An educational or cultural component should be included, when possible;
  - Expenses that cannot be paid with approved funds:
    - Meals for anyone other than coaches/teachers and players/students.
    - Hotels for anyone other than coaches/teachers and players/students.
    - Travel for anyone other than coaches/teachers and players/students.
    - Mileage expenses, to and from events, for coaches, teachers, and members of their families who use their personal vehicles for approved trips.

**EVALUATION CRITERIA:**

- Whether the request is acceptable for support.
- Whether the request demonstrates a convincing need for funding.
- Whether the City's financial situation will allow funding the request.
- Amount of previous funding the Applicant has received.
- Applicant's demonstration of organization integrity by use of strong business practices, a committed and responsible board, sound financial practices, and effective management controls.

**APPLICANT REQUIREMENTS IF FUNDING IS AWARDED:**

- Funds must be used only for what was requested and approved.
- A financial report of the use of the funds, including receipts, must be provided to the City within 60 days after completion of the event or project.
- Applicant may be asked to appear before City Council to present a formal update of the use of the funds.
- The City may choose to fund all, none, or some of the requested funds.
- The City may provide the funds prior to the event (project) or choose to reimburse the requesting organization, up to a specified amount, when receipts are presented to the city.
- Return any unused funds to the City within 60 days after completion of the event or project.

If you have any questions regarding the application or the consideration process, please feel free to contact the City Manager.



### Application for Donation

Applicant/  
Organization: NORTON YOUTH SPORTS FOUNDATION

Federal ID: 83-2216183

Address: 5901 AIRPORT ROAD  
WISE, VA 24293

Contact  
Person: DANNY CULBERTSON

Phone: 276-393-1813 Fax: 276-328-2667

Email: NORTON YOUTH SPORTS @ GMAIL.COM

Organization's

Board

Members: DANNY CULBERTSON

JENNIFER CULBERTSON

DAVID CULBERTSON

Amount  
Requested: ANY

Total  
Amount  
Needed: \_\_\_\_\_

Purpose for  
Funds (attached additional information if needed):

SEE ATTACHED  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Describe  
Fund Raising  
Activities: \_\_\_\_\_

MAILER SOLICITATIONS  
ONLINE DONATION REQUESTS  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Include overall financial information for the applicant organization with the application. This information should be the current budget or financial statements where applicable.**

Applicant Certifies that they (the organization) will:

- Provide Accurate, current, complete financial records of the use of any approved funds.
- Maintain records which identify adequately the source and application of funds for grant supported activities.
- Maintain effective control over and accountability for all funds, property, and other assets ensuring that assets are used solely for authorized purposes.
- Provide the City access to the grant-related financial records.
- Expend requested funds for only the purposes described in the application form and attachments.
- Request permission in writing to make substantial changes in budget.
  - The changes must be approved by the City in advance.
- Will submit to the City a narrative and financial report within sixty (60) days after completion of the approved activity.

This form must be signed by an individual duly authorized by the governing body of the organization to act on its behalf. The signature of the individual below indicates the organization's compliance with the entire list of certifications listed above.

The undersigned certifies to the best of his/her knowledge that:

- The information in this application and its attachments is true and correct;
- The filing of this application has been duly authorized by the governing body of the applicant organization;
- The applicant organization agrees to comply with all conditions cited above.

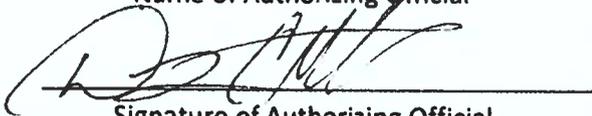
The undersigned further certifies that he/she has the authority to obligate the application organization.

DANNY CULLBERSON

Name of Authorizing Official

PRESIDENT

Title



Signature of Authorizing Official

PRESIDENT

Title

Name of Applicant Organization: NORTON YOUTH SPORTS FOUNDATION

City of Norton



# Inter-Office Memo

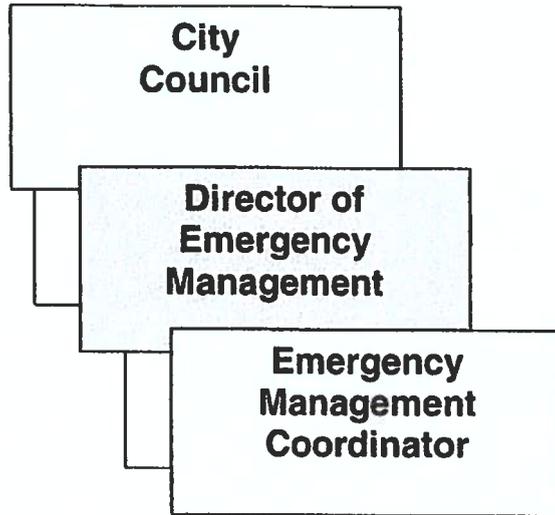
**To:** Mayor and City Council  
**From:** Fred L. Ramey, Jr., City Manager   
**CC:**  
**Date:** April 12, 2019  
**Re:** 2017-18 Fiscal Audit

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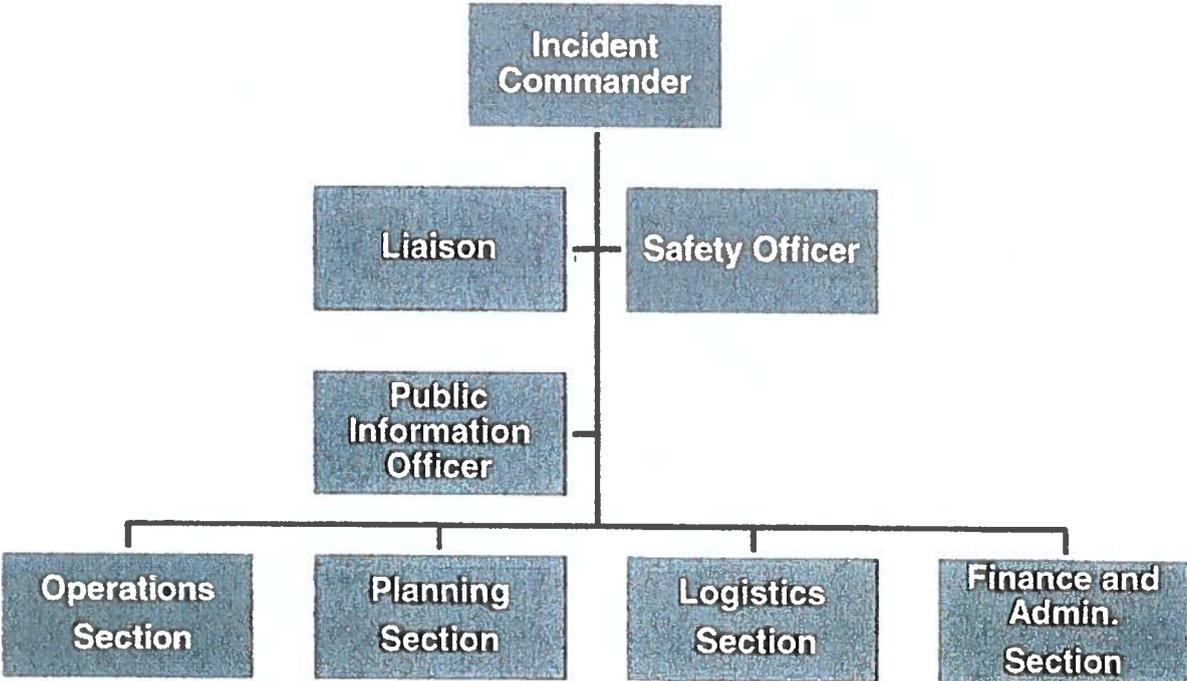
Tamara Greear of Thrower, Blanton, & Associates, P.C. will present the 2017-18 Fiscal Audit for the period ending June 30, 2018.

Thank You.

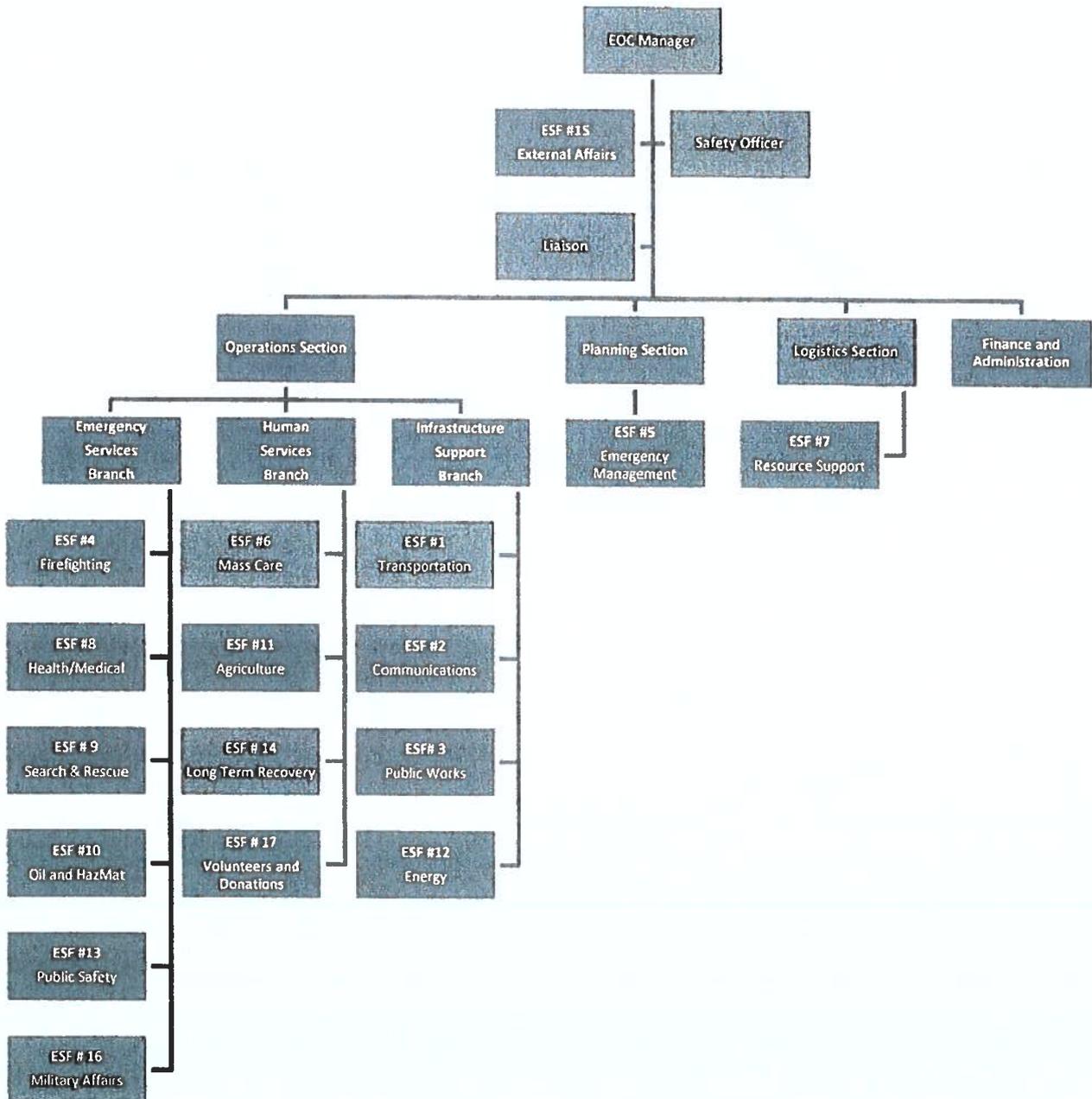
**Appendix 1 - CITY ORGANIZATION CHART**



**Appendix 2 - CITY OF NORTON  
INCIDENT COMMAND SYSTEM STRUCTURE**



**Appendix 3 - CITY OF NORTON  
EMERGENCY OPERATIONS CENTER  
STRUCTURE (EXAMPLE)**



City of Norton Emergency Operations Plan

Appendix 4  
MATRIX OF RESPONSIBILITIES

Agency	ESF # 1	ESF # 2 Communications	ESF # 3 Public Works	ESF # 4 Fire Fighting	ESF # 5 Emergency Management	ESF # 6 Mass Care	ESF # 7 Resource Support	ESF # 8 Health & Medical	ESF # 9 Search & Rescue	ESF # 10 Hazardous Materials	ESF # 11 Agriculture & Natural Resources	ESF # 12 Energy	ESF # 13 Public Safety	ESF # 14 Long-Term Recovery	ESF # 15 External Affairs
Emergency Management	P	P	S	S	P	P	P	S	S	S		S	S	P	S
Fire			S	P	S	S			P	P			S		S
EMS/ Public Health			S	S	S	S		P	P	S	S		S		S
Law Enforcement	S	S	S	S	S	S	P	S	P	S	S	S	P		P
Building Inspection			P		S							S		S	
Planning and Zoning			S		S									S	
Recreation Council			S												
American Red Cross			S		S	P					S			S	
Information Technology		P			S										
Social Services					S	P					S			S	
Logistics					S										
Finance					S										
Transportation			S			S	S						S		
Schools	P	S				S									S
Water Authority – Town			S									S			
City/Town Attorney			S		S									S	
Public Affairs		S				P								S	
Local Recovery Task Force														S	
Extension Service						S					P				
Medical Center								P							
E-911		P				S	P						S		
Animal Control						S					P				
Private Sector	S					S									
Amateur Radio		S													
Utility Providers		S	P			S						P			

## **Appendix 5 EXERCISE AND TRAINING RECOMMENDATIONS**

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

The Emergency Management Coordinator is responsible for the development, administration, and maintenance of a comprehensive training and exercise program customized to the needs of the City of Norton. This program will be designed to attain an acceptable level of emergency preparedness for the City of Norton.

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

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

The Emergency Management Coordinator will maintain the training and exercise schedule and assure that the appropriate resources are available to complete these activities.

Following each exercise or actual event, a hot-wash and After Action Review (AAR) will take place. Strengths and areas for improvement will be identified, addressed and incorporated into an update of the EOP.

## **Appendix 6 Essential Records**

### COURT RECORDS

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

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

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

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

### AGENCIES/ORGANIZATIONS

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

**Appendix 7**  
Resolution of Adoption of EOP

**Emergency Operations Plan  
Resolution**

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

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

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

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

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

Adopted this 2<sup>nd</sup> Day of April, 2019

City of Norton

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Joseph Fawbush  
Mayor

**Appendix 8**  
Sample Declaration of Emergency

**Consent to Director of Emergency Management's  
DECLARATION OF EMERGENCY**

**WHEREAS**, the Director of Emergency Management of the City of Norton does hereby find:

1. That due to \_\_\_\_\_, the City of Norton is facing dangerous conditions;
2. That due to \_\_\_\_\_, conditions of extreme peril to life and property necessitates the proclamation of the existence of a local emergency;

**NOW THEREFORE, IT IS HEREBY PROCLAIMED** that an emergency does now/or did exists throughout the City of Norton; and

**IT IS FURTHER PROCLAIMED AND ORDERED** that during the existence of said emergency, the powers, functions, and duties of the Emergency Management Organization of the City of Norton shall be/were those prescribed by State Law and the Ordinances, Resolutions, and approved plans of the City of Norton in order to mitigate the effects of said emergency.

**Norton City Council**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**ATTEST:**

\_\_\_\_\_  
Clerk, City of Norton

Adopted this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

## Emergency Support Function # 1 – Transportation

### Primary Agencies

City of Norton Emergency Management  
Public Works  
Virginia Department of Transportation (VDOT)

### Secondary/Support Agencies

City of Norton Police Department  
City of Norton Public Schools  
Private Contractors

## Introduction

### Purpose:

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

### Scope:

ESF #1 will:

- Coordinate evacuation transportation as its first priority during disaster operations;
- Prioritize and allocate all local government transportation resources;
- Facilitate movement of the public in coordination with other transportation agencies;
- Facilitate damage assessments to establish priorities and determine needs of available transportation resources
- Maintain ingress/egress;
- Provide traffic control;
- Communicate and coordinate with Virginia Department of Transportation; and
- Coordinate with surrounding localities and private organizations to ensure that potential resources are available during disaster operations.

### Policies:

Local transportation planning will use the most effective means of transportation to carry out the necessary duties during an incident, including, but not limited to:

- Use of available transportation resources to respond to an incident;
- Provide traffic control;
- Facilitate the prompt deployment of resources including those for people with functional needs;
- Recognize State and Federal policies, regulations, and priorities used to control movement of relief personnel, equipment, and supplies;
- Develop and maintain priorities for various incidents through an interagency process led by City of Norton and the Virginia Department of Transportation.
- Request additional resources

## Concept of Operations

### General:

**City of Norton Emergency Operations Plan**

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

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

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

**Organization:**

City of Norton, in conjunction with the Virginia Department of Transportation (VDOT), is responsible for transportation infrastructure of City of Norton. City of Norton and VDOT are responsible for coordinating resources needed to restore and maintain transportation routes necessary to protect lives and property during and emergency or disaster.

VDOT, in conjunction with support agencies, will assess the condition of highways, bridges, signals, rail and bus transit and other components of the transportation infrastructure and where appropriate:

- Provide information on road closures, alternate routes, infrastructure damage, debris removal;
- Close infrastructure determined to be unsafe;
- Post signage and barricades; and
- Maintain and restore critical transportation routes, facilities, and services.

**Responsibilities:**

- Develop, maintain, and update plans and procedures for use during an emergency or disaster;
- The personnel will stay up to date with education and training that is required for a safe and efficient response to an incident;
- Alert the City of Norton, and local primary agency representative of possible incident, and begin preparations for mobilization of resources;
- Keep record of all expenses through the duration of the emergency;
- Follow emergency procedures and policies for conducting evacuations;
- Include procedures for traffic control;
- Identify pre-designated Pick-Up Sites, Evacuation Sites, and Points of Distribution, if any; and
- Identify viable transportation routes, to, from and within the emergency or disaster area.
- Identify persons with functional needs and ensure transportation resources are available to meet these needs

**Tab 1 to Emergency Support Function #1  
Transportation Resources**

<b>Resource</b>	<b>Organization</b>	<b>Address</b>	<b>Contact</b>	<b>Phone Number(s)</b>
Traffic Cones	Public Works			
Signage	Public Works			

**Special Transportation Resources**

- City of Norton Public Schools
- Mountain Empire Older Citizens
- Additional transportation resources are identified in ESF # 1

## Emergency Support Function # 2 – Communications

### Primary Agencies

City of Norton Emergency Management

### Secondary/Support Agencies

City of Norton Police Department  
 ARES (Amateur Radio Emergency Service)  
 RACES (Radio Amateur Civil Emergency Service)

## Introduction

### Purpose:

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

- Alerting and warning the community of a threatened or actual emergency;
- Continuing to communicate with the community through a variety of media to inform of protective actions; and
- Provide guidance, when appropriate, to help save lives and protect property;

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

### Scope:

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

- Informs the community of a threatened or actual emergency;
- Ensures City of Norton has the ability to notify the community of a disaster or emergency;
- Provides for the technology associated with the representation, transfer, interpretation, and processing of data among people, places, and machine; and
- Supports City of Norton with the restoration, emission or reception of signs, signals, writing images, and sounds or intelligence of any nature by wire, radio, optical, or other electromagnetic systems.

### Policies:

The following policies are reviewed and revised as necessary:

- The Emergency Communications Center (ECC) operates 24 hours a day, 7 days a week and serves as the 911 center and the locality's warning point.
- The ECC is accessible to authorized personnel only;
- The ECC staff will consist of the Coordinator of Emergency Services and key department heads or their designated representatives.

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***City of Norton Emergency Operations Plan***

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- Support personnel to assist with communications, logistics, and administration will also be designated. The Director of Emergency Services will be available for decision making as required, and
- The ECC will initiate notification and warning of appropriate personnel.

## **Concept of Operations**

### **General:**

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

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

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

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

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

Amateur radio operators may provide emergency backup radio communications between the county's Emergency Operations Center (EOC) and the Virginia Emergency Operations Center (VEOC), should normal communications be disrupted. They may also provide communications with some in-field operators.

It is important that while communicating, standard or common terminology is used so multiple agencies are better able to interact and understand each other.

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

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

### **Organization:**

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The Coordinator of Emergency Services will assure the development and maintenance of SOPs on the part of each major emergency support function. Generally, each designated agency should:

- Maintain current notification rosters;
- Establish procedures for reporting emergency information;
- Develop mutual aid agreements with like agencies in adjacent localities; and
- Provide ongoing training to maintain emergency response capabilities.

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

The Public Information Officer (PIO) will represent and advise the Incident Commander on all public information. This includes rumors that are circulating the area, what local media are reporting, as well as warnings and emergency public information.

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

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

### **Actions/Responsibilities:**

- Initiate notification and warning of appropriate personnel, utilizing landline telephones, voice or data—2 way radio, and wireless telecommunications devices, as required;
- Develop and maintain primary and alternate communications system for contact with local jurisdictions, state agencies, non-governmental and private sector agencies required for mission support;
- Emergency Services vehicles equipped with public address system may be used to warn the general public;
- Upon a report of severe weather the E-911 center will contact the National Weather Service to report weather conditions **800-697-0075** and the Emergency Management Coordinator.
- The Emergency Management Coordinator, Police Chief, Fire Chief or designee must authorize the use of the Emergency Alert System;
- Emergency warning may originate at the federal, state, or local level of government. Timely warning requires dissemination to the public by all available means:
  - Emergency Communications Center
  - Emergency Alert System
  - Local radio and television stations
  - NOAA Weather Radio—National Weather Service
  - Mobile public address system (bullhorns or loudspeakers)
  - Telephone
  - General broadcast over all available radio frequencies
  - Newspapers
  - Amateur Radio volunteers
- Ensure the ability to provide continued service as the Public Safety Answering Point (PSAP) for incoming emergency calls;
- Ensure communication lines and equipment essential to emergency services are maintained by the appropriate vendor;

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- Provide additional staffing in the EOC to assist with communications functions;
- Develop and maintain an emergency communications program and plan;
- Develop and maintain a list of bilingual personnel;
- Provide telephone service providers with a restoration priority list for telephone service prior to and/or following a major disaster; and
- Maintain records of cost and expenditures and forward them to the Finance Section Chief.

**Tab 1 to Emergency Support Function #2**

**EMERGENCY NOTIFICATION PROCEDURES**

Until the EOC is activated, the Communications Center of the City of Norton will notify the following officials upon receipt of a severe weather warning, other impending emergency, or when directed by an on-scene incident commander: May Utilize Code Red for notification of key personnel.

<b>Official</b>	<b>Home Phone</b>	<b>Cell Phone</b>
Director of Emergency Services / City Manager		On File At ECC
Deputy Director of Emergency Services/ Asst. City Manager		On File At ECC
Emergency Services Coordinator		On File At ECC
Chief of Police		On File At ECC
Fire Chief		On File At ECC
Director of Public Works		On File At ECC

*Table 2.1 – Emergency Notification Procedures*

Once operational, the local Emergency Operations Center will receive messages directly from the VEOC. It is then the responsibility of the Communications Center of the locality to monitor message traffic and ensure that messages reach the Emergency Services Coordinator or his designee.

A full listing of contact numbers is maintained in the Communications Center.

**Tab 2 to Emergency Support Function #2**

**EMERGENCY NOTIFICATION PROCEDURES**

Media Contact  
(Partial Listing)

<b>Newspaper</b>	<b>Address</b>	<b>Contact</b>	<b>Phone Number(s)</b>
Coalfield Progress	725 Park Ave		276-679-1001
<b>Radio Stations</b>	<b>Address</b>	<b>Contact</b>	<b>Phone Number(s)</b>
WNVA	214 Walnut Drive Gaydawn Acres Wise, VA 24293	Station Manager	276-328-2244 276-328-2245
WAXM	724 Park Ave. NW Norton, VA 24273	Station Manager	276-679-1901
<b>Television Stations</b>	<b>Address</b>	<b>Contact</b>	<b>Phone Number(s)</b>
WCYB Channel 5 Bristol, VA	101 Lee Street Bristol, VA 24201	Bureau Chief	(276) 645-1555 ext. 506

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WVVA Channel 6 Bluefield, WV	3052 Big Laurel Hwy Bluefield, WV 24701	News Director	304-325-5487
WJHL Channel 11 Johnson City, TN	338 E. Main Street PO Box 1130 Johnson City, TN 37601/37605	News Director	276-669-2181 423-926-2151

*Table 2.2 – Media Contacts*

Tab 3 to Emergency Support Function #2  
**Available Methods of Communication**

<b>Equipment</b>	<b>Organization and Address</b>	<b>Contact</b>	<b>E-Mail</b>	<b>Phone</b>

*Table 2.3 – Methods of Communication*

Tab 4 to Emergency Support Function #2  
**AMATEUR RADIO EMERGENCY SERVICE**

The Amateur Radio Emergency Service (ARES) is an unincorporated association of federally licensed amateur radio operators who have voluntarily offered their qualifications and equipment for communications duty in public service when disaster strikes, pursuant to Federal Communications Rule 97.1(a).

The City of Norton leadership within ARES is exercised by the Emergency Coordinator who appoints Assistant Emergency Coordinators, as necessary, to assist in the administration and operation of ARES throughout the city. The ARES Emergency Coordinator for the City of Norton reports to the Emergency Coordinator who, in turn, reports to the Virginia Section Emergency Coordinator.

A Memorandum of Understanding (MOU) between the Commonwealth of Virginia Department of Emergency Services and the Amateur Radio Emergency Service for the Radio Amateur Emergency Civil Service was signed on June 1, 1991, and remains in effect.

The RACES 24-hour number for the City of Norton area is \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_. Upon notification by the EOC or other appropriate Norton officials, the City of Norton ARES Emergency Coordinator will alert ARES members, task organize his personnel and communications resources, and report immediately to the EOC or other locations as directed. Upon reporting to the responsible city official directing activation, the ARES Emergency Coordinator shall receive tasking from that official until termination of the emergency. Should the Virginia Department of Emergency Management or higher authority activate the Radio Amateur Civil Service (RACES) as specified in the Code of Virginia, Section 44-146.16, the ARES members will then assume the authorizations and responsibilities as defined under the FCC rules and regulations.

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The City of Norton ARES members are prepared to provide emergency backup radio communications, sustained by their own emergency backup power, from any location within Norton to other local, state, and national locations, should the emergency so warrant. Emergency backup radio communications provided by the City of Norton ARES members include equipment utilizing a wide variety of media and frequencies that are capable of passing telecommunications requirements of the EOC or other local officials.

It shall be the responsibility of the City of Norton ARES Emergency Coordinator to ensure that personnel and communications resources assigned to his area remain fully prepared to support any of the functional operations phases. He shall keep the EOC fully advised of the state of readiness of ARES in The City of Norton.

## Emergency Support Function # 3 – Public Works

### Primary Agencies

Public Works Department  
Emergency Management

### Secondary/Support Agencies

Building Inspection  
Planning and Zoning  
Parks and Recreation  
Norton Water Treatment Plant  
CNW Waste Water Treatment Authority  
Fire Department  
Rescue Squad  
Law Enforcement Departments-Norton, Wise, State, Federal  
City of Norton Public Schools  
Virginia Department of Transportation  
Virginia Department of Environmental Quality  
Virginia Department of Health  
Extension Office

### Introduction

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

### Purpose:

The purpose of ESF #3 is to:

- Assess the overall damage to the community after a disaster; and
- Assist with the recovery.

### Scope:

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

- Pre-incident assessment and mitigation, if necessary;
- Assess extent of damage;
- Repair and maintenance;
- Debris removal;
- Provide maintenance of the buildings and grounds and engineering-related support; and
- Clear roadways.

### Policies:

- Personnel will stay up to date with procedures through training and education;
- The Department of Public Works will develop work priorities in conjunction with other agencies when necessary;
- Local authorities may obtain required waivers and clearances related to ESF #3 support; and

- Acquiring outside assistance with repairs to the facility that are beyond the capability of the community.

## Concept of Operations

### General:

Following a disaster, the City of Norton Officials will:

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

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

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

### Organization:

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

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

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

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

An Initial Damage Assessment Report will be completed by Coordinator of Emergency Management and submitted to the Virginia Department of Emergency Management within 72 hours of the event, outlining the severity of the problems and the determination of need for further assistance.

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Federal/State supported damage assessment precedes delivery of a Presidential Disaster Declaration and defines the specific needs for a long-term recovery.

To minimize threats to public health, the Public Works Department will serve as liaison with the Virginia Department of Environmental Quality (DEQ) and the City Attorney to secure the necessary emergency environmental waivers and legal clearances that would be needed to dispose of emergency debris and materials from demolition activities. The Public Works Department will coordinate with DEQ to monitor disposal of debris materials.

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

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

### **Actions/Responsibilities**

- Alert personnel to report to the Emergency Operations Center (EOC);
- Review plans;
- Begin keeping record of expenses and continue for the duration of the emergency;
- Prepare to make an initial damage assessment (IDA);
- Activate the necessary equipment and resources to address the emergency;
- Assist in assessing the degree of damage of the community
- Assist in coordinating response and recovery;
- Identify private contractors and procurement procedures;
- Prioritize debris removal;
- Inspect buildings for structural damage;
- Post appropriate signage to close buildings; and
- Ensure all repairs comply with current building codes, land-use regulations, and the city's comprehensive plan, unless exempted.

**Tab 1 to Emergency Support Function #3  
Local Utility Providers**  
(Water, Electric, Natural Gas, Sewer, Sanitation)

<b>Provider</b>	<b>Address</b>	<b>Phone Number(s)</b>	<b>Contact Person</b>	<b>Service</b>
Norton Water Treatment Plant		On File	Andrew Greer	Water
Old Dominion Power	1000 Park Ave. Norton	On File	Stewart Spradlen	Power
Old Dominion Power	1000 Park Ave Norton	On File	Howard Elliott	Power
Old Dominion Power	820 West Broadway Louisville, Ky	On File	David Guy	Power
Paramount Gas	Abingdon, Va	On File	?	Natural Gas
CNW	Norton, Va	On File	Mark Hollyfield	Sewer

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				Telephone
				Cellular
				Cable

Table 3.1 – Utility Providers

**Tab 2 to Emergency Support Function # 3  
BUILDING POSTING GUIDE**

1. All buildings within the area, regardless of damage are to be POSTED by the squad members at the site.
2. One of the following three posters is to be used
  - A. "SAFE FOR OCCUPANCY" GREEN POSTER  
 No damage to structural elements.  
 No damage to utilities.  
 There is only minor damage to walls or roof affecting weather resistance.  
 Generally 10% or less damage.
  - B. "LIMITED ENTRY" YELLOW POSTER  
 There is structural damage to a portion of the building.  
 The building needs utility or weather resistance repairs.  
 The building may be occupied safely.  
 Generally greater than 10% and less than 50% damage.
  - C. "THIS BUILDING IS UNSAFE" RED POSTER  
 There is major structural damage.  
 No occupancy is allowed.  
 May or may not need to be demolished.  
 Generally more than 50% damage.
3. If there is immediate danger to life from failure or collapse, the squad leader should inspect and, as appropriate sign or have Building Official sign demolition order or call the appropriate entities to shore-up structures.

**Tab 2 to Emergency Support Function #3  
Public Works Resources**

City of Norton should maintain a list of available resources. This list should be available to the director of public works when needed.

## Emergency Support Function #4 - Firefighting

### Primary Agencies

Fire Department

### Secondary/Support Agencies

Virginia Department of Forestry (VDOF)  
 Rescue Squad  
 County Fire Departments  
 VDEM

## Introduction

### Purpose:

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

### Scope:

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

### Policies:

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

## *Concept of Operations*

### General:

The City of Norton's fire department is prepared to assume primary operational control in fire prevention strategies, fire suppression, and hazardous material incidents. (See the Hazardous Material Emergency Response Plan.) Fire department personnel who are not otherwise engaged in emergency response operations may assist in warning and alerting the public, evacuation, and communications as is necessary and appropriate during an emergency situation.

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

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

**Organization:**

A fire representative will be assigned to the EOC in order to coordinate the fire service response. The fire representative will be a part of the EOC staff and will assist with the overall direction and control of emergency operations. The City of Norton Fire Departments has approximately 35 firefighters. Each fire department maintains their equipment and supplies.

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

***Actions***

- Develop and maintain plans and procedures to provide fire and rescue services in time of emergency;
- Document expenses and continue for the duration of the emergency;
- Check fire fighting and communications equipment;
- Fire Service representatives should report to the Local Emergency Operations Center to assist with operations;
- Fire department personnel may be asked to assist with warning and alerting, evacuating, communications, and emergency medical transport;
- Follow established procedures in responding to fires and hazardous materials incidents and in providing rescue services; and
- Request mutual aid from neighboring jurisdictions.

***Responsibilities***

- Fire prevention and suppression;
- Emergency medical treatment;
- Hazardous materials incident response and training;
- Radiological monitoring and decontamination;
- Assist with evacuation;
- Search and rescue;
- Temporary shelter for evacuees at shelter location;
- Assist in initial warning and alerting;
- Requests assistance from supporting agencies when needed;
- Arranges direct liaison with fire chiefs in the area;
- Implements Mutual Aid;
- Assist with clean-up operations; and
- Assist with inspection of damaged facilities, if applicable.

**Tab 1 to Emergency Support Function #4**

**Fire Department Resources**

Fire Chief should maintain a list of available resources. Resources requested outside of city should be made using mutual aid contracts or through VEOC.

## **Emergency Support Function #5 – Emergency Management**

### **Primary Agency**

Emergency Management

### ***Secondary/Support Agencies***

Police Department  
 Fire/EMS  
 Information and Technology  
 Planning and Zoning  
 Public Works  
 City Attorney  
 City Manager  
 Finance Department

## **Introduction**

### **Purpose:**

Directs controls and coordinates emergency operations from the Emergency Operation Center (EOC), utilizing the Incident Command System (ICS).

### **Scope:**

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

ESF # 5 facilitates information flow in the pre-incident prevention phase in order to:

- Place assets on alert or pre-position assets for quick response;
- Provide alerting and notification; and
- Coordinate with agencies, organizations, and outside organizations when capabilities are anticipated to exceed local resources.

Post-incident functions that support and facilitate planning and coordination are:

- Alert and notification;
- Deployment and staffing of emergency response teams;
- Incident action planning;
- Coordination of operations with local government for logistics and material;
- Direction and control;
- Information management;
- Facilitation of requests for assistance;
- Resource acquisition and management (to include allocation and tracking);
- Worker safety and health;
- Facilities management;
- Financial management; and
- Other support as required.

### **Policies:**

- Provides a multi-departmental command system;
- Manages operations at the City level;

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- The Incident Command System can be used in any size or type of disaster to control response personnel, facilities, and equipment;
- The Incident Command System principles include use of common terminology, modular organization, integrated communications, unified command structure, coordinated action planning, and manageable span of control, pre-designated facilities, and comprehensive resource management;
- ESF # 5 staff supports the implementation of mutual aid agreements to ensure seamless resource response;
- Provides representatives to staff key positions on Emergency Response Teams; and
- Departments and agencies participate in the incident action planning process which is coordinated by ESF #5.

## ***Concept of Operations***

### **General:**

The Emergency Management Coordinator:

- Assures development and maintenance of SOPs on the part of each major emergency support function;
- Each function should maintain current notification rosters;
- Designate staff to the Emergency Operations Center;
- Establish procedures for reporting appropriate emergency information;
- Coordinate emergency response plan with the local government;
- Develop mutual aid agreements with the local government in adjacent localities;
- Designate a representative to the local EOC if the local plan is implemented and a representative is needed; and
- Develop threat levels.

The Emergency Management Coordinator will assume all responsibilities and assure that all actions are completed as scheduled.

Procedures for these support operations should be established and maintained.

City of Norton has standing mutual aid agreements with neighboring jurisdictions. The City also participates in the Statewide Mutual Aid Agreement (SMA). Emergency Management staff has been trained on WebEOC and this will be utilized when there is a need to request state-wide mutual aid.

### **Organization:**

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

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

- Staffing responsible for implementing the Emergency Operations Plan;

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- Procedures for reporting emergency information; and
- Provide ongoing training to maintain emergency response capabilities.

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

***Responsibilities:***

- Maintain a notification roster of EOC personnel and their alternates;
- Establish a system and procedure for notifying EOC personnel;
- Coordinate Emergency Management mutual aid agreements dealing with adjunct jurisdictions and applicable relief organizations;
- Maintain plans and procedures for providing timely information and guidance to the public in time of emergency through ESF #15;
  - a. Identify and maintain a list of essential services and facilities, which must continue to operate and may need to be protected;
  - b. Test and exercise plans and procedures;
  - c. Conduct outreach/mitigation programs for the community.
- Ensure compatibility between this plan and the emergency plans and procedures of key facilities and private organizations within the community;
- Develop accounting and record keeping procedures for expenses incurred during an emergency;
- Define and encourage hazard mitigation activities, which will reduce the probability of the occurrence of disaster and/or reduce its effects; and
- Prepare to provide emergency information to the community in coordination with ESF #15;
- Provide logistical support to on scene emergency response personnel;
- Maintain essential emergency communications through the established communications network;
- Provide reports and requests for assistance to the local and VEOC;
- Activates and convenes City emergency assets and capabilities;

**Tab 1 to Emergency Support Function #5**

**EMERGENCY MANAGEMENT ORGANIZATION AND TELEPHONE LISTING**

*Telephone contact list is located at City of Norton Emergency  
Communication Center (PSAP)*

## Tab 2 to Emergency Support Function #5

### EMERGENCY OPERATIONS CENTER (EOC)

#### Mission

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

#### Organization

1. See EOC Organizational Chart.
2. The EOC staff will be organized using the Incident Command System. A partial listing of job responsibilities for the command and general staff are described below:
  - A. **Incident Commander/EOC Manager:**
    - Manage overall operations
    - Coordinate activities for all Command and General Staff
    - Development and implementation of strategy
    - Approve and authorize the implementation of an Incident Action Plan (IAP)
    - Approve requests for additional resources or for the release of resources
    - Authorize release of information to the news media
    - Order the demobilization of the incident, when appropriate
    - Ensure establishment and oversight of a Joint Information Center (JIC)
  - B. **Safety Officer:**
    - Safety Officer is a member of the Command Staff and reports to the Incident Commander
      - Monitoring and assessing hazardous and unsafe situations
      - Developing measures for assuring personnel safety
      - Correct unsafe acts or conditions through the regular line of authority
      - Maintain an awareness of active and developing situations
      - Investigate or Coordinate the Investigation of accidents that occur within the EOC
      - Includes safety messages in each IAP
  - C. **Liaison Officer:**
    - Liaison Officer is a member of the Command Staff and reports to the Incident Commander
    - Interacting with the ESFs, state and federal agencies
    - Identifying current or potential interagency problems
    - Keeping the Incident Commander and Command Staff informed of current or potential problems
  - D. **External Affairs:**
    - Public Information Officer is a member of the Command Staff and reports to the Incident Commander
    - Initiates and maintains contact with the media throughout the incident
    - Arranges for press briefings with Incident Commander and other EOC staff, as appropriate
    - Coordinates with state and federal public information officers
    - Coordinates VIP visits to EOC and affected areas
    - Prepares fact sheet
    - Coordinates Community Relations with local community leaders
    - Keeps the public informed of the situation

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**E. Operations Section Chief:**

- Operations Section Chief is a member of the general staff and reports to the Incident Commander
- Manages all operations directly applicable to the primary mission
- Activates and supervises operations, organizational elements, and staging areas in accordance with the IAP
- Assists in the formulation of the IAP and directs its execution
- Directs the formulation and execution of subordinate unit operational plans and requests or releases of resources
- Makes expedient changes to the IAP, as necessary, and reports changes to Incident Commander
- Activates and supervises the Emergency Support Functions (ESF) Branch Chiefs assigned to the Operations Section

**F. Planning Section Chief:**

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

**G. Logistics Section Chief:**

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

**H. Finance and Administration Section Chief:**

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

**Concept of Operations**

The EOC will be activated and operated as follows:

1. The activation of the EOC will be ordered by the Director or the Emergency Management Coordinator based upon the best available information. Depending on the situation a partial or full activation will be ordered.
2. Partial activation will be ordered when the emergency requires relatively few personnel to accomplish the necessary tasks. Such situations might vary from weather warnings or

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operations resulting from minor storm damage, fire, and vehicular accidents with multiple casualties, etc.

3. Full activation will be ordered when widespread destruction has occurred or there is an imminent threat of such destruction. An incident of such magnitude would require commitment of a large number of personnel and equipment resources to properly respond to and recover from an incident.
4. The EOC may remain functional during the mobilization, response and recovery operational phases.
5. Initial situation briefings will be provided by the Emergency Management Coordinator.
6. Direction and control of city personnel and resources employed in support of disaster operations is exercised by the department or agency furnishing support.
7. When the Virginia EOC is operational, all requests for State or Federal resources are made via the Virginia Department of Emergency Management through use of WebEOC, if available, or by phone at (804) 674-2400 or 1-800-468-8892.
8. Depending upon the severity and magnitude of the incident, the EOC may have to operate for an extended period of time. Therefore, each department or agency assigning personnel to the EOC should allow for additional relief personnel on a shift basis.
- 9.

### **Location**

The Emergency Operations Center (EOC) is located at Hotel Norton 3<sup>rd</sup> Floor.  
The alternate site is located in the Norton municipal building (Council Chambers)  
Both EOCs have backup power supply.

### **ACTIONS – EMERGENCY OPERATIONS CENTER**

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

**Tab 3 to Emergency Support Function #5**

**PRIMARY EOC STAFFING**

**Skeletal Staffing**

Emergency Management Coordinator  
 Police Chief or designee  
 Message Clerk  
 Phone Operator

**Full Staffing**

Emergency Management Coordinator  
 Director of Emergency Management  
 Chief of Police or Designated Person  
 Fire Chief or Designated Person  
 Rescue Squad Captain or Designated Person  
 Health District Representative  
 Social Services Representative  
 Red Cross  
 Message Clerks  
 PIO Officer  
 Public Works Director or designee  
 City Attorney Representative  
 Superintendent of Schools or designee

**Messengers**

Status Board/Map Assistants  
 Plotter Security  
 Phone Operators

**Public Information/Rumor Control**

Public Information Officer  
 Phone Operators  
 Message Clerk  
 Messenger  
 Security

**Tab 6 to Emergency Support Function #5**

**EOC MESSAGE FORM**

**Message forms should be located in the Emergency Operation Center**

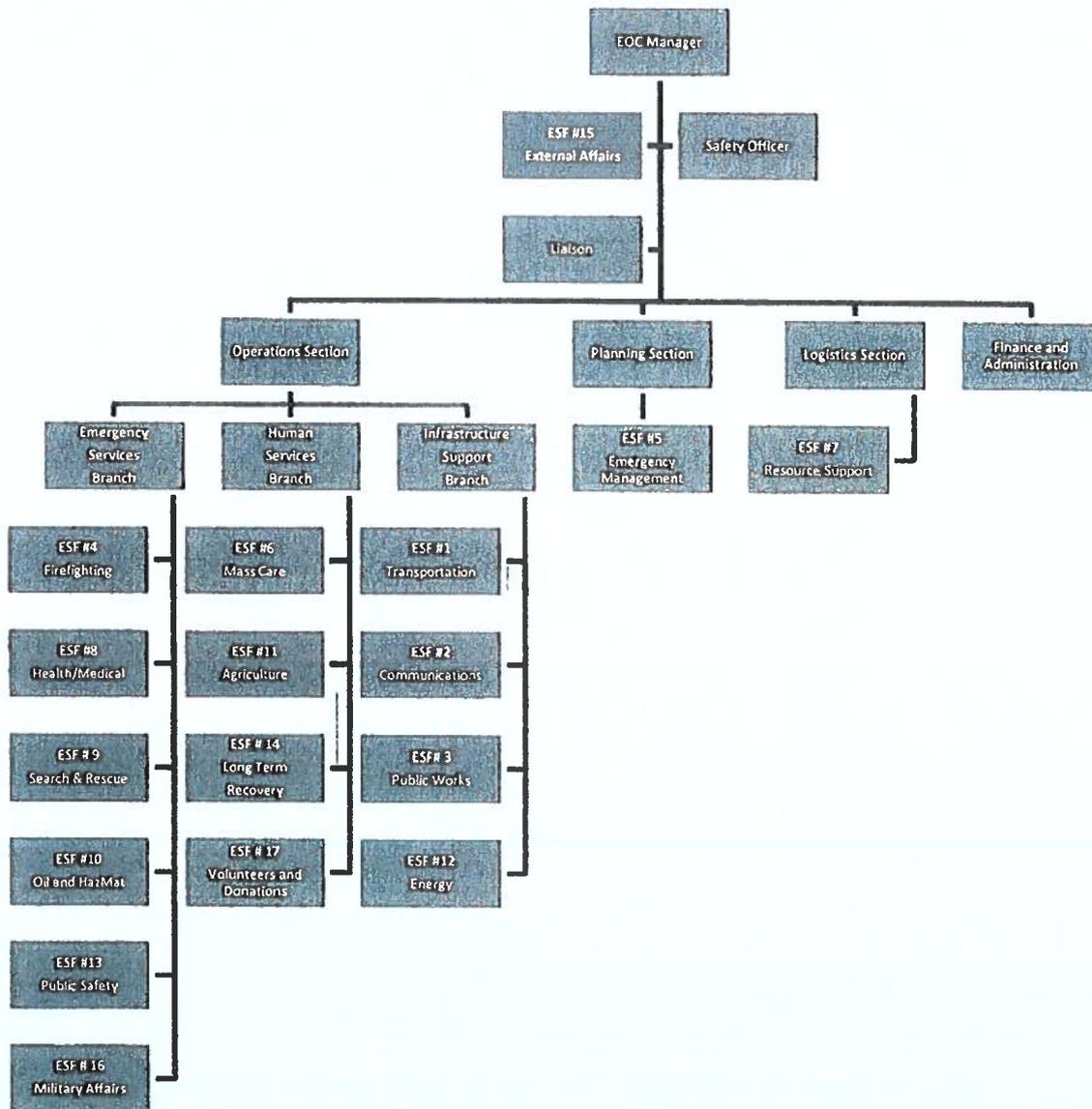
**Tab 9 to Emergency Support Function #5  
INCIDENT COMMAND SYSTEM**

**Emergency Operations Center (EOC) Structure**

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

The Incident Command System ensures:

- Manageable span of control (3 to 7 staff; optimum is 5);
- Personnel accountability (each person reports to only one person in the chain of command); and
- Functional positions staffed only when needed (responsibilities for any positions that are not staffed remain with the next higher filled position)



## Emergency Support Function #6 – Mass Care, Housing, Human Resources

### Primary Agencies

Department of Social Services  
Director: Christine Blair

### Secondary/Support Agencies

American Red Cross Contact (Patty Tauscher Patty@redcrossmec.com) , (Shiela Collins 276-395-2138) MOU is current and valid  
Emergency Services  
City of Norton Public Schools/Superintendent  
Local Recovery Task Force  
Virginia Department of Health  
Virginia Department of Behavioral Health and developmental Services  
Virginia Voluntary Organizations Active in Disaster (VVOAD)

## Introduction

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

### Policies:

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

### Scope:

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

The services and programs may include the following:

- Sheltering
- Food service
- Emergency First Aid
- Counseling
- Family Assistance Center (FAC)
- Reunification Services
- Virginia Criminal Injuries Compensation Fund

## Concept of Operations

### General:

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

City of Norton has pre-determined shelter locations in the event of a large disaster requiring an evacuation. The following services may be offered at these locations:

### Sheltering

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

### Feeding

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

### Emergency First Aid

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

### Counseling

- Provide counseling through local government services if it appropriate based on the scale of the emergency and the capabilities of the counseling services.
- Events in which there are mass casualties and injuries that exceed local governments resources and capabilities can contact the following agencies:

**City of Norton Emergency Operations Plan**

- Outside counseling can be provided via the Department of Criminal Justice's Victims' Services Section, and the Department of Mental Health, Mental Retardation, and Substance Abuse Services, Emergency Mental Health Section, and activated via the local government.

**Security**

- The City of Norton Police Department has the responsibility for coordinating security during a disaster.
- Secure evacuated areas.
- Provide security to shelter(s)

**Transportation**

- City of Norton Emergency Management and City of Norton Schools have the responsibility to coordinate transportation during an emergency event.
- Ensure that residents are transported and sheltered safely.
- Ensure that transportation for people with functional needs is available.
- *Refer to ESF #1 for details regarding Transportation*

**Tab 1 to Emergency Support Function #6  
Designated Shelter**

**Contact information for shelters is located at Norton Emergency communications Center**

<b>Facility Information</b>	<b>Contact Person(s) and Information</b>	<b>Capacity</b>	<b>Pet Friendly (Y/N)</b>	<b>Back Up Power (Y/N)</b>
Norton Elementary School	Gina Wohlford	?	?	N
John I Burton High School	Aaron Williams	?	?	N
Hotel Norton	Fred Ramey	150 +/-	Y	Y
Norton Community Center	Shelly Knox	100+/-	?	N

*Table 6.1 – Shelter Locations*

**Tab 2 to Emergency Support Function #6  
Shelter Registration Form**

<b>American Red Cross</b>	<b>DISASTER SHELTER REGISTRATION</b>
Family Last Name: _____	Shelter Location: _____
Family Member(s): _____ _____ _____	Shelter Telephone No: _____ Date of Arrival: _____
	Pre-Disaster Address & Telephone No: _____ _____ _____
Please note any special medical conditions and age _____	
Post-Disaster Address & Telephone No: _____ _____	Date/Time Left Shelter: _____
Number of Children in Family: _____	
Pet(s) (Include Name, Breed, Type, & Location): _____ _____	_____ Signature
Family Member not in Shelter (Location if Known) _____ _____	I do, do not, authorize release of the above information concerning my whereabouts or general condition.
SHELTER MASTER FILE	AMERICAN RED CROSS FORM 5972 (5-79)

This "Disaster Shelter Registration" form (#5972) is the standard form used in all American Red Cross Shelter Centers. It is a four-part carbon form with the back copy made of card stock. Copies are distributed within the Shelter Center for various functions such as family assistance and outside inquiry. This form should be kept on hand locally in ready-to-go Shelter Manager Kits. It is available from the American Red Cross National Office through local chapters. They recommend keeping 150 forms for every 100 expected shelters.

## Emergency Support Function #7 - Resource Support

### Primary Agencies

Finance Department

### Secondary/Support Agencies

Emergency Management

Public Works

American Red Cross

Department of Social Services

Virginia Department of Emergency Management

### Introduction

#### Purpose:

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

#### Scope:

- City of Norton will determine what resources are available and identify potential sites for receiving, storing, and distributing resources if outside assistance is needed;
- Resource support may continue until the disposition of excess and surplus property is completed; and
- During an incident if demand for resources exceeds the locality's capabilities, then outside requests will be made based on Memorandum of Understanding (MOU), Mutual Aid agreements and local/state policy.

#### Policies:

- City of Norton will use their own resources and equipment during incidents and will have control over the management of the resources as needed to respond to the situation;
- Individuals involved in distributing and/or obtaining resources will be aware of emergency procurement policies and have the authority to do so in an emergency situation;
- Each department with an emergency management role will be responsible for identifying its resources that could be used in an emergency; and
- The Emergency Operations Plan (EOP) reflects state policy, regarding requesting resources based when that policy is determined.

### Concept of Operations

#### General:

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

#### Organization:

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

### *Actions/Responsibilities*

- Designate local department(s) within the community responsible for resource management;
- Develop resource lists that detail type, location, contact arrangements, and acquisition procedures for critical resources;
- Prepare mutual aid agreements with local, and surrounding jurisdictions to aid the locality;
- Develop SOPs to manage the processing, use, inspection, and return of resources coming to the locality;
- Identify actual or potential facilities and ensure they are ready and available to receive, store, and distribute resources (government, private, donated);
- Develop training/exercises to test plan, and to ensure maximum use of available resources and understanding of policies to obtain resources from outside the locality;
- Develop and maintain a detailed list of available community resources; and
- Ensure the community is aware of available resources.

## **Emergency Support Function # 8 – Public Health and Medical Services**

### **Primary Agencies**

Health District  
Emergency Services (Local Health Emergency Coordinator Sydney Manis)

### **Secondary/Support Agencies**

Department of Social Services  
Community Services Board  
General Services-Environmental Services  
Norton Community Hospital  
Mountain View Medical Center  
Lonesome Pine Hospital  
Norton Police Department  
American Red Cross  
Virginia Department of Environmental Quality  
Virginia Department of Health (Department of Emergency Medical Services, Environmental Health, Medical Examiner's Office and other Department of Health agencies as needed)  
Virginia Department of Agriculture and Consumer Services

(Contact Information is available at City of Norton Emergency Communications Center)

### **Introduction**

- The purpose of ESF # 8 is to provide health and medical services to the residents of City of Norton during and/or after an emergency situation.

### **Purpose:**

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

### **Scope:**

- An all hazards approach based on City of Norton's ability to provide medical resources; and
- When an incident exceeds the local capabilities, outside assistance will be requested through MOUs, Mutual Aid Agreements, including Statewide Mutual Aid and the coordination of this plan with the Health District Emergency Response Plan and the Southwest Virginia Emergency Medical Services Response Plan.

### **Policies:**

- Internal policies and procedures and regulations;
- Privacy policies and laws with regard to provision of medical care;
- Policies regarding provision of first aid and health care; and
- EMS vehicles are dispatched primarily through the City Communication Center, but each provider may also be dispatched through their station.

## **Concept of Operations**

### **General:**

- City of Norton will respond with available resources as designated in the plan;

**City of Norton Emergency Operations Plan**

- Support and assistance from neighboring local governments and state agencies will be requested based on mutual aid agreements and coordination with other agency's plans; and
- If the EOC is activated during the response, representatives of this ESF will be assigned to the EOC.

**Responsibilities/Actions**

- Provide personnel, equipment, supplies and other resources necessary to coordinate plans and programs for a medical response during an incident;
- Designate an individual to coordinate medical, health, and rescue services;
- Coordinate and develop SOPs for personnel in this ESF;
- Develop and maintain procedures for providing a coordinated response with local government and private organizations;
- Maintain a roster of key officials in each medical support area;
- Review emergency plans with local governments; and
- Implement mutual aid agreements as necessary.

**Tab 1 to Emergency Support Function #8**

**EMERGENCY MEDICAL SERVICES PROVIDERS**

*(Contact List is available at City of Norton Emergency Communications Center)*

**Tab 2 to Emergency Support Function #8**

**Hospitals, Clinics, Medical Facilities and Personnel**

<b>Facility</b>	<b>Address</b>	<b>Phone Number(s)</b>	<b>Contact Person</b>	<b>Personnel</b>
LENOWISCO Health District	134 Roberts Street, SW Wise, Virginia 24293	276-328-8000	Dr. Sue Cantrell M.D.	
Norton Community Hospital	100 15th Street NW Norton, VA 24273	276- 679-9600		
Mountain View Medical Center	3 <sup>rd</sup> Street Northwest Norton, VA 24273	276-679-9171		

*Table 8.2 - Hospitals*

**Tab 3 to Emergency Support Function #8  
Emergency MEDEVAC Services**

*(Contact List is available at City of Norton Emergency Communications Center)*

**Tab 4 to Emergency Support Function #8  
Western District Office of the Chief Medical Examiner**

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

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

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

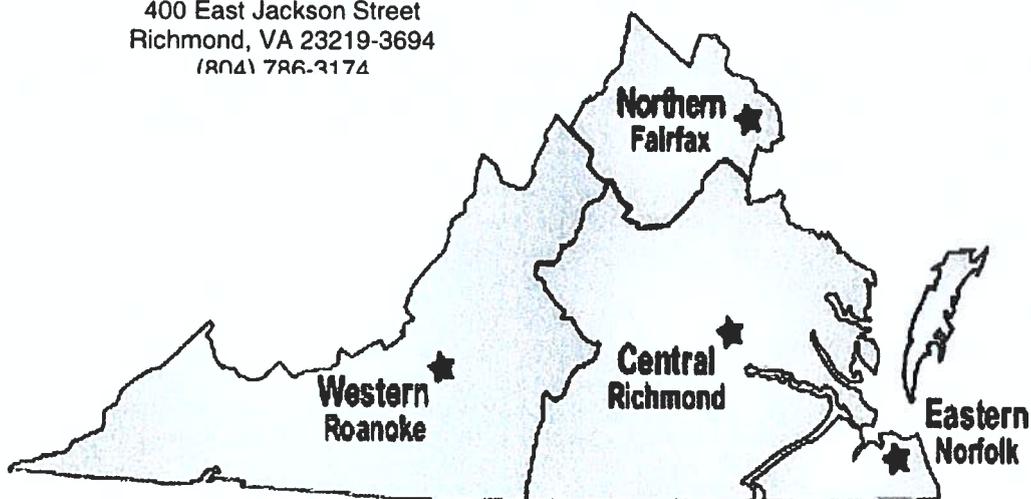
**Tab 5 to Emergency Support Function #8  
Virginia Medical Examiner Districts**

**COMMONWEALTH OF VIRGINIA**

**DEPARTMENT OF HEALTH**

**OFFICE OF THE CHIEF MEDICAL EXAMINER**

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



OFFICES OF THE MEDICAL EXAMINER

**Central District (Richmond)**

400 East Jackson St  
Richmond, VA 23219-3694  
804-786-3174

**Eastern District  
(Norfolk)**

830 Southampton  
Avenue  
Suite  
100  
Norfolk, VA  
23510

(757) 683-836

**Northern District (Fairfax)**

9797 Braddock Road  
Fairfax, VA 22032-1700  
703-764-4640

**Western District (Roanoke)**

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

## Emergency Support Function #9 - Search and Rescue

### **Primary Agencies**

Norton Police Department Lead Law Enforcement Official is Lead (Police Chief or Sheriff)  
 Norton Office of Emergency Management: Coordinator  
 Norton Fire Department: Fire Chief  
 Norton Rescue Squad: Captain

### **Secondary/Support Agencies**

Emergency Management: Coordinator  
 Black Diamond Search and Rescue Council:  
 Virginia Department of Emergency Management: Regional Coordinator  
 Volunteer Search and Rescue Groups  
 Civil Air Patrol

## Introduction

### **Purpose:**

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

### **Scope:**

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

### **Policies:**

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

## Concept of Operations

### General:

Norton Police Department and or Wise County Sheriff's Office will be the lead in any search involving a missing person or missing persons. Virginia State Police will be the lead agency involving searches for downed aircraft.

### Organization:

Norton Police Department followed by Norton Office of Emergency Management with the assistance of Virginia Department of Emergency Management will be the primary agencies in any search and rescue operation. The Norton Rescue Squad, Norton Fire Department, Norton Police Department, public works and environmental services will assist when required for structural evaluation of buildings and structures (ESF #3). Local Law Enforcement will be the primary agency in any ground searches. The local chapter of the American Red Cross will assist with support efforts during searches such as mass care feeding; sheltering; bulk distribution; logistics; and health and mental health services for rescue workers, support personnel, and the victims. The LENOWISCO Health District will advise of any PPE requirements or other precautions to take due to a CBRN event or other incident where precautionary steps must be taken to protect their lives and others as well as the environment.. The Department of Public Works and Environmental Services will assist with any equipment, maps, staff, and vehicles. In a secondary role local law enforcement will assist with perimeter security, communications, and assistance as required. The Norton Fire Department and Rescue Squad as a secondary role will provide medical resources, equipment and expertise.

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

## Actions

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

## Responsibilities

- Manages search and rescue task force deployment to, employment in, and redeployment from the affected area;
- Coordinates logistical support for search and rescue during field operations;
- Develops policies and procedures for effective use and coordination of search and rescue;
- Provides status reports on search and rescue operations throughout the affected area;
- **Request further assistance from the Virginia Department of Emergency Management for additional resources.**

**Tab 1 to Emergency Support Function #9  
Search and Rescue Resources and Personnel**

<b>Resource Provider</b>	<b>Address</b>	<b>Phone Number(s)</b>	<b>Contact Person</b>	<b>Personnel</b>
Black Diamond Search and Rescue Council	Marion, Va.	804-674-2400	Mike Maggard	?
Wise County Search and Rescue	Norton, Va.	276-220-7612	Mike Maggard	
Virginia Department of Emergency Management	Richmond	804-674-2400	Bryan Saunders Mark Eggaman Billy Chrimes	

## Emergency Support Function #10 -Oil and Hazardous Materials

### Primary Agencies

Fire Department  
Emergency Management

### Secondary/Support Agencies

Virginia Department of Emergency Management  
Virginia Department of Environmental Quality  
Environmental Protection Agency  
Police Department  
EMS

### Introduction

The Norton Fire Department will be contacted immediately and the Fire Chief will assume primary operational control of all hazardous materials incidents.

Mutual Aid Agreements with neighboring jurisdictions may provide support to the fire department, depending on their capabilities.

### Scope:

- The initial response will be handled by the local fire department.
- Local fire departments have some capability to support a hazard material response.
- State agencies may be called upon depending on the nature of the incident

### Policies:

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

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

## Concept of Operations

### General:

**The City of Norton maintains a separate volume of this annex that defines the roles and responsibilities during an oil and hazardous materials incident.**

### Organization:

- The Fire Chief or designee will assume primary operational control of all hazardous materials incidents;
- Mutual aid agreements between the community and the local government will be implemented;
- The local fire chief may request Virginia Department of Emergency Management's (VDEM) Regional Hazardous Materials Officer and Wise County Regional Haz-Mat Response Team
- The fire chief will determine the need to evacuate or shelter in place.
- Law enforcement may coordinate the evacuation of the area.
- ESF# 2 and ESF# 15 will coordinate the dissemination of public information.

**Actions/Responsibilities:**

- Review procedures for hazard material incident.
- Develop procedures aimed at minimizing the impact of an unplanned release of a hazardous material to protect life and property;
- Conduct training for personnel in hazardous materials response and mitigation;
- Follow established procedures in responding to hazardous materials incidents;
- Record expenses

## Emergency Support Function # 11 – Agriculture and Natural Resources

### Primary Agencies

VPI Cooperative Extension Service  
 Animal Care and Control  
 Virginia Department of Agriculture and Consumer Services  
 Virginia Department of Social Services

### Secondary/Support Agencies

Health District  
 Department of Social Services  
 Red Cross  
 Local/Regional Food Banks  
 Virginia Voluntary Organizations Active in Disaster (VVOAD)  
 Federation of Virginia Food Banks  
 Virginia Department of Game and Inland Fisheries (VDGIF)

### Introduction

#### Purpose:

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

#### Scope:

Determined based on the local capabilities and include:

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

### *Concept of Operations*

#### General:

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

**Organization:**

The Emergency Manager will determine what tasks are to be completed and designate the appropriate agency and individuals by titles that are responsible for:

- Assessing damage to facilities and infrastructure;
- Assessing current food supply of community and determine if safe for human consumption;
- Assessing sensitive areas on community, such as plant and animal laboratories, to ensure secure; and
- Conducting inventory of sensitive items, in regard to agriculture and horticulture.

**Actions**

These items may vary based on local capabilities and the type and magnitude of the emergency event.

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

**Responsibilities**

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

**Tab 1 to Emergency Support Function #11**  
**EMERGENCY FOOD CONSUMPTION STANDARDS**

Per Person  
 Food Groups and Food Items per Week Standard

Meat and Meat Alternatives (red meat, poultry pounds, fish, shellfish, cheese, dry beans, peas, and nuts)	3
Eggs	6
Milk (pints)	7
Cereals and cereal products (flour including mixes, bakery products, cornmeal, rice, macaroni, and breakfast cereals)	4
Fruits and vegetables (fresh and frozen)	4
Food fats and oils (butter, margarine, lard, shortening pound and salad and cooking oils)	0.5
Potatoes (white and sweet)	2
Sugars, syrups, honey, and other sweets	0.5
Total (equivalent pounds per week):	27.0 lbs

## Emergency Support Function # 12 – Energy

### Primary Agencies

Emergency Management  
Secondary/Support agencies

State Corporation Commission (SCC)

Virginia Department of Mines, Minerals, and Energy (DMME)

### Introduction

#### **Purpose:**

Estimate the impact of energy system outages in the locality.

Make decisions about closings based on:

- Duration of the outage;
- If portions of the locality are affected or if it the entire community;
- Ability to be operational; and
- Current weather conditions;

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

#### **Scope:**

- ESF #12 will collect, evaluate, and share information on energy system damage.
- Estimate the impact of energy system outages in the community.

Provide information concerning the energy restoration process such as:

- Projected schedules;
- Percent completion of restoration; and
- Determine schedule for reopening facilities.

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

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

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**City of Norton Emergency Operations Plan**

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**Policies:**

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

**Concept of Operations****General:**

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

Generation capacity shortfalls are a result of:

- Extreme weather conditions; disruptions to generation facilities.

Other energy shortages (such as petroleum products) may result from:

- Extreme weather
- Strikes
- International embargoes
- Disruption of pipeline system
- Terrorism

And can impact transportation and industrial uses

Other Impacts:

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

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

**Organization:**

City of Norton may activate its EOC in order to:

- Provide for the health and safety of individuals affected by the event;
- Comply with local and state actions to conserve fuel, if needed;
- Coordinate with local governments and utility providers to provide emergency information, education, and conservation guidance to the citizens;
- Coordinate information with local, state, and federal officials and energy;
- Coordinate with suppliers about available energy supply recovery assistance; and
- Submit requests to the Virginia Emergency Operations Center (VEOC) for fuel and power assistance, based on current policy.

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

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

**Actions**

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

**Responsibilities**

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

**Tab 1 to Emergency Support Function #12  
Utility Providers**

<b>Utility Provide</b>	<b>Address</b>	<b>Phone Number(s) &amp; 24-Hour Contact</b>	<b>Contact Person</b>
ODP/ KU/ LG&E	1000 Park Ave Norton	Office-276-679-4853 Cell-276-393-0467 Pager-276-973-4805	Stewart Spradlin Manager Operations Center
Comcast Cable		877-249-7306	National Compliance Center for urgent situations
Water		Plant-276-679-1205 Cell-On File @ECC	Andrew Greear
Verizon		800-451-5242 908-306-7501 908-306-7491 908-306-7492	Law Enforcement Resource Team  for urgent situations
At&T		800-635-6840 Option 4	National Compliance Center for urgent situations

## Emergency Support Function # 13 – Public Safety and Security

### Primary Agencies

City of Norton Police Department  
Norton Emergency Management

### Support Agencies

Norton Fire Department  
Norton Rescue Squad  
Wise County Sherriff's Department  
Virginia Department of Transportation (VDOT)  
Virginia State Police (VSP)

## Introduction

### Purpose:

- Maintain law and order;
- Provide public warning;
- Provide for the security of critical facilities and supplies, including shelters;
- Provide a "safe scene" for the duration of a disruptive incident;
- Provide access control to evacuated areas or critical facilities;
- Traffic control, as needed
- Leads ground search and rescue operations; and
- Assists with the identification of the dead.

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

- Law or regulation may require involvement of state or federal agencies due to circumstances of the event (e.g. a terrorist event); and
- If the locality is impacted by a larger event that affects the region.

### Scope:

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

### Policies:

- The City of Norton Police Department will retain operational control;
- The operational plan will be coordinated with the local government's plan pursuant to Code of Virginia;
- Law enforcement will coordinate the response with other ESFs on the details of the events;
- Coordinate with Emergency Management to identify areas of potential evacuation;
- The City of Norton has in place appropriate MOUs and Mutual Aid agreements; and
- The plan and the incident command staff may become subordinate if other organizations are called upon.

## *Concept of Operations*

### **General:**

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

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

### **Organization:**

- Local Law Enforcement may utilize interoperable communications channels during disasters;
- Designate areas that need to be evacuated;
- Provide traffic control and security; and
- Coordinate with outside law enforcement if the event exceeds the local capability.

## *Actions/Responsibilities*

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

**Tab 1 to Emergency Support Function #13  
ENTRY PERMIT TO ENTER RESTRICTED AREAS**

1. Entry Permits will be located at the Emergency Operations Center if needed

**Tab 2 to Emergency Support Function #13**

**WAIVER OF LIABILITY**

**Waiver of Liability Forms will be located at the Emergency Operations Center if needed**

**Tab 3 to Emergency Support Function #13**

**Law Enforcement Resources**

*(Maintain a list of available law enforcement resources and personnel)  
(Resource List is available at City of Norton Emergency  
Communications Center)*

## *Emergency Support Function #14 – Long Term Recovery*

### *Primary Agencies*

Emergency Management

### *Department of Social Services*

### *Secondary/Support Agencies*

Building Official's Office  
 Zoning and Planning Office  
 American Red Cross  
 Virginia Voluntary Organizations Active in Disaster (VVOAD)  
 Public Affairs  
 City Attorney  
 Local Disaster Recovery Task Force

## **Introduction**

### **Purpose:**

To facilitate both short term and long term recovery following a disaster. The recovery process begins with an impact analysis of the incident and support for available programs and resources and to coordinate programs to assist in the comprehensive economic, social, and physical recovery and reconstruction of the community impacted by the emergency.

### **Scope:**

ESF #14 support may vary depending on the magnitude and type of incident and the potential for long term and severe consequences. ESF #14 will address significant long-term impacts in the affected area on housing, business and employment, community infrastructure, and social services. The full scope of services provided will depend on local capabilities and resources.

### *Policies:*

- **ESF #14 will begin the recovery process for any disaster with the implementation of short term disaster relief programs by non-governmental organizations and federal and state programs authorized by a presidential declaration of major disaster.**
- The initiatives of the Governor and the Economic Crisis Strike Force will be tailored for the needs of the impacted communities and will utilize new and existing programs.
- Long-term recovery and mitigation efforts are forward-looking and market-based, focusing on permanent restoration of infrastructure, housing, and the local economy, with attention to mitigation of future impacts of a similar nature, when feasible.
- Federal agencies may be requested to continue to provide recovery assistance under independent authorities to the state and local governments; the private sector; and individuals, while coordinating activities and assessments of need for additional assistance.

## *Concept of Operations*

### *General:*

The recovery phase addresses broad recovery and reconstruction which deals with more permanent and long-term redevelopment issues.

The recovery and reconstruction component, deals with housing and redevelopment, public works, economic development, land use, zoning, and government financing.

The recovery analysis process is comprised of the following phases: reentry, needs assessment, damage assessment, the formulation of short- and long-term priorities within the context of basic needs and available resources, and the identification and implementation of appropriate restoration and development strategies to fulfill priorities established, as well as bring about an effective recovery program.

The process to request and receive federal assistance will be the same as all other natural or man-made disasters. The Virginia Department of Emergency Management will be the coordinating state agency in the recovery process, and FEMA will be the coordinating federal agency. Utilizing the preliminary damage assessment information collected, short-term and long-term priorities are established and recovery strategies developed in coordination with other state agencies, local governments, the federal government, and private industry.

Long-term strategies would strive to restore and reconstruct the post-disaster environment to pre-existing conditions. Federal and state agencies will provide technical assistance to localities in the long-term planning and redevelopment process. Regional cooperation and coordination will be stressed and promoted at all levels of government in order to achieve the priorities established and facilitate recovery efforts. The locality will develop strategies in coordination with regional local governments and the Mount Rogers Planning District Commission. Federal and state catastrophic disaster plans will support this effort. Items or actions to be focused on in this phase include:

- Completion of the damage assessment;
- Completion of the debris removal;
- Repairing/rebuilding the transportation system;
- Repairing/rebuilding of private homes and businesses; and
- Hazard Mitigation projects.

### *Organization:*

- The Governor will determine the need for high-level oversight of the process of reconstruction and redevelopment of the impacted area.
- The Governor may activate the Economic Crisis Strike Force (ECSF), led by the Secretary of Commerce and Trade, to organize and direct redevelopment activities.
- The Governor and the Secretary of Commerce and Trade will determine the mission and scope of the Economic Crisis Strike Force based on the sectors of the community that need redevelopment or reconstruction – such as infrastructure, economic structure, human services or special accountability issues.
- The strategy for long-term recovery should encompass, but *not* be limited to, land use, public safety, housing, public services, transportation services, education,.
- The ECSF will establish the organization, plan the strategies, and oversee the efforts to accomplish the mission.

### *Actions/Responsibilities*

- Partner with disaster recovery agencies to implement recovery programs;
- Coordinate the state's participation in recovery operations with FEMA, SBA and other federal agencies co-located in the Joint Field Office or other command center;
- Develop a recovery strategy that addresses, but is not limited to, infrastructure (land-use, transportation, housing, public services), economic development, and human services (public health, medical care, behavioral health services)
- Advise on the recovery implications of response activities and coordinate the transition from response to recovery in field operations;
- Identify appropriate Federal programs and agencies to support implementation of the long-term community recovery plan, ensure coordination, and identify gaps in resources available;
- Avoid duplication of assistance, coordinate to the extent possible program application processes and planning requirements to streamline assistance, and identify and coordinate resolution of policy and program issues, and;
- Determine and identify responsibilities for recovery activities.

## ***Emergency Support Function # 15 – External Affairs***

### **Primary Agencies**

City Manager  
Public Information Officer

### **Secondary/Support Agencies**

Virginia Department of Emergency Management  
Local Television/Radio Stations  
Local Newspaper

### ***Introduction***

#### **Purpose:**

Provide for efficient and coordinated continuous flow of timely information and instructions to the public using all available communications media prior to, during, and following an emergency or disaster.

#### **Scope:**

Provide emergency public information actions before, during, and following any emergency. Potential public information response could involve personnel from all jurisdictions, organizations, agencies, and areas within the affected area. Social Media outlets should be utilized

### **Concept of Operations**

#### **General:**

The Public Information/Affairs Office is responsible for providing the community with information on impending or existing emergencies, to include immediate protective actions they should take such as sheltering or evacuation.

A Joint Information Center (JIC) may be activated, if the situation warrants. The JIC will likely be at an off-site location. Agencies involved will staff telephones and coordinate media activities under the supervision of the EPIO.

All agencies and organizations are responsible for providing the PIO with appropriate timely information about the incident and actions needed to save lives and protect property.

#### **Organization:**

A Public Affairs Officer may be appointed to serve as the primary ESF #15 coordinator. Other local and/or state officials will serve within the JIC.

Additionally, the City of Norton may establish a Community Relations (CR) plan which will include incident specific guidance and objectives at the beginning of the incident. Conducting the CR function is a joint responsibility between local, state, and federal personnel. The composition of field teams should involved a variety of local, state, and federal personnel. These teams assist in the rapid dissemination of information, to identify unmet needs, to establish an ongoing dialogue and information

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exchange, and to facilitate collaborative community, local, state, and federal planning and mutual disaster recovery support.

### Responsibilities/Actions

- Develop standard operations procedures (SOPs) to carry out the public information function;
- Develop and conduct public information programs for community/citizen awareness of potential disasters, as well as personal protection measures for each hazards present;
- Develop Rumor Control Procedures;
- Prepare advance copies of emergency information packages for release through the news media during actual emergencies;
- Brief local news media personnel, community officials, local, state, and federal agencies on External Affairs policies, plans, and procedures;
- Maintain current lists of radio stations, television stations, cable companies, websites, and newspapers to be utilized for public information releases;
- Maintain support agreements and liaison arrangements with other agencies and the new media, if needed;
- Maintain arrangements to provide a briefing room for the media in the vicinity of the EOC or at the location of the disaster;
- Coordinate with VDEM PIO, Governor's Press Secretary and the Secretary of Public Safety to prepare initial press releases;
- Assist with the preparation/transmission of EAS messages, if needed;
- Disseminate news releases and daily Situation Reports from the State EOC via the agency's website;
- Disseminate information to elected officials through the legislative liaison function;
- Establish, with assistance from VDEM and other agencies, the Virginia Public Inquiry Center for the general public to call for information;
- Monitor the media to insure accuracy of information and correct inaccurate as quickly as possible;
- Plan and organize news conferences with the Governors staff, if necessary;
- Provide information to the public about available community disaster relief assistance and mitigation programs;
- Coordinate efforts to provide information to public officials, and;
- Facilitate communications between the public and other agency officials to ensure that affected people have access and knowledge about benefits for which they may be eligible. Communications should include special needs populations and accessible communications.

### Tab 1 to Emergency Support Function #15

#### Emergency Public Information Resources

<b>Newspaper</b>	<b>Address</b>	<b>Contact</b>	<b>Phone Number(s)</b>
Coalfield Progress	725 Park Ave	Suzanne Tate	276-679-1001
<b>Radio Stations</b>	<b>Address</b>	<b>Contact</b>	<b>Phone Number(s)</b>
WAXM	724 Park Ave. NW Norton, VA 24273	Station Manager	276-679-1901
WXBQ	PO Box 1389 Bristol, Va. 24203		276-669-8112
<b>Television Stations</b>	<b>Address</b>	<b>Contact</b>	<b>Phone Number(s)</b>
WCYB Channel 5 Bristol, VA	101 Lee Street Bristol, VA 24201	Bureau Chief	(276) 645-1555 ext. 506
WVVA Channel 6 Bluefield, WV	3052 Big Laurel Hwy Bluefield, WV 24701	News Director	304-325-5487

*Table 15.1 – Media Contacts*

## Tab 2 to Emergency Support Function #15

### Emergency Public Information

#### PIO Prearranged Messages

Release or Spill  
(No explosion or fire)

#### 1. Norton - Public Information Notification of an Incident (Fire and/or Explosion Imminent)

At \_\_\_\_\_ (a.m./p.m.) today, an incident/accident occurred on \_\_\_\_\_

(hwy/street). Certain dangerous materials have been spilled/leaked/released from a tank car/truck. Due to the toxicity of material released to the atmosphere, all traffic on \_\_\_\_\_ (hwy/street) is being rerouted via \_\_\_\_\_ (hwy/intersection) until further notice.

Due to the possibility of an explosion and major fire, all residents living within \_\_\_\_ feet of the site are urged to leave immediately and report to (school, church, etc.).

Follow directions given by emergency workers, State Police, or Police Department.

You will be notified when it is safe to return to your homes. Stay tuned to this station for additional information/instructions.

**Tab 3 to Emergency Support Function #15**

**Emergency Public Information**

**PIO Prearranged Messages**

(FIRE AND/OR EXPLOSION IMMINENT)

2. Norton - Public Information Notification of an Incident (Fire and/or Explosion Imminent)

At \_\_\_\_\_ (a.m./p.m.) today, an accident occurred on \_\_\_\_\_ (hwy/railroad)

at \_\_\_\_\_ (location). All traffic on \_\_\_\_\_

(hwy) is being rerouted via \_\_\_\_\_ (hwy/intersection) until further notice.

Due to the possibility of an explosion and major fire, all residents living within \_\_\_ feet of

the site are urged to leave immediately and report to \_\_\_\_\_ (school,

church, etc.). Follow directions given by emergency workers, State Police, or Police

Department. You will be notified when it is safe to return to your homes. Stay tuned to

this station for additional information/instructions.





**Tab 6 to Emergency Support Function #15**

**Emergency Public Information**

**Sample Health Advisory for Physicians**

DATE: \_\_\_\_\_

TO: All Primary Care Physicians in \_\_\_\_\_  
(area, city, City)

FROM: **LENOWISCO** Health District

SUBJECT: Health Risks Resulting from \_\_\_\_\_  
(event, site & date)

The \_\_\_\_\_ (event) at \_\_\_\_\_ (site) in the City of Norton released chemical particles into the environment in concentrations sufficient to cause health problems in some persons. Individuals suffering from chronic respiratory conditions, the elderly, infants and young children, and other individuals highly sensitive to air pollutants are at increased risk. Although precautions were taken, it is possible that some residents in the area may experience symptoms which are characteristic of over exposure to these chemicals.

Exposure to \_\_\_\_\_ (list name(s) of chemicals involved) should be considered with patients experiencing \_\_\_\_\_.

In addition to specific information on patient's medical condition and treatment, record specific information related to the incident such as patient's location when exposed to contaminants, estimated distance of that location from \_\_\_\_\_, (site of incident) and estimated time of onset of symptoms. Report incidents to the **LENOWISCO** Health District.

For additional information, contact the **LENOWISCO** Health District at 276-328-8000

Tab 6 to Emergency Support Function #15

Emergency Public Information

Sample Health Advisory for Primary Health Care Facilities

DATE: \_\_\_\_\_  
 TO: All Primary Care Facilities in \_\_\_\_\_  
 (area, city, City)  
 FROM: **LENOWISCO** Health District  
 SUBJECT: Health Risks Resulting from \_\_\_\_\_  
 (event, site & date)

The \_\_\_\_\_ (event) at \_\_\_\_\_ (site) in  
 LENOWISCO released chemical particles into the environment in concentrations sufficient  
 to cause health problems in some persons. Individuals suffering from chronic respiratory  
 conditions, the elderly, infants and young children, and other individuals highly sensitive to  
 air pollutants are at increased risk. Although precautions were taken, it is possible that  
 some residents in the area may experience symptoms which are characteristic of  
 overexposure to these chemicals.

Exposure to \_\_\_\_\_ (list name(s) of chemicals involved) should be  
 considered with patients experiencing \_\_\_\_\_.

In addition to specific information on patient's medical condition and treatment,  
 record specific information related to the incident such as patient's location when exposed to  
 contaminants, estimated distance of that location from \_\_\_\_\_ (site of incident),  
 and estimated time of onset of symptoms. Report incidents to the Department of Health.

For additional information, contact the **LENOWISCO** Health District at 276-328-8000

## **Emergency Support Function # 16 – Military Support**

### ***Military Support ESF 16***

*Provides the staffing, functions, and professional expertise for all military support actions as a part of the Virginia Emergency Response Team (VERT) in preparation for and in response to emergencies, natural disasters, or other catastrophic events, or as deemed necessary by the Governor of Virginia.*

- The City of Norton **CANNOT** request National Guard forces. Types of resources may be requested from the VEOC. VEOC will determine the best resource to meet the need of the jurisdiction.
- The Virginia National Guard is only available under a disaster declaration.

## **Emergency Support Function #17 - Volunteer and Donations Management**

*Coordinates solicited and unsolicited volunteers and donations. Maintains agreements with agencies that may provide volunteers and donations in the time of an emergency or disaster.*

- Coordinate with ESF 15 External Affairs to identify process of notifying the public about donations programs and availability.
- Identify potential sites and facilities to manage donated goods and services being channeled into the disaster area.
  - Examples: Churches, Gymnasiums, warehouses, etc.
- Develop procedures for the management, organization, storage, and distribution of donated goods and items.
- Develop and staff a donations hotline for individuals with questions concerning donations and volunteering.
- Summarize how the jurisdiction will organize and maintain a database to track volunteers' (including unaffiliated volunteers) names, addresses, contact information, hours worked, and specialty.
- Discuss coordination with ESF 7 Logistics Management and Resource Support and with Incident Commander for the unplanned arrival of donations and volunteers to the incident site.

**Tab 1 to Emergency Support Function # 17 – Volunteer & Donations Management****Sample Volunteer Registration Form**

- I. Name
  
- II. Social Security Number
  
- III. Organization (if appropriate)
  
- IV. Skill or Specialized Service (i.e., carpenter, heavy equipment operator, medical technician, etc.)
  
- V. Estimated length of time services can be provided in the disaster area
  
- VI. Special tools or equipment required to provide service
  
- VII. Billet or emergency shelter assignment in local area
  
- VIII. Whether or not the group or individual is self-sufficient with regard to food and clothing

## Animal Care, Control and Sheltering Support Annex

### Coordinating Agency

City of Norton Animal Control

### Cooperating Agencies

Emergency Management  
 City of Norton Sheriff's Office  
 Local Veterinarians  
 LENOWISCO Health District  
 Virginia Department of Health, Office of Epidemiology, Division of Environmental Epidemiology  
 Virginia Cooperative Extension Service  
 Virginia Department of Agriculture and Consumer Services (VDACS)  
 Virginia Department of Emergency Management  
 Virginia Veterinary Medical Association  
 Virginia Animal Control Association  
 Animal Welfare/Rescue Organizations

### **MISSION**

***The Animal Care and Control Annex coordinates public and private sector resources to identify and meet animal service needs that may arise during an emergency or disaster. This annex provides basic guidance for all participants in animal related emergency management activities. This includes guidance for all departments and agencies providing assistance in response to a local disaster declaration.***

The emergency mission of animal care and control is to provide rapid response to emergencies affecting the health, safety and welfare of animals. Animal care and control activities in emergency preparedness, response, and recovery include, but are not limited to, companion animals, livestock and wildlife care, facility usage, displaced pet/livestock assistance, animal owner reunification, and carcass disposal.

### **SCOPE**

This annex is applicable to departments and agencies that are participating and responding with assistance or relief to an animal emergency as coordinated by the Department of Animal Control. The *Virginia State Comprehensive Animal Law* provides clear definitions and care requirements under *Virginia Code 3.1-796.66 Definitions*. Partial listings of these definitions are located in Tab 1 of this annex.

### **ASSUMPTIONS**

1. The care and control of non-wildlife and non-feral animals (including household pets, livestock and poultry) is primarily the responsibility of the owner of the animal(s). In times of emergency or disaster, owners may need assistance in the care and control of their animals.
2. Pet-friendly shelters will only shelter those animals defined as household pets.
3. No dogs with a known bite history or previously classified by Animal Control as "Dangerous" or "Potentially Dangerous" will be accepted into a pet-friendly shelter.
4. No dog that shows signs of aggression during initial check-in will be accepted.
5. All dogs and cats must be accompanied by proof of current vaccinations and current rabies tags.
6. No feral cats or wild-trapped cats will be accepted.
7. Animals should be brought to the Pet-Friendly shelter in a suitable cage or on a leash provided by the owner.

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8. Birds must be brought in the owner's cage. Bird breeders with large numbers of birds will need to seek sanctuary elsewhere.
9. Pocket pets (hamsters, gerbils, hedgehogs, sugar gliders, etc.) must be brought to shelter in owner's cage. The cage must be of good material to prevent escape.
10. No reptiles will be accepted.
11. A hazard analysis and vulnerability assessment has been completed which identifies the types of threats, the areas that they threaten, and types and numbers of animals most vulnerable in these areas.
12. The Director of Emergency Manager or the County Administrator may issue an emergency proclamation or disaster declaration. The National Incident Management System (NIMS) will be used to establish the organizational structure.
13. City of Norton Emergency Operations Center may be activated to manage the emergency.
14. Any disaster may potentially have adverse effects on the jurisdiction's animal population or the public health and welfare.
15. State or Federal Assistance to deal with animal emergencies may not be available. Local resources must be utilized before requesting outside assistance.

### POLICIES

Following recent Congressional action on the Pets Evacuation and Transportation Standards (PETS) Act, *S. 2548 and H.R. 3858*, former President George W. Bush signed the historic legislation into law. The PETS Act requires state and local agencies to include animals in their disaster plans.

All Local governments must develop and maintain an animal emergency response plan (SB 787, Animal Emergency Response Plan, 2007 Session) with the assistance of the Virginia Department of Emergency Management.

The Virginia Department of Agriculture and Consumer Services, Division of Animal and Food Industry Services has the responsibility of interpreting and enforcing the regulations pertaining to the health, humane care, and humane handling of livestock, poultry, and companion animals in the Commonwealth.

### CONCEPT OF OPERATIONS

#### ORGANIZATION

The Department of Animal Control is designated as the lead agency for animal care and control. Within Animal Control, the Director is designated as the Coordinator for the management of operations, planning, and training for the animal care and control function.

The Department of Animal Control has primary responsibility for:

- Evacuation, transport, recordkeeping, and sheltering of companion animals
- Medical care for companion animals
- Disposal of dead companion animals
- Capture, quarantine, and/or destruction of infectious, contaminated, and/or hazardous animals

Secondary responsibilities include:

- Disposal of other dead animals
- Aid in providing services for agricultural animals (livestock)

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***City of Norton Emergency Operations Plan***

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The Director of Animal Control and Coordinator of Emergency Management are responsible for developing and implementing the necessary management policies and procedures that will facilitate and ensure a safe, sanitary and effective animal care and control effort. These procedures will be designed to support and expedite emergency response operations, as well as maximize state and federal assistance. Plans and procedures for the Department of Animal Control and supporting agencies define the roles of agencies and support organizations in preparedness, response and recovery of an animal emergency. These plans and procedures establish the

concepts and policies under which all elements of their agency will operate during an animal emergency. They will provide the basis for more detailed appendices and procedures that may be used in a response.

The Director of Animal Control and Coordinator of Emergency Management will coordinate with ESF # 11 and all departments, government entities, and representatives from the private sector who support animal emergency operations. This may involve working with other local jurisdictions that provide mutual aid, state and federal governments, private contractors, local retailers, volunteer organizations, etc. and assuring that all involved have current Memorandums of Agreement with City of Norton in respect to their agreed support.

### **RISK ASSESSMENT**

The Hazard Analysis for the City of Norton identifies flooding and winter storms as primary disaster concerns. The threat of flooding may create the need for mass evacuation of people, pets, and livestock. The risk of flood also creates the potential for severe injury or death to animals and damage to property causing animals to roam at large complicating traffic and other emergency services.

Winter storms and other emergencies may arise in which the plan would in part or entirety be utilized to address situations such as livestock transportation accidents, fires, rabies epidemic, etc.

### **RESPONSIBILITIES**

- Develop and implement plans, policies, and procedures for overarching animal care and control activities, animal recovery, and household pet sheltering during disasters, including Mutual Aid Agreements;
- Develop procedures for public information and education on animal disaster preparedness;
- Maintain current listings of emergency contacts and resources necessary for response to an animal emergency;
- Oversee all activities (mitigation, planning, response and recovery) in regards to emergency animal care and control;
- Develop logistical support to carry out emergency response and recovery actions;
- Maintain an inventory of supplies on hand;
- Protect vital records, critical systems, and essential operations;
- In conjunction with the VPI Extension Service and VDACS, produce and maintain maps/listings with locations of large livestock operations and other special animal facilities identified to include volume, contact information, etc;
- In conjunction with the LENOWISCO Health District and VDACS, produce and maintain plans, policies and procedures regarding Animal Disease Control;
- Train staff and volunteers;
- Conduct or participate in emergency shelter drills and disaster response drills.
- Provide just-in-time training as necessary on task appropriate plans, policies, and procedures;
- Implement Mutual Aid Agreements;
- Document costs to insure federal or state disaster assistance can be sought for reimbursement of disaster related expenditures;
- Large livestock operations will be encouraged to develop emergency procedures and evacuation plans for the animals in the care and custody and provide them to the Emergency Manager and Animal Control Director for comment and review; and
- Citizens will be encouraged to develop household emergency plans that would include their pets in all aspects of response including evacuation and sheltering.

## **ACTIONS**

### **Increased Readiness:**

- Alert personnel (officers and volunteers) to be on call; and
- Monitor situation and prepare public service announcements

### **Mobilization:**

- Alert all personnel;
- Open Support Shelters;
- Activate other resources as needed; and
- Implement evacuation upon command

### **Response:**

- Maintain communication with the EOC, shelters, and related personnel;
- Receive, transport, and care for companion animals;
- Identify, control and/or destroy animals that pose a threat or hazard to citizens, property, and public safety;
- Maintain records;
- Rescue and provide care for sick/injured animals
- Organize food, water, shelter and waste disposal for companion animals in shelters; and
  
- Coordinate with the Health District in regards to zoonotic and epizootic disease.

### **Recovery:**

- Identify and or dispose of dead animals;
- Reunite animals with owners;
  - Provide lists and locations of shelters and animals to public
  - Transport any unclaimed animals to Galax Regional Shelter
  - Follow standard operations for any unclaimed animals
- Provide ongoing shelter options for pets of homeless owners;
- Report disaster related expenses to EOC;
- Provide documentation of injuries, deaths, and rescue operations to EOC;
- Relieve volunteers and personnel as needed; and
- Deactivate Emergency Shelters per direction of EOC.

### **Evaluation:**

- Assess strengths and areas for improvement and provide practical solutions;
- Evaluate staff and volunteer roles and performance; and
- Revise the plan as necessary.

## **Tab 1 to Animal Care and Control Annex DEFINITIONS**

### **Household Pet**

A domesticated animal, such as a dog, cat, rodent, or fish, that is traditionally recognized as a companion animal and is kept in the home for pleasure rather than commercial purposes. This does not include reptiles. (ASPCA Model Pet Policy Guidance)

### **Feral/Stray Domesticated Animals:**

An animal that is typically known as a household pet that is either not with its owners by accident or otherwise or has reverted back to a wild state.

### **Livestock:**

Domesticated animals that may be kept or raised in pens, houses, pastures, or on farms as part of an agricultural or farming operation, whether for commerce or private use. Such animals may include goats, sheep, beef or dairy cattle, horses, hogs or pigs, donkeys or mules, bees, rabbits or 'exotic' animals (those raised outside their indigenous environs) such as camels, llamas, emus, ostriches, or any animal, including reptiles, kept in an inventory that may be used for food, fiber or pleasure.

### **Poultry:**

The class of domesticated fowl (birds) used for food or for their eggs. These most typically are members of the orders Galliformes (such as chickens and turkeys), and Anseriformes (waterfowl such as ducks and geese).

### **Wildlife:**

All animals, including invertebrates, fish, amphibians, reptiles, birds and mammals, which are indigenous to the area and are *ferae naturae* or wild by nature.

### **Exotic Animals:**

Any animal that is not normally domesticated in the United States and wild by nature, but not considered wildlife, livestock or poultry due to status. This includes, but is not limited to, any of the following orders and families, whether bred in the wild or captivity, and also any of their hybrids with domestic species. Listed examples are not to be construed as an exhaustive list or limit the generality of each group of animals, unless otherwise specified.

1. Non-human primates and prosimians – examples: monkeys, baboons, chimpanzees
2. Felidae (excluding domesticated cats) – examples: lions, tigers, bobcats, lynx, cougars, jaguars
3. Canidae (excluding domesticated dogs) – examples: wolves, coyotes, foxes, jackals
4. Ursidae – examples: all bears
5. Reptilia – examples: snakes, lizards, turtles
6. Crocodilia – examples: alligators, crocodiles, caiman
7. Proboscidae – examples: elephants
8. Hyanenidae – examples: hyenas
9. Artiodatyla (excluding livestock) – examples: hippopotamuses, giraffes, camels
10. Procyonidae – examples: raccoons, coatis
11. Marsupialia – examples: kangaroos, opossums
12. Perissodactylea (excluding livestock) – examples: rhinoceroses, tapirs
13. Edentara – examples: anteaters, sloths, armadillos
14. Viverridae – examples: mongooses, civets, genets

**Tab 2 to Animal Care and Control Support Annex  
RESOURCE LIST**

<b>Resources</b>	<b>Quantity</b>	<b>Location</b>
<b>Staff</b>		
<b>Vehicles</b>	1 Chevrolet 1500 Pick up truck	Norton Police Department
<b>Equipment</b>	Several cages and animal capture devices	Norton Police Department
<b>Supplies</b>	Tranquilizer gun with supplies, capture devices	Norton Police Department

*Table SA1.1*

## Tab 3 to Animal Care and Control Support Annex Pet-Friendly Shelter Pet Registration/Discharge Form

Owner Information			
Full Name:		Driver's License Number:	
Street Address:			
City, State, Zip			
Phone Numbers:	Home:	Cell or Alternate:	
Pet Information			
Description of Animal: <input type="checkbox"/> Dog <input type="checkbox"/> Cat <input type="checkbox"/> Other _____		Pet's Name:	Crate Assigned:
<input type="checkbox"/> Intact <b>MALE</b> <input type="checkbox"/> Neutered		<input type="checkbox"/> Intact <input type="checkbox"/> Spayed <b>FEMALE</b> <input type="checkbox"/> In Heat	
Breed:	Color:	Age:	
Distinctive Markings:			
Microchip: <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, number:	
Veterinarian Name:			
Pet Medications - List any medications below that you pet is currently taking			
Name of Medication	Dosage	Purpose	
TO BE COMPLETED BY SHELTER			
Arrival Date:		Departure Date:	
Did the owner provide proof of the following:			Yes
• Written proof of vaccinations during the past 12 months			No
• Proper ID collar and up to date rabies tag. If yes, record Tag # _____			
• Proper ID on all belongings			
• Leash			
• Ample food supply			
• Water/food bowls			
• Necessary medication(s) (ensure medications are listed above)			
• Owner provided cage has owner's name, address, pet name and other pertinent information labeled clearly and securely on the cage			
Registration Agreement			
I understand that I must pick up my pet(s) when leaving the designated shelter or at the closing of the shelter, whichever comes first, or may pet(s) will become property of the local animal control facility and treated as stray(s).			
I, the animal owner signed below, certify that I am the legal owner and request the emergency housing of the pet(s) listed on this form. I hereby release the person or entity receiving the pet(s) from any and all liability regarding the care and housing of the animal during and following this emergency. I acknowledge if emergency conditions pose a threat to the safety of these animals, additional relocation may be necessary, and this release is intended to extend to such relocation.			
I acknowledge that the risk of injury or death to my pet(s) during an emergency cannot be eliminated and agree to be responsible for any additional veterinary expenses which may be incurred in the treatment of my pet(s) outside of the shelter triage. <b><u>I also understand that it is the owner or his/her agent's responsibility for the care, feeding, and maintenance of my pet(s). Check-out is required when departing from the shelter.</u></b>			
I have read and understand this agreement and certify that I am the owner/agent of the above listed animal(s).			
SIGNATURE			
Owner's Signature		Shelter Intake personnel	

**Tab 4 to Animal Care and Control Support Annex**  
**Pet-Friendly Shelter Sites**

<b>Name</b>	<b>Address</b>	<b>Type</b>	<b>Pet Capacity</b>
Wise County/ City of Norton Mobile Emergency Pet Shelter	Wise, Va. 24273	Trailer	?
Russell County Mobile Emergency Pet Shelter	Lebanon, Va. 276-889-8013	Trailer	?

*Table SA1.2*

**Tab 5 to Animal Care and Control Support Annex**  
**Lost Animal Report**

Today's Date		Information Received By	
<b>Owner Information</b>			
Name		Address	
Temporary Address		Phone Number	
Date/Location Where Animal Was Last Seen			
Date Last Seen		Location	
Do You Have A Picture Of The Animal?		Is The Animal Friendly?	
Does The Animal Have A History Of Running Away?			
<b>Animal Description</b>			
Type Of Animal		If A Litter, Number In Litter	
Breed	Size (Small/Medium/Large)	Animal's Name	
Male/Female/Fixed	Tail (Short/Long/Curly/Straight)	Distinguishing Marks	
Fur Length/Coat Type	Colors	Ears (Floppy/Erect)	
Is Animal Wearing A Collar?	Does The Animal Have An ID Tag? Info On Tag?		
Rabies License Number?	Indoor/Outdoor Animal	Cat – Declawed?	
<b>Veterinarian Used</b>			
Name		Phone	
Address		Are Shots Current?	
Animal On Any Medication?		Frequency	
When Was Medication Last Given?			
<b>Contacts</b>			
Who Else Have You Notified That The Animal Is Missing?			
Comments			
<b>Office Use Only</b>			
Lost Animal Matched With Animal ID #		Date Owner Contacted	
Date Animal Reclaimed		Released to Owner Print & Sign Name	
Owner's Drivers License #	State	Phone Number	
<b>Status Of Animal</b>			
Owner Located	Matched At Shelter	Deceased	Unknown After 30 Days

## Damage Assessment Support Annex

### Coordinating Agency

City of Norton Department of Building and Zoning

### Cooperating Agencies

City of Norton Assessor's Office  
 City of Norton Department of Public Works  
 City of Norton Department of Parks and Recreation  
 City of Norton Department of Emergency Management  
 City of Norton Department of Finance  
 City of Norton Sheriff's Office  
 City of Norton Department of Social Services  
 City of Norton Public Schools  
 American Red Cross  
 Amateur Radio Emergency Services  
 Virginia Department of Transportation (VDOT)

### MISSION

The Damage Assessment Support Annex describes the coordinating processes used to ensure the timely and accurate assessment and reporting of damages in the City of Norton after an emergency or disaster. It provides procedures to estimate the nature and extent of the damage and outlines details of the damage assessment process as required by the Commonwealth for determination of the need to request a Presidential Disaster Declaration as outlined in the Stafford Act.

### SCOPE

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

### DEFINITIONS

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

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

### SITUATION

### City of Norton Emergency Operations Plan

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

During the recovery phase of a disaster, Norton will conduct a systematic analysis of the nature of the damage to public and private property, which estimates the extent of damage based upon actual observation and inspection. Damage assessment will be performed on an urgent basis to provide an initial estimate of damage. A damage estimate of public and private property is required for City of Norton to determine actions needed, the establishment of properties, and the allocation of local government resources, and what, if any, outside assistance will be required.

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

1. Individual Assistance (IA)
  - a. Temporary housing;
  - b. Individual and family grants (IFG);
  - c. Disaster unemployment assistance;
  - d. Disaster loans to individuals, businesses and farmers;
  - e. Agricultural assistance;
  - f. Legal services to low-income families and individuals;
  - g. Consumer counseling and assistance in obtaining insurance benefits;
  - h. Social security assistance;
  - i. Veteran's assistance; and
  - j. Casualty loss tax assistance.
2. Public Assistance (PA)
  - a. Debris removal;
  - b. Emergency protective measures; and
  - c. Permanent work to repair, restore or replace road systems, water control facilities, public buildings and equipment, public utilities public recreational facilities, etc.

### ASSUMPTIONS

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

### POLICIES

1. The Initial Damage Assessment (IDA) results will be reported to the Virginia EOC within 72 hours of the incident (WebEOC –primary; Fax or Call – secondary);
2. At the Incident Commander's request, the first priority for damage assessment may be to assess City of Norton structural/infrastructure damage;
3. A Federal/State supported Preliminary Damage Assessment will be conducted in coordination with City of Norton to verify IDA results and determine long-term needs. This data will be used to determine the need for a Presidential Disaster Declaration;
4. An estimate of expenditures and obligated expenditures will be submitted to both City of Norton and the VEOC before a Presidential Disaster declaration is requested;

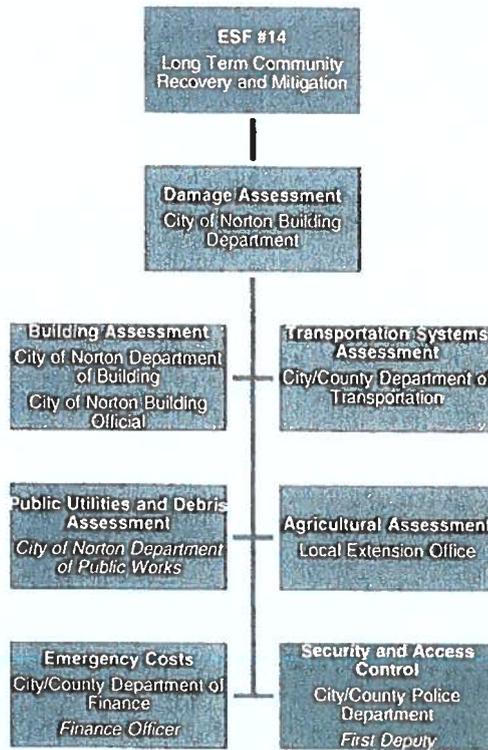
City of Norton Emergency Operations Plan

5. Additional reports will be required when requested by the Emergency Management Director or Emergency Manager depending on the type and magnitude of the incident;
6. Supplies, equipment and transportation organic to each organization will be utilized by that organization in the accomplishment of its assigned responsibility or mission;
7. Additional supplies, equipment and transportation essential to the continued operation of each organization will be requested through ESF #7 (Resource Support) in the EOC;
8. The approval to expend funds for response and recovery operations will be given by the department head from each agency or department involved in recovery operations. Each agency or department should designate a responsible person to ensure that actions taken and costs incurred are consistent with identified missions.

**CONCEPT OF OPERATIONS**

**ORGANIZATION**

The ultimate responsibility of damage assessment lies with the local governing authority. The City of Norton Emergency Manager or his/her designee will be responsible for damage assessments, collection of the data and preparation of necessary reports through the functions of ESF 14, Long Term Community Recovery and Mitigation. Damage assessments will be conducted by qualified, trained local teams under the supervision of the City of Norton Department of Building. The damage assessment teams will be supported by multiple agencies from City of Norton. If the nature of the incident is such that local resources are incapable of assessing the damage, state assistance will be requested through normal resource request procedures to the VEOC.



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

Basic administrative and accountability procedures for any damage assessment activities will be followed as required by County, state and federal regulations. If supplies, materials, and equipment are required, records will be

**City of Norton Emergency Operations Plan**

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maintained in accordance to County, state and federal reporting requirements. All procurement processes will also follow appropriate County procurement policies and regulations, and state and federal policies and regulations as necessary.

**RESPONSIBILITIES**

1. City of Norton Department of Building and Zoning
  - a. Assemble the appropriate team and develop damage assessment plans, policies and procedures;
  - b. Maintain a list of critical facilities that will require immediate repair if damaged;
  - c. Appoint a representative to be located within the EOC to direct damage assessment operations to include operation of the teams, collecting data, and developing accurate and appropriate reports for the City of Norton Emergency Manager;
  - d. Solicit cooperation from companies and local representatives of support agencies to serve as member of damage assessment teams;
  - e. Conduct damage assessment training programs for the teams;
  - f. Coordinate disaster teams conducting field surveys;
  - g. Collect and compile incoming damage reports from teams in the field, from other operations directors, and outside agencies, systems and companies;
  - h. Using existing policies and procedures, determine the state of damaged buildings and place notification/placards as needed;
  - i. Using existing policies and procedures, facilitate the issuance of building permits and for the review and inspection of the site-related and construction plans submitted for the rebuilding/restoration of buildings;
  - j. Assist in the establishment of the sequence of repairs and priorities for the restoration of affected areas;
  - k. Correlate and consolidate all expenditures for damage assessment to the Department of Finance;
  - l. Ensure that there will be an escort available for any State or Federal damage assessments and prepare an area map with the damage sites prior to their arrival.
  
2. City of Norton/Town of Monterey Department of Public Works
  - a. Designate representatives to serve as members of damage assessment teams;
  - b. Participate in damage assessment training;
  - c. Collect and compile damage data regarding public and private utilities, and provide to City/County Department of Building and Zoning within the EOC;
  - d. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.
  
3. Virginia Department of Transportation
  - a. Designate representatives to serve as members of damage assessment teams;
  - b. Participate in damage assessment training;
  - c. Collect and compile damage data regarding public and private transportation resources, and provide to City/County Department of Building and Zoning within the EOC;
  - d. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.
  
4. City of Norton Extension Office
  - a. Designate representatives to serve as members of damage assessment teams;
  - b. Participate in damage assessment training;
  - c. Collect and compile damage data regarding public and private agricultural resources, and provide to City/County Department of Building and Zoning within the EOC;
  - d. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.
  
5. City of Norton Sheriff's Office and Independence Police Department
  - a. Provide security for ingress and egress of the damaged area(s) post-event;

**City of Norton Emergency Operations Plan**

- b. Provide access and security for damage assessment activities with City of Norton.
6. City of Norton Department of Finance
    - a. Collect, report and maintain estimates of expenditures and obligations required for response and recovery activities;
    - b. Maintain accurate records of funds, materials and man-hours expended as a direct result of the incident;
    - c. Report these estimates and obligations to the Emergency Manager for inclusion into the appropriate Public Assistance IDA categories.
  7. City of Norton Emergency Management
    - a. Overall direction and control of damage assessment for City of Norton;
    - b. Reporting of damages to the Virginia EOC within 72 of the incident in the appropriate Initial Damage Assessment format;
    - c. Ensuring appropriate and adequate public information and education regarding the damage assessment process; and
  8. City of Norton Public Information Officer
    - a. Ensures prior coordination with appropriate damage assessment coordination ESFs to provide periodic spot announcements to the public on pertinent aspects of the assessments.

**ACTIONS**

**Mitigation/Prevention:**

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

**Preparedness:**

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

**Response:**

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

**Recovery:**

- Continue damage assessment surveys as needed;
- Advise on priority repairs and unsafe structures;
- Facilitate the issuance of building permits and for the review and inspection of the site-related and construction plans submitted for the rebuilding/restoration of buildings;
- Monitor restoration activities;
- Complete an event review with all responding parties;

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*City of Norton Emergency Operations Plan*

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- Review damage assessment plans, policies and procedures in respect to the recent emergency response. Update as necessary and disseminate;
- Review building codes and land use regulations for possible improvements;
- Review and update the necessary logistical support to carry out emergency tasking. Instruct all departments to replenish used on-hand inventory of supplies;
- Assist the Department of Finance in the preparation and submission of disaster assistance applications to the appropriate state and/or federal agencies for reimbursement of disaster related expenditures.

## **Tab 1 to Damage Assessment Annex Damage Assessment Team Assignments**

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

TEAM ASSIGNMENTS (based on categories in Damage Assessment Form)

### **I. PRIVATE PROPERTY**

#### Category A – Residential/Personal Property

Houses, manufactured homes, apartments, duplexes (identify number of families and units affected) – Include estimate for structures, private bridges, fencing and vehicles/boats.

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

#### Category B – Business and Industry

Industrial plants and businesses (facilities, equipment, materials, commercial vehicles).

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

#### Category C – Agriculture

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

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

### **II. PUBLIC PROPERTY**

#### Category A – Debris Clearance

Debris on roads and streets, on public property, on private property and structure demolition.

Team: Department Heads and additional staff, as needed

#### Category B – Protective Measures

1. Life and safety (all public safety report costs)

Team: Department Heads and additional staff, as needed

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

Team: Department Heads and additional staff, as needed  
Virginia Department of Health

#### Category C – Road Systems

Damage to roads and streets, bridges, culverts, sidewalks, traffic control systems.

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Team: VDOT  
Department Heads and additional staff, as needed

Category D – Water Control Facilities

Damage to dams and drainage systems.

Team: Department Heads and additional staff, as needed

Category E – Public Buildings and Equipment

Damage to buildings, inventory, vehicles and equipment.

Team: Department Heads and additional staff, as needed

Category F – Public Utility Systems

Damage to water plants, dams, sanitary/sewage systems and storm drainage systems.

Team: Department Heads and additional staff, as needed  
Virginia Department of Health – Environmental Health

Category G – Recreational Facilities

Damage to parks, shelters, lighting and equipment.

Team: Parks and Recreation  
Department Heads and additional staff, as needed

**Tab 2 to Damage Assessment Annex  
TELEPHONE REPORT**

<b>LOCAL GOVERNMENT DAMAGE ASSESSMENT - TELEPHONE REPORT</b>					
<b>1. CALLER NAME</b>			<b>2. PROPERTY ADDRESS (include apt. no; zip code)</b>		
<b>3. TELEPHONE NUMBER</b>			<b>4. TYPE OF PROPERTY</b>		<b>5. OWNERSHIP</b>
Home	Work	Cell	<input type="checkbox"/> Single Family <input type="checkbox"/> Multi-Family (usually Apts.) <input type="checkbox"/> Business <input type="checkbox"/> Check here if residence is a vacation home—not a primary residence		<input type="checkbox"/> Own <input type="checkbox"/> Rent <input type="checkbox"/> Lease (business only)
Best time to call	Best number to use				
<b>6. CONSTRUCTION TYPE</b>					
<input type="checkbox"/> Masonry <input type="checkbox"/> Wood Frame <input type="checkbox"/> Mobile Home <input type="checkbox"/> Manufactured <input type="checkbox"/> Other					
<b>7. TYPE OF INSURANCE</b>					
<input type="checkbox"/> Property <input type="checkbox"/> Sewer Back-up <input type="checkbox"/> Flood (Structure) <input type="checkbox"/> Flood (Contents) <input type="checkbox"/> Wind/Hurricane <input type="checkbox"/> None					
<b>8. DAMAGES (Check all that apply)</b>					
HVAC <input type="checkbox"/> Yes <input type="checkbox"/> No   Water Heater <input type="checkbox"/> Yes <input type="checkbox"/> No   Electricity <input type="checkbox"/> On <input type="checkbox"/> Off   Natural Gas <input type="checkbox"/> On <input type="checkbox"/> Off Roof Intact <input type="checkbox"/> Yes <input type="checkbox"/> No   Foundation <input type="checkbox"/> Yes <input type="checkbox"/> No   Windows <input type="checkbox"/> Yes <input type="checkbox"/> No   Sewer <input type="checkbox"/> OK <input type="checkbox"/> Not OK Major Appliances <input type="checkbox"/> Yes <input type="checkbox"/> No   Basement Flooding <input type="checkbox"/> Yes - Depth_Feet   Furnace <input type="checkbox"/> Yes <input type="checkbox"/> No					
<b>9. SOURCE OF DAMAGES</b>					
<input type="checkbox"/> Sewer back-up <input type="checkbox"/> Primarily Flood <input type="checkbox"/> Wind/Wind driven rain <input type="checkbox"/> Tornado Other <input type="checkbox"/> _____					
<b>10. Based on the damages reported, the property is currently</b> <input type="checkbox"/> Habitable <input type="checkbox"/> Uninhabitable					
<b>11. CALLER'S ESTIMATE OF DAMAGES</b>					
REPAIRS		CONTENTS		TOTAL	
\$		\$		\$	
<b>12. COMMENTS</b>					
<b>12. CALL TAKER</b>			<b>13. DATE &amp; TIME REPORT TAKEN</b>		

**Tab 3 to Damage Assessment Annex  
Cumulative Initial Damage Assessment Report**

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

<b>Jurisdiction:</b>									
<b>Date/Time IDA Report Prepared:</b>									
<b>Prepared By:</b>									
<b>Call back number:</b>									
<b>Fax Number:</b>									
<b>Email Address:</b>									
<b>Part I: Private Property CUMULATIVE DAMAGES</b>									
<b>Type Property</b>	<b># Destroyed</b>	<b># Major Damage</b>	<b># Minor Damage</b>	<b># Affected</b>	<b>Dollar Loss</b>	<b>% Flood Insured</b>	<b>% Property Insured</b>	<b>% Owned</b>	<b>% Secondary</b>
<b>Single Dwelling Houses</b> (inc. condo units)									
<b>Multi-Family Residences</b> (count each unit)									
<b>Manufactured Residences (Mobile)</b>									
<b>Business/Industry</b>									
<b>Non-Profit Organization Buildings</b>									
<b>Agricultural Facilities</b>									
<b>Part II: Public Property (Includes eligible non-profit Facilities) CUMULATIVE DAMAGES</b>									
<b>Type of Property</b>							<b>Estimated Dollar Loss</b>	<b>% Insured</b>	
<b>Category A (Debris Removal)</b>									
<b>Category B (Emergency Protective Measures)</b>									
<b>Category C (Roads and Bridges)</b>									
<b>Category D (Water Control Facilities)</b>									
<b>Category E (Public Buildings and Equipment)</b>									
<b>Category F (Public Utilities)</b>									
<b>Category G (Parks and Recreation Facilities)</b>									
<b>TOTAL</b>							\$0.00		
<b>Additional Comments:</b>									

**Tab 4 to Damage Assessment Annex  
Public Assistance Damage Assessment Guidelines**



<b>Category</b>	<b>Purpose</b>	<b>Eligible Activities</b>
<b>A: Debris Removal</b>	Clearance of trees and woody debris; building wreckage; sand, mud, silt, and gravel; vehicles; and other disaster-related material deposited on public and, in very limited cases, private property	<ul style="list-style-type: none"> <li>• Debris removal from a street or highway to allow the safe passage of emergency vehicles</li> <li>• Debris removal from public property to eliminate health and safety hazards</li> </ul>
<b>B: Emergency Protective Measures</b>	Measures taken before, during, and after a disaster to save lives, protect public health and safety, and protect improved public and private property	<ul style="list-style-type: none"> <li>• Emergency Operations Center activation</li> <li>• Warning devices (barricades, signs, and announcements)</li> <li>• Search and rescue</li> <li>• Security forces (police and guards)</li> <li>• Construction of temporary levees</li> <li>• Provision of shelters or emergency care</li> <li>• Sandbagging • Bracing/shoring damaged structures</li> <li>• Provision of food, water, ice and other essential needs</li> <li>• Emergency repairs • Emergency demolition</li> <li>• Removal of health and safety hazards</li> </ul>
<b>C: Roads and Bridges</b>	Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting and signs	<ul style="list-style-type: none"> <li>• Eligible work includes: repair to surfaces, bases, shoulders, ditches, culverts, low water crossings, and other features, such as guardrails.</li> </ul>
<b>D: Water Control Facilities</b>	Repair of irrigation systems, drainage channels, and pumping facilities. Repair of levees, dams, and flood control channels fall under Category D, but the eligibility of these facilities is restricted	<ul style="list-style-type: none"> <li>• Channel alignment • Recreation</li> <li>• Navigation • Land reclamation</li> <li>• Fish and wildlife habitat</li> <li>• Interior drainage • Irrigation</li> <li>• Erosion prevention • Flood control</li> </ul>
<b>E: Buildings and Equipment</b>	Repair or replacement of buildings, including their contents and systems; heavy equipment; and vehicles	<ul style="list-style-type: none"> <li>• Buildings, including contents such as furnishings and interior systems such as electrical work.</li> <li>• Replacement of pre-disaster quantities of consumable supplies and inventory. Replacement of library books and publications.</li> <li>• Removal of mud, silt, or other accumulated debris is eligible, along with any cleaning and painting necessary to restore the building.</li> <li>• All types of equipment, including vehicles, may be eligible for repair or replacement when damaged as a result of the declared event.</li> </ul>
<b>F: Utilities</b>	Repair of water treatment and delivery systems; power generation facilities and distribution lines; and sewage collection and treatment facilities	<ul style="list-style-type: none"> <li>• Restoration of damaged utilities.</li> <li>• Temporary as well as permanent repair costs can be reimbursed.</li> </ul>
<b>G: Parks, Recreational Facilities, and Other Items</b>	Repair and restoration of parks, playgrounds, pools, cemeteries, and beaches. This category also is used for any work or facility that cannot be characterized adequately by Categories A-F	<ul style="list-style-type: none"> <li>• Roads, buildings, and utilities within those areas and other features, such as playground equipment, ball fields, swimming pools, tennis courts, boat docks and ramps, piers, and golf courses.</li> <li>• Grass and sod are eligible only when necessary to stabilize slopes and minimize sediment runoff.</li> <li>• Repairs to maintained public beaches may be eligible in limited circumstances.</li> </ul>

ly states, local government agencies and authorities, public utilities, and certain non-profit organizations may be eligible for Public Assistance grants.  
**Eligibility Criteria:** Virginia Population per latest US Census x annual multiplier for state eligibility; Locality population per latest US Census x annual local multiplier for locality.

Adapted from the *Public Assistance Guide, FEMA 322*; Additional policy information is available at <http://www.fema.gov/government/grant/pa/policy.shtml>

**Tab 5 to Damage Assessment Annex  
Public Assistance Damage Assessment Field Form**

**JURISDICTION:** \_\_\_\_\_ **INSPECTOR:** \_\_\_\_\_ **DATE:** \_\_\_\_\_ **PAGE** \_\_\_\_\_ **of** \_\_\_\_\_

Key for Damage Categories (Use appropriate letters in the 'category' blocks below)		
A. Debris Clearance	D. Water Control Facilities	G. Parks, Recreation Facilities & Other
B. Emergency Protective Measures	E. Public Buildings & Equipment	
C. Roads & Bridges	F. Public Utility System	

SITE #	WORK CATEGORY:	NAME of FACILITY and LOCATION:					
		GPS ( in decimal deg.):					
DAMAGE DESCRIPTION:							
EMERGENCY FOLLOW-UP NEEDED?		Y	N	TOTAL ESTIMATED DAMAGES: \$			
FLOOD INSURANCE		Y	N	PROPERTY INSURANCE	Y	N	NO DATA AVAILABLE (check box)

SITE #	WORK CATEGORY:	NAME of FACILITY and LOCATION:					
		GPS ( in decimal deg.):					
DAMAGE DESCRIPTION:							
EMERGENCY FOLLOW-UP NEEDED?		Y	N	TOTAL ESTIMATED DAMAGES: \$			
FLOOD INSURANCE		Y	N	PROPERTY INSURANCE	Y	N	NO DATA AVAILABLE (check box)

SITE #	WORK CATEGORY:	NAME of FACILITY and LOCATION:					
		GPS ( in decimal deg.):					
DAMAGE DESCRIPTION:							
EMERGENCY FOLLOW-UP NEEDED?		Y	N	TOTAL ESTIMATED DAMAGES: \$			
FLOOD INSURANCE		Y	N	PROPERTY INSURANCE	Y	N	NO DATA AVAILABLE (check box)



Tab 6 to Damage Assessment Annex  
**Individual Assistance Damage Assessment Level  
 Guidelines**

Damage Definitions	General Description	Things to Look For	Water Levels
<b>DESTROYED</b>	<b>DESTROYED</b>	<b>DESTROYED</b>	<b>DESTROYED</b>
Structure is a total loss.  <b><u>Not economically feasible to rebuild.</u></b>	Structure leveled above the foundation, or second floor is gone. Foundation or basement is significantly damaged.	Structure leveled or has major shifting off its foundation or only the foundation remains. Roof is gone, with noticeable distortion to walls.	More than 4 feet in first floor.  More than 2 feet in <b>mobile home</b> .
<b>MAJOR</b>	<b>MAJOR</b>	<b>MAJOR</b>	<b>MAJOR</b>
Structure is currently uninhabitable. Extensive repairs are necessary to make habitable.  <b><u>Will take more than 30 days to repair.</u></b>	Walls collapsed. Exterior frame damaged. Roof off or collapsed. Major damage to utilities: furnace, water heater, well, septic system.	Portions of the roof and decking are missing. Twisted, bowed, cracked, or collapsed walls. Structure penetrated by large foreign object, such as a tree. Damaged foundation.	2 to 4 feet in first floor without basement. 1 foot or more in first floor with basement.  6 inches to 2 feet in <b>mobile home</b> with <b>plywood floors</b> . 1 inch in <b>mobile home</b> with <b>particle board floors</b> .
<b>MINOR</b>	<b>MINOR</b>	<b>MINOR</b>	<b>MINOR</b>
Structure is damaged and uninhabitable. Minor repairs are necessary to make habitable.  <b><u>Will take less than 30 days to repair.</u></b>	Interior flooring / exterior walls with minor damage. Tree(s) fallen on structure. Smoke damage. Shingles / roof tiles moved or missing.	Many missing shingles, broken windows and doors. Loose or missing siding. Minor shifting or settling of foundation. Minor damage to septic system.	2 inches to 2 feet in first floor without basement. 1 foot or more in basement. <b>Crawlspace</b> – reached insulation. <b>Sewage</b> - in basement. <b>Mobile home</b> , "Belly Board" to 6 inches.
<b>AFFECTED HABITABLE</b>	<b>AFFECTED HABITABLE</b>	<b>AFFECTED HABITABLE</b>	<b>AFFECTED HABITABLE</b>
Structure has received minimal damage and is <b><u>habitable without repairs.</u></b>	Chimney or porch damaged. Carpet on first floor soaked. Broken windows.	Few missing shingles, some broken windows. Damage to air conditioning units / etc. Some minor basement flooding.	Less than 2 inches in first floor Minor basement flooding. <b>Mobile home</b> , no water in "Belly Board".

**IDA Tips: Estimating Water Depths**

Brick - 2 1/2 inches per course  
 course                      Stair risers - 7 inches

Lap or aluminum siding - 4 inches or 8 inches per

Concrete or cinder block - 8 inches per course  
 Standard doors - 6 feet 8 inches

Door knobs - 36 inches above floor

Additional information: [www.VAEmergency.com](http://www.VAEmergency.com)  
 Revised 03/13/07 VDEM

Adapted from FEMA 9327.1-PR April 2005

Tab 7 to Damage Assessment Annex

LOCALITY INDIVIDUAL DAMAGE ASSESSMENT FIELD FORM											
Incident Type	Sector			Place Name			IDA Date				
Geographic Area Description							Page #	Of Total Pages			
IDA Team											
		SINGLE FAMILY	MULTI - FAMILY	MOBILE HOME	Total Surveys	% Damaged	% Fl. Inv.	% HD Inv.	% Low Income	Number Impacted	
AFFECTED	OWNER										
	RENTER										
	Secondary										
MINOR	OWNER										
	RENTER										
	Secondary										
MAJOR	OWNER										
	RENTER										
	Secondary										
DESTROYED	OWNER										
	RENTER										
	Secondary										
TOTAL PRIMARY											
TOTAL SECONDARY											
TOTAL (Incl. Secondary)											
ROADS / BRIDGES	Number of Roads / Bridges Damaged			Number of Households Impacted							
UTILITIES	Number of Households Without Utilities			Estimated Date for Utilities Restoration							
Comments											

## Debris Management Support Annex

### Coordinating Agency

Public Works

### Cooperating Agencies

#### *Emergency Management*

Virginia Department of Transportation (VDOT)  
Engineering  
Virginia Department of Health  
Virginia Department of Environmental Quality (DEQ)

### MISSION

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

### SCOPE

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

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

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

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

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

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

### POLICIES

- The debris removal process must be initiated promptly and conducted in an orderly, effective manner in order to protect public health and safety following an incident;
- The first priority will be to clear debris from key roads in order to provide access for emergency vehicles and resources into the impacted area;
- The second priority that debris removal resources will be assigned is providing access to critical facilities pre-identified by state and local governments;

- The third priority for the debris removal teams to address will be the elimination of debris related threats to public health and safety including such things as the repair, demolition, or barricading of heavily damaged and structurally unstable buildings, systems, or facilities that pose a danger to the public; and
- Any actions taken to mitigate or eliminate the threat to the public health and safety must be closely coordinated with the owner or responsible party.

## **CONCEPT OF OPERATIONS**

### **GENERAL**

The Department of Public Works will be responsible for coordinating debris removal operations for the City of Norton. The City of Norton provides residential and commercial solid waste curbside removal on a daily basis and operates a sanitary landfill. Norton will be responsible for removing debris from property under its own authority, as well as from private property when it is deemed in the public interest. Debris must not be allowed to impede recovery operations for any longer than the absolute minimum period. To this end, Public Works will stage equipment in strategic locations locally as well as regionally, if necessary, to protect the equipment from damage, preserve the decision maker's flexibility for employment of the equipment, and allow for the clearing crews to begin work immediately after the incident.

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

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

The City of Norton will be responsible for managing the debris contract from project inception to completion unless the government entities involved are incapable of carrying out this responsibility due to the lack of adequate resources. In these circumstances, other state and federal agencies will be identified to assume the responsibility of managing the debris contract. Managing the debris contract would include such things as monitoring of performance, contract modifications, inspections, acceptance, payment, and closing out of activities.

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

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

Initially, debris will be placed in temporary holding areas until such time as a detailed plan of debris collection and disposal is prepared. This is not anticipated until after the local traffic has been restored. Temporary debris collection sites should be readily accessible by recovery equipment and should not require extensive preparation or coordination for use. Collection sites will be on public property when feasible to facilitate the implementation of the mission and mitigate against any potential liability requirements. Activation of sites will be under the control of the County and will be coordinated with other recovery efforts through the EOC. Where appropriate, final disposal may be to the county's sanitary landfill.

Site selection criteria will be developed into a checklist format for use by these teams to facilitate identification and assessment of potential sites. Criteria will include such factors of ownership of property, size of parcel, surrounding land uses and environmental conditions, and transportation facilities that serve the site.

To facilitate the disposal process, debris will be segregated by type. It is recommended that the categories of debris established for recovery operations will be standardized. The state and its political subdivisions will adapt the categories established for recovery operations by the Corps of Engineers following Hurricane Andrew. The categories of debris appear in Tab 1. Modifications to these categories can be made as needed. Hazardous and toxic materials/contaminated soils, and debris generated by the event will be handled in accordance with federal, state, and local regulations. The area fire chief will be the initial contact for hazardous/toxic materials. (See the County Hazardous Materials Plan.)

## ORGANIZATION

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

Due to the limited quantity of resources and service commitments following the disaster, City of Norton will be relying heavily on private contractors to fulfill the mission of debris removal, collection, and disposal. Utilizing private contractors instead of government workers in debris removal activities has a number of benefits. It shifts the burden of conducting the work from state and local government entities to the private sector, freeing up government personnel to devote more time to their regularly assigned duties. Private contracting also stimulates local, regional, and state economies impacted by the incident, as well as maximizes state and local government's level of assistance from the federal government. Private contracting allows the locality to more closely tailor their contract services to their specific needs. The entire process (e.g., clearance, collection, transporting, reduction, and disposal, etc.) or segments of the process can be contracted out.

## RESPONSIBILITIES

- Develop local and regional resource list of contractors who can assist local government in all phases of debris management;
- Develop sample contracts with generic scopes of work to expedite the implementation of debris management strategies;
- Develop mutual aid agreements with other state agencies and local governments, as appropriate;
- Identify and pre-designate potential debris storage sites for the type and quantity of debris anticipated following a catastrophic event;
- Pre-identify local and regional critical routes in cooperation with contiguous and regional jurisdictions;
- Develop site selection criteria checklists to assist in identification of potential debris storage sites;
- Identify and address potential legal, environmental, and health issues that may be generated during all stages of the debris removal process; VDH Can provide input.
- Identify and coordinate with appropriate regulatory agencies regarding potential regulatory issues and emergency response needs;
- Develop the necessary right-of-entry and hold harmless agreements indemnifying all levels of government against any potential claims;
- Establish debris assessment process to define scope of problem;
- Develop and coordinate prescript announcements with Public Information Office (PIO) regarding debris removal process, collection times, storage sites, use of private contractors, environmental and health issues, etc.;
- Document costs for the duration of the incident;
- Coordinate and track resources (public, private);
- Upon completion of debris removal mission, close out debris storage and reduction sites by developing and implementing the necessary site remediation and restoration actions; and
- Perform necessary audits of operation and submit claim for federal assistance

## Tab 1 to Debris Removal Support Annex

### DEBRIS CLASSIFICATIONS\*

Definitions of classifications of debris are as follows:

1. **Burnable materials:** Burnable materials will be of two types with separate burn locations.
  - a. **Burnable Debris:** Burnable debris includes, but is not limited to, damaged and disturbed trees; bushes and shrubs; broken, partially broken and severed tree limbs and bushes. Burnable debris consists predominately of trees and vegetation. Burnable debris does not include garbage, construction and demolition material debris.
  - b. **Burnable Construction Debris:** Burnable construction and demolition debris consist of non-creosote structural timber, wood products, and other materials designated by the coordinating agency representative
2. **Non-burnable Debris:** Non-burnable construction and demolition debris include, but is not limited to, creosote timber; plastic; glass; rubber and metal products; sheet rock; roofing shingles; carpet; tires; and other materials as may be designated by the coordinating agency. Garbage will be considered non-burnable debris.
3. **Stumps:** Stumps will be considered tree remnants exceeding 24 inches in diameter; but no taller than 18 inches above grade, to include the stump ball. Any questionable stumps shall be referred to the designated coordinating agency representative for determination of its disposition.
4. **Ineligible Debris:** Ineligible debris to remain in place includes, but is not limited to, chemicals, petroleum products, paint products, asbestos, and power transformers.

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

\* Debris classifications developed and used by Corps of Engineers in Hurricane Andrew recovery.

**Tab 2 to Debris Removal Support Annex**

**DEBRIS COLLECTION SITES**

<b>Site</b>	<b>Address</b>
Landfill	
<b>Additional Sites To Be Determined as Needed</b>	

## Tab 3 to Debris Removal Support Annex

### DEBRIS QUANTITY ESTIMATES

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

Determine population (P) in the affected area, using the 2000 Census Data for City of Norton. The assumption of three persons per household (H) is used for this model.

The model formula is as follows:

$$Q = H (C) (V) (B) (S)$$

Where

- Q** is quantity of debris in cubic yards
- H** is the number of households (7,259)
- C** is the storm category factor in cubic yards. It expresses debris quantity in cubic yards per household by category and includes the house and its contents, and land foliage--Category 5 storm Value of C Factor is 80 cubic yards.
- V** is the vegetation characteristic multiplier. It acts to increase the quantity of debris by adding vegetation including shrubbery and trees on public rights of way--Vegetative Cover Heavy - Value of Multiplier is 1.3.
- B** is the commercial/business/industrial use multiplier and takes into account areas that are not solely single-family residential, but includes retail stores, schools, apartments, shopping centers and industrial/manufacturing facilities--Commercial Density Heavy - Value of Multiplier is 1.3.
- S** is the storm precipitation characteristic multiplier which takes into account either a wet, or a dry storm event, with a wet storm, trees will up-root generating a larger volume of storm generated debris (for category III or greater storms only)--Precipitation Characteristic Medium to Heavy - Value of Multiplier is 1.3.

Then  $Q = 7,259 (H) \times 80 (C) \times 1.3 (V) \times 1.3 (B) \times 1.3 (S) = 1.3 \text{ million cubic yards}$

#### References:

Mobile District Corps of Engineers, Emergency Management Branch, Debris Modeling

**Mutual Aid Agreements Annex**

FS Agreement No. 19-CS-11080800-062

Cooperator Agreement No. \_\_\_\_\_

**NON FUNDED CHALLENGE COST SHARE AGREEMENT**  
**Between**  
**CITY OF NORTON**  
**And The**  
**USDA, FOREST SERVICE**  
**GEORGE WASHINGTON JEFFERSON NATIONAL FOREST**

This NON FUNDED CHALLENGE COST SHARE AGREEMENT is hereby made and entered into by and between City of Norton, hereinafter referred to as "Cooperator," and the USDA, Forest Service, George Washington Jefferson National Forest hereinafter referred to as the "U.S. Forest Service," under the authority: Department of Interior and Related Agencies Appropriation Act of 1992, Pub. L. 102-154.

Title: Cooperative Management of High Knob Recreation Assets

**I. PURPOSE:**

The purpose of this agreement is to document the cooperation between the parties to share in the management of the High Knob Recreation Assets recreation areas to contribute to the social and economic well-being of rural communities in Southwest Virginia through the provision of outdoor recreation experiences in accordance with the following provisions and the hereby incorporated Operating and Financial Plan, attached as Attachment A.

**II. STATEMENT OF MUTUAL BENEFIT AND INTERESTS:**

The U.S. Forest Service is a multi-faceted agency that manages and protects 154 national forests and 20 grasslands in 43 states and Puerto Rico. The agency's mission is sustaining the health, diversity and productivity of the Nation's forests and grasslands to meet the needs of present and future generations. The Multiple Use Sustained Yield Act of 1960 requires national forests to be administered for outdoor recreation, range, timber, watershed, and wildlife and fish purposes. USDA strategic goals for 2018-2022 include facilitating rural prosperity and economic development and Forest Service national priorities include "promoting shared stewardship" and "enhancing recreation opportunities, improving access, and sustaining infrastructure".

The City of Norton, Virginia, located at the base of High Knob, is responsible for the locality's long-term future through considerations such as land use, capital improvement plans, and strategic planning with a focus on the social and economic well-being of the area. The City has been actively engaged in initiatives to increase tourism and improve the quality of resident's lives through quality outdoor recreation opportunities.



In Consideration of the above premises, the parties agree as follows:

### III. COOPERATOR SHALL:

- A. **LEGAL AUTHORITY.** Cooperator shall have the legal authority to enter into this agreement, and the institutional, managerial, and financial capability to ensure proper planning, management, and completion of the project, which includes funds sufficient to pay the nonfederal share of project costs, when applicable.
- B. Assist in the management of the Forest Service recreation areas and/or trails, as mutually agreed, according to Forest Service standards.
- C. Provide equipment and trained/certified personnel to perform the management activities.
- D. Assist Forest Service in planning for a sustainable developed recreation and/or trail system which may include developing additional or decommissioning recreation infrastructure, trail segments and related appurtenant facilities.
- E. Facilitate the complete of NEPA analysis for changes to recreation areas and/or trail system and appurtenant facilities for Forest Service decision.
- F. Agree to maintain the management of new trail segments and new appurtenant facilities.

### IV. THE U.S. FOREST SERVICE SHALL:

- A. Make available existing National Forest System recreation areas and trail for use.
- B. Provide advice and oversight related to Forest Service standards related to developed recreation and trail operations and management.
- C. Work with Cooperator and others to plan for a sustainable developed recreation and trail system.

### V. IT IS MUTUALLY UNDERSTOOD AND AGREED BY AND BETWEEN THE PARTIES THAT:

- A. **PRINCIPAL CONTACTS.** Individuals listed below are authorized to act in their respective areas for matters related to this agreement.

#### **Principal Cooperator Contacts:**

<b>Cooperator Program Contact</b>	<b>Cooperator Administrative Contact</b>
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USDA, Forest Service

OMB 0596-0217  
FS-1500-10C

Name: Fred Ramey, City Manager Address: 618 Virginia Ave NW City, State, Zip: Norton, VA 24273-1915 Telephone: 276-679-1160 Email: fredr@nortonva.org	Name: Fred Ramey, City Manager Address: 618 Virginia Ave NW City, State, Zip: Norton, VA 24273-1915 Telephone: 276-679-1160 Email: fredr@nortonva.org
---	---

**Principal U.S. Forest Service Contacts:**

<b>U.S. Forest Service Program Manager Contact</b>	<b>U.S. Forest Service Administrative Contact</b>
Name: John Brandon Olinger Address: 1700 Park Avenue, SW City, State, Zip: Norton, VA 24273 Telephone: 276.679.8370 x222 Email: jolinger@fs.fed.us	Name: JoAnn McGee Address: 2800 N. Ocoee Street City, State, Zip: Cleveland, TN 37312 Telephone: 423.476.9710 Email: jmcgee01@fs.fed.us

**B. NON-FEDERAL STATUS FOR COOPERATOR PARTICIPANT LIABILITY.**

Cooperator agree(s) that any of their employees, volunteers, and program participants shall not be deemed to be Federal employees for any purposes including Chapter 171 of Title 28, United States Code (Federal Tort Claims Act) and Chapter 81 of Title 5, United States Code (OWCP), as Cooperator hereby willingly agrees to assume these responsibilities.

Further, Cooperator shall provide any necessary training to Cooperator's employees, volunteers, and program participants to ensure that such personnel are capable of performing tasks to be completed. Cooperator shall also supervise and direct the work of its employees, volunteers, and participants performing under this agreement.

**C. NOTICES.** Any communications affecting the operations covered by this agreement given by the U.S. Forest Service or Cooperator are sufficient only if in writing and delivered in person, mailed, or transmitted electronically by e-mail or fax, as follows:

To the U.S. Forest Service Program Manager, at the address specified in the agreement.

To Cooperator, at the address shown in the agreement or such other address designated within the agreement.

Notices are effective when delivered in accordance with this provision, or on the effective date of the notice, whichever is later.



- D. **PARTICIPATION IN SIMILAR ACTIVITIES.** This agreement in no way restricts the U.S. Forest Service or Cooperator from participating in similar activities with other public or private agencies, organizations, and individuals.
- E. **ENDORSEMENT.** Any of Cooperator's contributions made under this agreement do not by direct reference or implication convey U.S. Forest Service endorsement of Cooperator's products or activities.
- F. **MEMBERS OF U.S. CONGRESS.** Pursuant to 41 U.S.C. 22, no member of, or delegate to, Congress shall be admitted to any share or part of this agreement, or benefits that may arise therefrom, either directly or indirectly.
- G. **ELIGIBLE WORKERS.** Cooperator shall ensure that all employees complete the I-9 form to certify that they are eligible for lawful employment under the Immigration and Nationality Act (8 USC 1324a). Cooperator shall comply with regulations regarding certification and retention of the completed forms. These requirements also apply to any contract awarded under this agreement.
- H. **SYSTEM FOR AWARD MANAGEMENT REGISTRATION REQUIREMENT (SAM).** Cooperator shall maintain current information in the System for Award Management (SAM). This requires review and update to the information at least annually after the initial registration, and more frequently if required by changes in information or agreement term(s). For purposes of this agreement, System for Award Management (SAM) means the Federal repository into which an entity must provide information required for the conduct of business as a Cooperative. Additional information about registration procedures may be found at the SAM Internet site at [www.sam.gov](http://www.sam.gov).
- I. **NONDISCRIMINATION.** The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, and so forth.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.
- J. **AGREEMENT CLOSEOUT.** Within 90 days after expiration or notice of termination the parties shall close out the agreement.

Within a maximum of 90 days following the date of expiration or termination of this agreement, all reports required by the terms of the agreement must be submitted to the U.S. Forest Service by Cooperator.



**K. PROGRAM MONITORING AND PROGRAM PERFORMANCE REPORTS**

The parties to this agreement shall monitor the performance of the agreement activities to ensure that performance goals are being achieved.

Performance reports must contain information on the following:

- A comparison of actual accomplishments to the goals established for the period where the output of the project can be readily expressed in numbers, a computation of the cost per unit of output, if applicable.
- Reason(s) for delay if established goals were not met.
- Additional pertinent information.

Cooperator shall submit annual performance reports to the U.S. Forest Service Program Manager. These reports are due 90 days after the reporting period.

**L. RETENTION AND ACCESS REQUIREMENTS FOR RECORDS.** Cooperator shall retain all records pertinent to this agreement for a period of no less than 3 years from the expiration or termination date. As used in this provision, records includes books, documents, accounting procedures and practice, and other data, regardless of the type or format. Cooperator shall provide access and the right to examine all records related to this agreement to the U.S. Forest Service Inspector General, or Comptroller General or their authorized representative. The rights of access in this section must not be limited to the required retention period but must last as long as the records are kept.

If any litigation, claim, negotiation, audit, or other action involving the records has been started before the end of the 3-year period, the records must be kept until all issues are resolved, or until the end of the regular 3-year period, whichever is later.

**M. FREEDOM OF INFORMATION ACT (FOIA).** Public access to agreement records must not be limited, except when such records must be kept confidential and would have been exempted from disclosure pursuant to Freedom of Information regulations (5 U.S.C. 552). Requests for research data are subject to 2 CFR 215.36.

Public access to culturally sensitive data and information of Federally recognized Tribes may also be explicitly limited by P.L. 110-234, Title VIII Subtitle B §8106 (2009 Farm Bill).

**N. TEXT MESSAGING WHILE DRIVING.** In accordance with Executive Order (EO) 13513, "Federal Leadership on Reducing Text Messaging While Driving," any and all text messaging by Federal employees is banned: a) while driving a Government owned vehicle (GOV) or driving a privately owned vehicle (POV)



while on official Government business; or b) using any electronic equipment supplied by the Government when driving any vehicle at any time. All Cooperatives, their Employees, Volunteers, and Contractors are encouraged to adopt and enforce policies that ban text messaging when driving company owned, leased or rented vehicles, POVs or GOVs when driving while on official Government business or when performing any work for or on behalf of the Government.

- O. **PUBLIC NOTICES.** It is the U.S. Forest Service's policy to inform the public as fully as possible of its programs and activities. Cooperator is/are encouraged to give public notice of the receipt of this agreement and, from time to time, to announce progress and accomplishments. Press releases or other public notices should include a statement substantially as follows:

"the U.S. Forest Service, Department of Agriculture, George Washington Jefferson National Forest and City of Norton wish to share in the management of the High Knob Recreation Assets recreation areas to contribute to the social and economic well-being of rural communities in Southwest Virginia through the provision of outdoor recreation experiences "

Cooperator may call on the U.S. Forest Service's Office of Communication for advice regarding public notices. Cooperator is/are requested to provide copies of notices or announcements to the U.S. Forest Service Program Manager and to U.S. Forest Service's Office of Communications as far in advance of release as possible.

- P. **REMEDIES FOR COMPLIANCE RELATED ISSUES.** If Cooperator materially fail(s) to comply with any term of the agreement, whether stated in a Federal statute or regulation, an assurance, or the agreement, the U.S. Forest Service may wholly or partly suspend or terminate the current agreement.
- Q. **TERMINATION BY MUTUAL AGREEMENT.** This agreement may be terminated, in whole or part, as follows:
1. When the U.S. Forest Service and Cooperator agree upon the termination conditions, including the effective date and, in the case of partial termination, the portion to be terminated.
  2. By 30 days written notification by Cooperator to the U.S. Forest Service setting forth the reasons for termination, effective date, and in the case of partial termination, the portion to be terminated. If the U.S. Forest Service decides that the remaining portion of the agreement does not accomplish the purpose for which the award/agreement was made, the U.S. Forest Service may terminate the award upon 30 days written notice in its entirety.
- R. **ALTERNATE DISPUTE RESOLUTION – PARTNERSHIP AGREEMENT.** In the event of any issue of controversy under this agreement, the parties may pursue Alternate Dispute Resolution procedures to voluntarily resolve those issues. These



procedures may include, but are not limited to conciliation, facilitation, mediation, and fact finding.

- S. DEBARMENT AND SUSPENSION. Cooperator shall immediately inform the U.S. Forest Service if they or any of their principals are presently excluded, debarred, or suspended from entering into covered transactions with the Federal Government according to the terms of 2 CFR Part 180. Additionally, should Cooperator or any of their principals receive a transmittal letter or other official Federal notice of debarment or suspension, then they shall notify the U.S. Forest Service without undue delay. This applies whether the exclusion, debarment, or suspension is voluntary or involuntary.
- T. MODIFICATIONS. Modifications within the scope of this agreement must be made by mutual consent of the parties, by the issuance of a written modification signed and dated by all properly authorized, signatory officials, prior to any changes being performed. Requests for modification should be made, in writing, at least 30 days prior to implementation of the requested change.
- U. COMMENCEMENT/EXPIRATION DATE. This agreement is executed as of the date of the last signature and is effective through February 28, 2024 at which time it will expire. The expiration date is the final date for completion of all work activities under this agreement.

**VI. APPROVAL.**

AUTHORIZED REPRESENTATIVES. By signature below, each party certifies that the individuals listed in this document as representatives of the individual parties are authorized to act in their respective areas for matters related to this agreement. In witness whereof, the parties hereto have executed this agreement as of the last date written below.

\_\_\_\_\_  
Fred Ramey, City Manager  
City of Norton

\_\_\_\_\_  
Date

\_\_\_\_\_  
Joby Timm, Forest Supervisor  
U.S. Forest Service, George Washington Jefferson  
NF

\_\_\_\_\_  
Date

The authority and format of this agreement have been reviewed and approved for signature.

\_\_\_\_\_



USDA, Forest Service

OMB 0596-0217  
FS-1500-10C

*JoAnn McGee*  
JOANN MCGEE

3/27/2019

Date

U.S. Forest Service Grants Management Specialist

Burden Statement

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0596-0217. The time required to complete this information collection is estimated to average 4 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at 202-720-2600 (voice and TDD).

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call toll free (866) 632-9992 (voice). TDD users can contact USDA through local relay or the Federal relay at (800) 877-8339 (TDD) or (866) 377-8642 (relay voice). USDA is an equal opportunity provider and employer.

## Wise County Behavioral Health

### Crisis Intervention Team

#### Transfer of Custody Memorandum of Agreement

**Purpose:**

To establish the understanding of protocols, policies and procedures as necessary to affect a Transfer of Custody for individuals under an Emergency Custody Order (ECO) and/or a Temporary Detention Order (TDO) from certain law enforcement agencies within the Wise County Behavioral Health Crisis Intervention Team (WCBHSCIT) to off-duty, sworn police officers and sheriff's deputies in the employ of the law enforcement agencies listed below.

**Between:**

Appalachia Police Department	Pound Police Department
Big Stone Gap Police Department	Scott County Sheriff's Office
Coeburn Police Department	St. Paul Police Department
Jonesville Police Department	UVA-Wise Campus Police
Lee County Sheriff's Office	Wise County Sheriff's Office
Mountain Empire Community College Campus Police	
Norton Police Department	Wise Police Department

The above listed parties are collectively referred to as the Partner Agencies.

**Whereas**, the Code of Virginia establishes the powers and authority of the Community Services Board (Code of Virginia, Sections 37.2-500, et seq.). These include the responsibility to coordinate the community services involved during the involuntary commitment process. Authority is granted to enter into joint written agreements with other agencies or governing bodies for purposes consistent with policies of the board.

**Whereas**, the Code of Virginia establishes the above listed law enforcement agencies through Sections 15.2-1600 et seq. and 15.2-1700 et seq., and provided through general law. The duties of the law-enforcement agencies described in statute include authorization to initiate an Emergency Custody Order or to serve such order issued by the Office of the Magistrate, and to provide transportation of individuals subject to such order to a location appropriate for completion of the evaluation as required by Code of Virginia Section 37.2-808.

**Whereas**, the Wise County Behavioral Health CIT Assessment Center (CITAC) located on the campus of Norton Community Hospital provides a convenient location for the completion of both the Wise County

Behavioral Health Services preadmission screening evaluation and medical assessment evaluation as is generally required prior to an individual's acceptance for admission to an appropriate psychiatric facility for treatment.

**Whereas**, Planning District One Community Services Board will provide a Virginia Certified Preadmission Screener, and the above listed law enforcement agencies will provide sworn officers and deputies to staff the Wise County Behavioral Health Crisis Intervention Team Assessment Center (CITAC) from 4:00 o'clock (4:00 p.m.) to midnight (12:00 a.m.) seven days a week, 365 days a year. These officers/deputies will initially be trained in Mental Health First Aid, and within one year, these officers/deputies will have the title of CIT Assessment Center Officer (CITAC Officer) while staffing the CITAC.

**NOW THEREFORE**, the Partner Agencies agree to fulfill the following responsibilities and hereby agree to abide by all policies and procedures pertaining to the CIT Assessment Center.

**Responsibilities During the ECO Process:**

1. The initiating/executing law-enforcement agency will contact WCBHS Emergency Services (ES), informing them of the initiation/execution of an ECO, the name, date of birth, and any other available information regarding the individual, and an estimated time of arrival at the CITAC on the campus of Norton Community Hospital. The law enforcement officer shall provide the individual a copy of the Explanation of Emergency Custody Procedures as required by Code of Virginia Sections 37.2-808, 37.2-817.2.
2. Concurrently, ES staff will contact Norton Community Hospital Emergency Department (ED) and pass on this information and any additional information relevant to the health care needs of the individual that may be available to them.
3. The law-enforcement agency shall provide transportation of the individual to the CITAC. If the individual is in need of immediate medical attention, the law enforcement officer will transport the individual to the Norton Community Hospital ED, and no transfer of custody will take place.
4. Once the individual is inside the "secure" area of the CITAC, the ES Clinician and the CITAC Officer will discuss the situation with law enforcement officer(s) and evaluate their ability to provide the level of security necessary for the individual. This evaluation will be based on factors as outlined in the policy, "Consideration and Triage of Referrals for Transfer of Custody at the CIT Assessment Center."
5. In any event when there is uncertainty about the safety of accepting an individual for assessment, ES Clinician and the CITAC Officer should seek guidance from appropriate supervisory staff. For ES Clinicians, this guidance may be sought from the Emergency Services Lead Preadmission Screener, the Emergency Services Coordinator during regular business hours, and from the Supervisor On-Call after hours. For the CITAC Officer, this guidance may be sought from the shift supervisor.
6. Upon favorable determination of their present ability, the CITAC Officer will accept the transfer of custody, by signatures of the CITAC Officer and law-enforcement officer on a Transfer of Custody Form mutually agreed upon for this purpose. This form shall include the date and time of execution for any magistrate issues or law-enforcement officer initiated ECO.

7. Upon the determination that any factor or combination of factors indicates the level of security required may exceed the facility's ability at that time, the CITAC Officer will advise the law-enforcement officer(s) of those factors and request that they maintain custody of the ECO until such time as the factors impeding security are resolved or the ECO concludes. At this point, the individual may be taken to Norton Community Hospital ED.
8. Upon completion of a transfer of custody, the law-enforcement officers are released to return to normal duty. However, Norton Community Hospital or WCBHS reserves the right to request the return of an officer from the originating law enforcement agency transferring custody at any time during the duration of the ECO if the CITAC Officer determines that changes in the overall situation have occurred which requires such return.

**When ECO is issued by the magistrate and the individual is already located within the Norton Community Hospital facility:**

1. When Norton Community Hospital staff are the petitioners for an ECO or are aware that one is being issued, they will notify WCBHS ES of the ECO.
2. When a law-enforcement agency receives an ECO from the magistrate for service on an individual currently located in the CITAC or in Norton Community Hospital, the law enforcement agency will notify WCBHS ES of the ECO.
3. WCBHS or Norton Community Hospital reserves the right to request a law-enforcement officer respond at any time during the duration of the ECO, if the CITAC Officer determines that changes in the overall situation have occurred which requires such a response.

**Responsibilities When Released from ECO:**

1. Once an ECO has been initiated, regardless if it was initiated by a law-enforcement officer or issued by a magistrate, prior to its expiration, it may only be released by the CSB certified preadmission screener, following their evaluation, and based upon a finding that the individual does not meet criteria for a TDO.
2. If the ES Clinician determines the ECO should be released and no transfer of custody occurred, the ES Clinician will release the ECO and the law enforcement officer(s), by signature on the ECO paperwork.
3. If the ES Clinician determines the ECO should be released and transfer of custody has occurred, the ES Clinician will release the ECO by signature on the ECO paperwork and/or the Transfer of Custody form.

**Responsibilities During the TDO Process:**

1. If a TDO is issued, the CITAC Officer will maintain custody until original TDO is delivered to be served to the individual by law enforcement.
2. When an individual is in custody of a CITAC Officer and an accepting facility is designated on the TDO, the referring law enforcement agency will be contacted to respond to execute the original TDO paperwork and assist in transferring the individual to the designated facility.

3. If a TDO cannot be executed prior to the eight-hour expiration of the ECO a facsimile may be accepted. However, the original TDO shall be delivered and attached as soon as possible to facilitate the transportation of the individual to the receiving facility.

**Remuneration of CITAC Officers:**

1. The CIT Coordinator is responsible for scheduling CITAC Officers to staff the center. Officers/deputies volunteer to take shifts at the CITAC, and will be compensated at the rate of \$32.00 per hour.
2. The Wise County Sheriff's Office will compensate officers/deputies for shifts worked at the CITAC. The Wise County Sheriff's Office will invoice Wise County Behavioral Health bi-monthly for hours officers/deputies staff the center.
3. The CIT Coordinator will validate and submit billings for payment every two weeks.

**Amendments or Termination:**

The Partner Agencies agree to meet quarterly to discuss any necessary modification to this Agreement. No amendment shall become effective unless reduced to writing and signed by each of the partner Agencies. In the event that any Partner Agency desires to terminate its participation in the CIT Program that Partner Agency shall provide the other Partner Agencies with 30 days prior written notice.

**Term:**

This agreement shall become effective April 1, 2019 and shall be in effect until June 30, 2020. This agreement will automatically renew for additional one-year terms provided the Partner Agencies meet annually to review the Agreement as required above, or unless terminated by action of the Partner Agencies.

**Confidentiality:**

The Partner Agencies and their agents, servants, and employees shall comply with all federal, state, and local laws and regulations relating to confidentiality, particularly the confidentiality of protected health information.

**Interpretation:**

Nothing in this Agreement shall be interpreted in such a manner that the interpretation would hinder or impede any Partner Agency in enforcing the laws, rules, and regulations of the Commonwealth of Virginia, Wise County, or the City of Norton.

**Attest:**

\_\_\_\_\_  
Ronnie Oakes, Sheriff  
Wise County Sheriff's Office

\_\_\_\_\_  
Steve Hamm, Chief  
Big Stone Gap Police Department

\_\_\_\_\_  
Justin Shoffner  
Appalachia Police Department

\_\_\_\_\_  
Gary Parsons, Sheriff  
Lee County Sheriff's Office

\_\_\_\_\_  
Ronnie Short, Chief  
UVA-Wise Campus Police

\_\_\_\_\_  
Chris Lewis, Acting Chief  
Jonesville Police Department

\_\_\_\_\_  
Tony Baker, Chief  
Pound Police Department

\_\_\_\_\_  
James Lane, Chief  
Norton Police Department

\_\_\_\_\_  
Chris Holder, Sheriff  
Scott County Sheriff's Department

\_\_\_\_\_  
Scott Brooks, Chief  
Coeburn Police Department

\_\_\_\_\_  
Danny French, Chief  
Wise Police Department

\_\_\_\_\_  
Jonathan Johnson, Chief  
St. Paul Police Department

\_\_\_\_\_  
Russell Cyphers, Chief  
Mountain Empire Community College Campus Police

\_\_\_\_\_  
Kristie Hammonds  
CEO Frontier Health

\_\_\_\_\_  
Sandra O'Dell, Executive Director  
Planning District One BHS

## RESOLUTION

### LOCAL PUBLIC SAFETY – 9-1-1 - TELECOMMUNICATORS WEEK April 14 - 20, 2019

**WHEREAS**, thousands of dedicated public safety telecommunications personnel daily serve the citizens of the United States by answering their telephone calls for police, fire and emergency medical services and dispatching the appropriate assistance as quickly as possible; and

**WHEREAS**, the critical functions performed by professional public safety telecommunications personnel directly affect the lives and property of the public and assist in the safety of the police officers, firefighters and paramedics as they respond to the emergency situations; and

**WHEREAS**, the City of Norton E-911 Center answered 4,500 - 911 calls and 28,213 non-emergency calls in 2018; and

**WHEREAS**, the President of the United States, Donald J. Trump, has set aside the second full week of April in recognition of those dedicated professional public safety telecommunications personnel and their crucial role in protecting life and property.

**NOW, THEREFORE, The Norton City Council** does hereby proclaim the week of April 14 -20, 2019 as “National Public Safety – 9-1-1 - Telecommunicators Week” in the City of Norton in honor and recognition of our public safety telecommunications personnel and the vital contributions they make to the safety of our citizens.

ADOPTED this 16<sup>th</sup> day of April, 2019.

ATTEST

CITY OF NORTON, VIRGINIA

\_\_\_\_\_  
Rebecca K. Coffey, City Clerk

\_\_\_\_\_  
Joseph Fawbush, Mayor