



# **Local Emergency Coordinators Handbook**

**OCTOBER 2008**

---



# Table of Contents

---

## Section 1: Overview of the Virginia Department of Emergency Management

### Chapter 1: The Virginia Department of Emergency Management

What is VDEM? .....	1-1
VDEM Organization .....	1-2
VDEM Leadership .....	1-3
VDEM Strategic Plan Measures .....	1-4
VDEM Speaker's Bureau .....	1-5

### Chapter 2: The Local Support Services Division

What is Local Support Services? .....	2-1
The Role of the Regional Coordinator .....	2-2
The LSS Regions .....	2-3

### Chapter 3: The Preparedness Division

What is the Preparedness Division? .....	3-1
Local Planning Assistance .....	3-2
State Planning and Special Projects .....	3-3
The COVEOP .....	3-4
COOP and COG Planning .....	3-6
Legislative Process .....	3-7
After Action Review Process .....	3-9
Hurricane Preparedness .....	3-10
Radiological Emergency Preparedness .....	3-12
Hazardous materials and Terrorism Planning .....	3-14
Volunteer Coordination .....	3-16
Donations and Volunteer Management .....	3-17
Citizen Corps Program .....	3-18
Geographic Information Systems .....	3-22

### Chapter 4: The Operations Division

What is the Operations Division? .....	4-1
Communications .....	4-2
Communications Strategic Reserve .....	4-4
Amateur Radio .....	4-7
Statewide Alerting Network .....	4-8
Telecommunicator Emergency Response Team .....	4-9
Virginia Briefing Report .....	4-10
Resource Management .....	4-12

# Table of Contents

---

WebEOC .....	4-14
Integrated Flood Observing and Warning System .....	4-18
Dam Safety .....	4-22
Search and Rescue .....	4-24
<u>Chapter 5: The Recovery and Mitigation Division</u>	
What is Recovery and Mitigation? .....	5-1
Public Assistance .....	5-3
Individual Assistance .....	5-5
Hazard Mitigation .....	5-7
The Role of ESF 14 .....	5-8
<u>Chapter 6: The Technological Hazards Division</u>	
What is The Technological Hazards? .....	6-1
Hazardous materials Response/Recovery .....	6-2
Hazmat Geographical Response Areas .....	6-3
Hazardous material Training .....	6-4
Environmental Program .....	6-5
<u>Chapter 7: Office of Public Affairs</u>	
What is Public Affairs? .....	7-1
Vaemergency.com .....	7-2
Ready Virginia .....	7-3
EM Update .....	7-3
Seasonal Public Education Campaigns .....	7-4
Brochures .....	7-4
Photo Archive .....	7-4
Training .....	7-5
The Joint Information Center .....	7-5
<u>Chapter 8: Office of Training and Exercises</u>	
Emergency Management Training .....	8-1
Learning Management System .....	8-2
Homeland Security Preparedness Training and Exercises .....	8-3
HSEEP Doctrine .....	8-4
HSEEP – Regional Capabilities Project .....	8-5
Training and Exercise Plan Workshop .....	8-6
Local Emergency Management Operations Course .....	8-8

# Table of Contents

---

## Chapter 9: Office of Grant Management

What is Grant Management .....	9-1
Homeland Security Grant Program .....	9-3
Urban Area Security Initiative Grants .....	9-5
Other Grant .....	9-7
The Office of Compliance Audit .....	9-8

## Chapter 10: Other Offices and Divisions in VDEM

Finance .....	8-1
Procurement .....	8-1
Human Resources .....	8-1
Information Technology .....	8-2

## **Section 2: Emergency Management 101**

### Chapter 11: What is Emergency Management?

Emergency Management Training .....	11-1
What is an Emergency .....	11-2
Hazard Identification .....	11-3
Four Phases of Emergency Management .....	11-4

### Chapter 13: Local Emergency Management

All Disasters are Local .....	12-1
Legal Authorities of Emergency Manager .....	12-2
Responsibilities of Local Government under Virginia Code .....	12-3

### Chapter 13: Virginia Emergency Management

Legal Authorities of Governor .....	13-1
Disaster Response in Virginia .....	13-2
Virginia Emergency Response Team .....	13-3
Secretary of Public Safety .....	13-6
Office of Commonwealth Preparedness .....	13-7
State Interoperability Executive Committee .....	13-8

### Chapter 14: National Emergency Management

National Incident Management System .....	14-1
National Response Framework .....	14-2
Five-Year Training Plan for NIMS .....	14-3

# Table of Contents

---

## Section 3: Toolkits

### Chapter 15: Preparedness Toolkit

Preparedness Checklist .....	15-1
The Local Emergency Operations Plan .....	15-3
Continuity of Operations Plan Template .....	15-4
Working with Your Regional Coordinator .....	15-5
Shelter Identification .....	15-6
Generator Site Survey Form .....	15-26
Statewide Mutual Aid .....	15-29
The Virginia Business Emergency Survival Toolkit .....	15-33

### Chapter 16: Response Toolkit

Response Checklist .....	16-1
Notifying the VEOC .....	16-2
Notifying Your Regional Coordinator in an Emergency .....	16-4
Declaring a Local Emergency .....	16-6
Sample Declaration of a Local Emergency .....	16-8
Participating in State Conference Calls .....	16-9
Login to WebEOC .....	16-11
Submitting a Local Situation Report .....	16-13
Submitting an Initial Damage Assessment Report .....	16-17
Requesting Assistance from the State .....	16-24

### Chapter 17: Recovery Toolkit

Recovery Checklist .....	17-1
Stafford Act Declaration Process .....	17-3
Small Business Disaster Declaration .....	17-5
Preliminary Damage Assessment .....	17-6
Initial Damage Assessment .....	17-8
Joint Preliminary Damage Assessment .....	17-10
Disaster Assistance for Citizens and Businesses .....	17-12
Federal Aid – Stand-alone SBA Disaster Declaration .....	17-16
Federal Aid – Farmers .....	17-17
Role of Long-Term Recovery Task Forces .....	17-18
Disaster Recovery Centers/Disaster Assistance Center .....	17-19
When Federal Disaster Assistance Programs Not Available .....	17-21

# Table of Contents

---

Public Assistance Process .....	17-22
Categories of Work .....	17-26
Checklist for PA Preliminary Damage Assessment .....	17-27
Subgrantee .....	17-31
Authorized Agent .....	17-32
Public Assistance Project Worksheets .....	17-39
Public Assistance Forms .....	17-40
Debris Management .....	17-41
Fire Management Assistance Program .....	17-42
What if No Stafford Act Declaration .....	17-45
 <u>Chapter 18: Mitigation Toolkit</u>	
Hazard Mitigation .....	18-1
Hazard Mitigation Grants .....	18-2
Flood Mitigation Assistance Program .....	18-2
Pre-Disaster Mitigation Grant Program .....	18-3
Repetitive Flood Claims Program .....	18-3
Severe Repetitive Loss Program .....	18-4
Hazard Mitigation Grant Program .....	18-4
Hazard Mitigation Planning .....	18-6
Technical Support, Workshops and Education .....	18-7
Disaster Recovery .....	18-8
 <u>Chapter 19: Mitigation Toolkit</u>	
External Affairs Checklist .....	19-1
PIO Assistance .....	19-2
News Release .....	19-4
Talking Points .....	19-5
Preparing for Media Interviews .....	19-6
77 Questions Often Asked by Journalists During a Crisis .....	19-7
Planning a News Conference .....	19-11
Coordinate with the State JIC .....	19-13
Media Access to Crime/Disaster Scenes .....	19-14

# Table of Contents

---

## Appendix

Virginia Emergency Management Association .....	A-1
Virginia Emergency Management Conference .....	A-3
Virginia Public Outreach Conference .....	A-4
Annual Virginia hazardous Materials Conference and Expo .....	A-5
Virginia Voluntary Organizations Active in Disasters .....	A-6
Other useful Websites .....	A-10
Emergency Management Acronyms .....	A-13

---

## **Section 1**

# **OVERVIEW OF THE VIRGINIA DEPARTMENT OF EMERGENCY MANAGEMENT**

---



---

**Chapter 1:**  
**The Virginia Department of  
Emergency Management**

---



# What is VDEM?

---

Disasters are going to happen despite our best efforts. Knowing how to deal with them helps to reduce loss of life and property now and in the future.

The Virginia Department of Emergency Management works with local government, state and federal agencies and voluntary organizations to provide resources and expertise in four major areas – Preparedness, Response, Recovery and Mitigation.

## VDEM Mission

The mission of the Department of Emergency Management is to lead the effort to protect Virginia and Virginians from the impact of emergencies and disasters, natural and man-made

## Authorities of VDEM:

Reporting directly to the Secretary of Public Safety and the Governor of Virginia, VDEM works under the broad authority of the Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended:

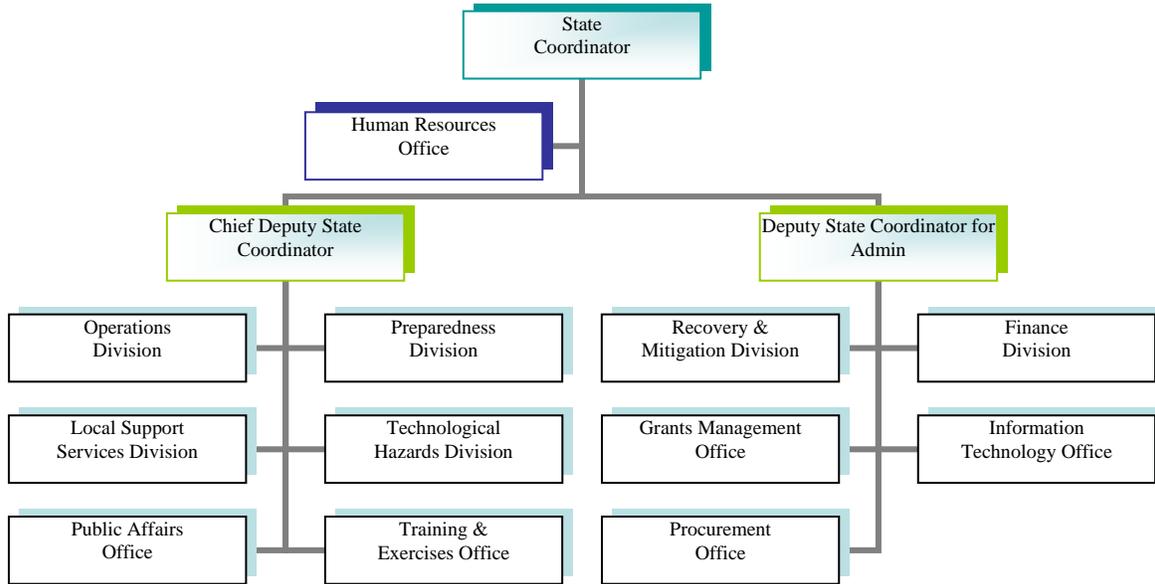
## Legal Authority

- ◆ Declare State of Emergency\*
  - ◆ Control and Regulate Resources\*
  - ◆ Direct Mandatory Evacuation
  - ◆ Commit State Resources
  - ◆ Expend "Sum Sufficient" Monies
  - ◆ Suspend Normal Procurement Procedures\*
  - ◆ Request Federal Assistance
  - ◆ All Actions Necessary for Protection of the Public
  - ◆ Pre-Delegation of Authority
- \* Authority Vested to Local Directors of Emergency Management

# VDEM Organization

---

Headquartered in Richmond, VDEM is organized around six divisions with a staff of approximately 150 full- and part-time employees as well as a supplemental cadre of more than 150 reservists and adjunct instructors.



## VDEM Leadership

---

The agency is lead by the State Coordinator and Chief Deputy State Coordinator, both positions appointed by the Governor.

Michael M. Cline has served as the State Coordinator for VDEM for more than a decade, guiding the state through response and recovery of events such as the terrorist attack on the Pentagon and Hurricane Isabel.

Mr. Cline started with the agency in 1972 and has worked his way up through a variety of positions. A graduate of the University of Richmond, Mr. Cline served three years in the Air Force before joining VDEM.

As Chief Deputy State Coordinator, Janet L. Clements is responsible for overseeing the Operations, Preparedness, Training and Exercises, Local Support Services and Technological Hazards Divisions and the Public Affairs Office. She serves as Virginia's emergency management representative on the National Capital Region's Senior Policy Group for Homeland Security and Emergency Preparedness.

Ms. Clements received a BA in English with minors in Journalism and Communications from Longwood University. She has a master's degree from Virginia Commonwealth University in Adult Education and Human Resource Development. She serves as an adjunct faculty for the University of Richmond, the National Emergency Management Institute and for the Virginia Executive Institute.

For complete biographies on all VDEM's senior staff, please visit <http://www.vaemergency.com/about/leadership/>.

## VDEM Strategic Plan Measures

---

VDEM has 14 measures that are used to monitor its progress based on the strategic plan that are as follows:

1. Number of audit findings in Auditor of Public Accounts (APA) annual report for locality pass through funding.
2. Increase the statewide average score of the Local Capability Assessment of Readiness (LCAR) self assessments by localities annually.
3. Increase the percentage of individuals who demonstrate awareness of threats to Virginia and their personal readiness to react appropriately.
4. Percent participation in exercises.
5. Maintain the percentage of corrective measures implemented by the Virginia Emergency Response Team (VERT) within 90 days of completion of the after action review of the annual Virginia Emergency Response Team Exercise (VERTEX).
6. The number of local emergency responders completing emergency management training courses.
7. Number of VERT agency representatives who complete NIMS and WebEOC training.
8. Annual attendance at mitigation outreach sessions.
9. Number of days between the occurrence of a major disaster and Governor's request for federal disaster assistance.
10. Meet the federal criterion for responding to appeals made under the Other Needs Assistance program following a disaster event.
11. Percent of grant funded projects closed-out within performance period.
12. Percent of Warnings transmitted by Virginia Emergency Operations Center (VEOC) within 15 minutes after notification.
13. Percent of scorecard categories marked as "meets expectations" for the agency

VDEM and other state agencies performance measures can be viewed at <http://vaperforms.virginia.gov/agencylevel/>.

## VDEM Speaker's Bureau

---

VDEM staff is available to make presentations on a variety of topics regarding emergency management preparedness, response, recovery and mitigation.

If you are interested in having VDEM give a presentation at your next conference or event, please contact your Regional Coordinator who will put you in contact with the appropriate person.

Please have the following information available:

- ◆ Date and time of speaking engagement,
- ◆ Location of speaking engagement,
- ◆ Topic(s) of interest for presentation,
- ◆ Allotted time for presentation,
- ◆ Format of presentation (i.e. PowerPoint, panel discussion, key note, etc.), and
- ◆ Intended audience.



---

**Chapter 2:**  
**The Local Support  
Services Division**

---



## What is Local Support Services?

---

The Local Support Services Division (LSS) was established in April 2003 as part of a Secure Virginia Panel initiative to improve the Commonwealth's preparedness, response and recovery capabilities for natural disasters and emergencies.

LSS expands upon the work of the agency's former Field Services activity, which employed three regional coordinators to provide hands on emergency management support/resources to local jurisdictions.

Almost identical to the Virginia State Police Divisions, the seven designated Emergency Management (EM) regions contain an average of 16 - 20 jurisdictions.

A dedicated, professional Regional Coordinator is assigned to each EM region to provide ongoing support in the design, development, analysis and implementation of comprehensive all hazards emergency management programs at the local and regional levels.

LSS is the eyes and ears of VDEM senior staff, offering an unparalleled opportunity to forge strong relationships that will enhance our ability to effectively partner with Virginia localities in times of crisis.

During normal operations, these field coordinators will:

- ◆ Maintain a continuing dialogue between localities and VDEM's central office staff to ensure that state and federal programs support and enhance development of comprehensive local emergency management capabilities.
- ◆ Coordinate emergency preparedness and response activities at the regional level with state agencies.
- ◆ Help to synchronize target and threat assessments, state planning, federal funding and incident management activities between state agencies and localities.

When major emergencies or disasters affect communities, the regional coordinators provide critical coordination of information and resources to those communities in order to alleviate problems and to promote a return to normalcy.

- ◆ Their vehicles are equipped with communications equipment that allows them to quickly provide real-time information from the field to the Virginia Emergency Operations Center.
- ◆ They are able to photograph impacts from emergencies with GPS cameras and e-mail the photos from their vehicle to the VEOC, where they can be added to a layer in GIS, giving the VEOC a quick, accurate assessment of the impact.

## **The Role of the Regional Coordinator**

---

The Regional Coordinator is expected to have a working knowledge of each phase of Emergency Management -- Preparedness, Response, Recovery and Mitigation – and familiarity with each functional area within VDEM. The Regional Coordinator has the ability to connect localities with the appropriate programs and personnel within VDEM before, during and after a disaster.

Every field person will have certain differences in their background that will influence the way he/she embraces those functional areas. The true strength of the VDEM “field people” is that they are human databases that are continuously being updated.

They have names, phone numbers, and a lifetime of personal experiences, which they can share with a local coordinator before, during, or after an emergency event.

They can advise localities on all aspects of Emergency Management and provide the appropriate support as necessary.

When disaster strikes, the Local Support Services Division has the flexibility to relocate additional Regional Coordinators into an impacted area. This flexibility can achieve closer support for overwhelmed jurisdictions or provide a network of 24-hour operations.

# The LSS Regions

## The Regional Map

### Regions Virginia Department of Emergency Management



### Region 1 - Gene Wills

10501 Trade Court  
 Richmond, VA 23236  
 (804) 897-6500 x6612  
 E-mail: [gene.wills@vdem.virginia.gov](mailto:gene.wills@vdem.virginia.gov)



Amelia County  
 Brunswick County  
 Charles City County  
 Chesterfield County  
 City of Colonial Heights  
 Dinwiddie County  
 City of Emporia  
 Essex County  
 Goochland County  
 Greensville County  
 Hanover County

Henrico County  
 City of Hopewell  
 King & Queen County  
 King William County  
 New Kent County  
 Nottoway County  
 City of Petersburg  
 Powhatan County  
 Prince George County  
 City of Richmond  
 Sussex County

# The LSS Regions

---

## Region 2 - D. Bruce Sterling

P.O. Box 1386  
Culpeper, VA 22701  
(540) 829-7371  
E-mail: [bruce.sterling@vdem.virginia.gov](mailto:bruce.sterling@vdem.virginia.gov)

Caroline County  
Clarke County  
Culpeper County  
Fauquier County  
Frederick County  
City of Fredericksburg  
Greene County  
King George County  
Louisa County

Town of Luray  
Madison County  
Orange County  
Page County  
Rappahannock County  
Shenandoah County  
Spotsylvania County  
Warren County  
City of Winchester



## Region 3 - Mike Cocker

P.O. Box 693  
Farmville, Va. 23901  
(434) 391-1080  
E-mail: [mike.cocker@vdem.virginia.gov](mailto:mike.cocker@vdem.virginia.gov)

Albemarle County  
Amherst County  
Appomattox County  
Augusta County  
Buckingham County  
Campbell County  
Charlotte County  
City of Charlottesville  
Cumberland County  
Town of Farmville  
Fluvanna County

Halifax County  
City of Harrisonburg  
Lunenburg County  
City of Lynchburg  
Mecklenburg County  
Nelson County  
Prince Edward County  
Rockingham County  
Town of South Boston  
City of Staunton  
City of Waynesboro



# The LSS Regions

---

## Region 4 – William Richardson

6580 Valley Center Drive  
Suite 333  
Radford, VA 24141  
(540) 831-4075  
E-mail: [william.richardson@vdem.virginia.gov](mailto:william.richardson@vdem.virginia.gov)

Bland County	Pulaski County
City of Bristol	City of Radford
Buchanan County	Russell County
Carroll County	Scott County
Dickenson County	Smyth County
City of Galax	Tazewell County
Giles County	Washington County
Grayson County	Wise County
Lee County	Wythe County
City of Norton	

## Region 5 - Tidewater - Wallace Twigg

P.O. Box 1239  
Mathews, VA 23109  
(804) 725-4035  
E-mail: [wallace.twigg@vdem.virginia.gov](mailto:wallace.twigg@vdem.virginia.gov)

Accomack County	City of Norfolk
City of Chesapeake	Northampton County
Town of Chincoteague	Northumberland County
City of Franklin	City of Poquoson
Gloucester County	City of Portsmouth
City of Hampton	Richmond County
Isle of Wight County	Southampton County
James City County	City of Suffolk
Lancaster County	Surry County
Mathews County	City of Virginia Beach
Middlesex County	Westmoreland County
City of Newport News	City of Williamsburg
	York County



## The LSS Regions

---

### Region 6 - Roanoke Area - Stan Crigger

6580 Valley Center Drive  
Suite 333  
Radford, VA 24141  
(540) 831-4076  
E-mail: stan.crigger@vdem.virginia.gov

Alleghany County	Henry County
Bath County	Highland County
City of Bedford	City of Lexington
Bedford County	City of Martinsville
Botetourt County	Montgomery County
City of Buena Vista	Patrick County
Town of Christiansburg	Pittsylvania County
Town of Clifton Forge	City of Roanoke
City of Covington	Roanoke County
Craig County	Rockbridge County
City of Danville	City of Salem
Floyd County	Town of Vinton
Franklin County	



### Region 7 - Northern Virginia - Bruce Hopkins

13901 Crown Court  
Woodbridge VA 22193  
(703) 856-1635  
E-mail: bruce.hopkins@vdem.virginia.gov

City of Alexandria  
Arlington County  
City of Fairfax  
Fairfax County  
City of Falls Church  
Loudoun County  
City of Manassas  
City of Manassas Park  
Prince William County  
Stafford County



---

**Chapter 3:**  
**The Preparedness**  
**Division**

---



## **What is the Preparedness Division?**

---

The VDEM Preparedness Division aids local governments and state agencies throughout Virginia by developing comprehensive and up-to-date emergency response plans. The Preparedness Division includes the following branches:

- ◆ Local Planning Assistance
- ◆ State Planning Assistance
- ◆ Hurricane Preparedness
- ◆ Radiological Emergency Preparedness
- ◆ Hazardous Materials and Terrorism Planning
- ◆ Volunteer Coordination
- ◆ Geographical Information Systems

VDEM encourages an all-hazards approach to planning and incorporates the National Incident Management System (NIMS) and the National Response Framework (NRF). This facilitates a response that can be scaled to the magnitude of the incident and can be more easily coordinated with the other levels of government.

## **Local Planning Assistance**

---

Local Planning Assistance (LPA) provides technical assistance to 139 jurisdictions with the development of local emergency operations plans (EOPs) and the Local Capability Assessment for Readiness (LCAR). Recently LPA developed a template for state institutions of higher education to use as a guide to revise or develop their EOPs.

The Code of Virginia requires each city and county to develop and keep a “current” emergency operations plan. LPA assists localities in this process by providing a template to be used during the planning process, reviewing the drafts as requested and providing training in the planning process.

Currently LPA is in the process of revising the plan template to incorporate recent federal and state legislation and further enhance an all hazards approach to planning. Several local coordinators from various jurisdictions are collaborating with VDEM in this effort.

The LCAR is a mandatory process by which localities assess their emergency management capabilities and report to the State Coordinator of Emergency Management each year by July 1. LPA provides the localities with a document that enables them to systematically assess and report their capabilities. This in turn enables VDEM to obtain a statewide picture of local government preparedness and to provide a consistent report to the General Assembly as mandated.

LPA worked with representatives from several state 4- and 2-year institutions to develop an EOP template to assist state institutions to be compliant with recent state legislation. This law requires institutions of higher education to have crisis and emergency response plans.

The EOP should be adopted by the Board of Visitors (or other governing body of the institution) and the review should be certified in writing to VDEM. The law also requires institutions to coordinate this process with local government to ensure the institution’s EOP is integrated in the local emergency management program.

The law is applicable to community colleges and state colleges and universities, but VDEM encourages private colleges and universities to develop EOPs and will provide a copy of the template upon request.

### **Funds for Local Planning**

Local governments may use the Local Emergency Planning Grant (LEMPG) for updating or revising EOPs. Beginning in 2008, the Hazard Materials and Terrorism Planning Branch obtained approval from the United States Department of Transportation (USDOT) to allow localities to use funds from the Hazard Materials Emergency Preparedness (HEMP) grant program to update the EOP in conjunction with the Hazardous Materials Response (HAZMAT) Plan.

## **State Planning and Special Projects**

---

The State Planning Branch of the Preparedness Division encompasses four main projects:

- ◆ Commonwealth of Virginia Emergency Operations Plan (COVEOP)
- ◆ Continuity of Operations (COOP) and Continuity of Government (COG) Planning
- ◆ Legislative Processes
- ◆ After Action Review (AAR) Process Management
- ◆ And other projects as required

# The COVEOP

---

The Commonwealth of Virginia Emergency Operations Plan (COVEOP) is authorized in the Code of Virginia and, when activated by an executive order declaring a “state of emergency,” has the force and effect of law. The Governor of Virginia issues the executive order and thus implements the plan. In order to obtain Federal disaster assistance, if applicable, the COVEOP must be implemented.

The COVEOP provides the structure for coordination of state support to local governments, businesses and individuals.

## **VOLUME I includes:**

- ◆ Basic Plan – describes the Commonwealth of Virginia approach to all-hazards response and describes the concepts of response and recovery operations. All response starts at the lowest jurisdictional level. Localities request assistance from the state. The state has assigned responsibilities to state agencies according to Emergency Support Functions (ESFs). Incoming resource requests are disseminated by the Virginia Emergency Response Team (VERT) to the appropriate ESF to be completed. The state is the vehicle through which localities communicate with federal response teams and/or obtain federal reimbursement funding if applicable.

- ◆ 17 Emergency Support Function Annexes:

- |                         |   |
|-------------------------|---|
| 1. Transportation       | 10. Oil and Hazardous Materials         |
| 2. Communication        | 11. Agriculture                         |
| 3. Public Works         | 12. Energy                              |
| 4. Firefighting         | 13. Public Safety                       |
| 5. Emergency Management | 14. Recovery                            |
| 6. Mass Care            | 15. Public Affairs                      |
| 7. Resource Management  | 16. Military Affairs                    |
| 8. Health               | 17. Volunteers and Donations Management |
| 9. Search and Rescue    |   |

# The COVEOP

---

## **VOLUME II includes:**

- ◆ 6 Support Annexes that define processes which might be used in any type of emergency:
  1. COOP/COG – defines order of succession for the Governor and other government leadership
  2. Recovery Programs
  3. Standard and Enhanced Hazard Mitigation Plan
  4. Financial Management
  5. Transportation
  6. Mass Evacuation and Sheltering
  
- ◆ 4 Incident Annexes to the COVEOP address specific emergency scenarios.

**VOLUME III** – Radiological Emergency Response Plan

**VOLUME IV** – Terrorism and Consequence Management Plan

**VOLUME V** – Hurricane Plan

**VOLUME VI** – Pan Flu Draft

At the core of the COVEOP is the assumption that all emergency response begins at the lowest jurisdictional level possible based on the nature of the event. Usually this will be the local government level; however, some advance notice situations may be extensive enough to warrant State or even Federal resources to be prepositioned.

When local resources are at capacity, local governments turn to the state to request additional resources. The COVEOP outlines that process and assigns responsibility to state entities based on functionality within ESFs to coordinate the response to the local governments.

There are presentations available that provide overviews of the COVEOP in general and each Incident Annex. Contact the Preparedness Division for information.

## COOP and COG Planning

---

Continuity of Operations (COOP) Planning is designed to develop and maintain a program that enables local governments to preserve and maintain their capability to function effectively in the event of a disaster or emergency, which could potentially disrupt critical operations and services. A COOP plan is designed to address the following events:

- ◆ Loss of access to a facility or building (as in a fire), forcing relocation to an alternate site;
- ◆ Loss or reduction of services due to a reduction in workforce (as in pandemic influenza); and
- ◆ Loss of services due to equipment or system failure (as in Information Technology (IT) or telecommunications disruption).

COOP planning is one component of a local government's comprehensive emergency management program that addresses the preparation for, mitigation of, response to and recovery from disasters of all hazards. By focusing on efforts to continue the essential functions of the jurisdiction, COOP planning ensures that the government continues to operate—even in the wake of a major event.

It is important for local governments to understand a COOP plan is not an evacuation plan, Emergency Operations Plan (EOP) or hazard mitigation plan. A comprehensive COOP program allows local governments to capture their day-to-day activities within a plan and to focus on those essential functions that will continue during and after the initial response to an emergency situation.

While COOP activities support the continuance of essential government functions, a Continuity of Government (COG) plan addresses the continuance of constitutional governance and ensures the command and control of government operations. A COG plan also focuses on activities to support the succession of leadership for elected officials in the event of death or incapacitation. Thus COOP and COG are integral to ensuring that government and its essential functions continue during an emergency.

There are presentations available that provide overviews of COOP. Contact the Preparedness Division for information.

## Legislative Process

---

Each year VDEM designates three or more persons to serve as agency legislative liaisons to the Virginia General Assembly.

If you have an issue that you believe needs to be addressed legislatively, please submit to VDEM's legislative liaison through your Regional Coordinator by August 1 annually.

VDEM begins assessment of legislative needs, budgetary requirements or code changes immediately upon adjournment of the existing year session. Involvement might include:

1. Developing draft legislative proposals.
2. Developing draft budget submissions.
3. All draft proposals must be submitted to the Secretary of Public Safety (SPS) by August 1 unless an earlier date is advised. All legislative proposals must be approved by the SPS.
4. Concurrent with SPS decision or findings, the proposal(s) may be forwarded to the Governor's Policy Office for review.
5. Budget proposals must be submitted to the agency's budget analyst at the Department of Planning and Budget.
6. VDEM will be notified by the SPS of all approved proposals that may be prepared in final form for introduction in the upcoming General Assembly Session.
7. All budget proposals must be submitted in accordance with DPB timetable.
8. All legislative proposals must be finalized by November 1 of the year preceding the incoming General Assembly Session or as may be changed or directed by the SPS.

The SPS will – in most cases – forward all legislative proposals to the Division of Legislative Services (DLS) for drafting.

The Governor's Policy Office or the SPS will request VDEM to recommend or suggest patrons for any/all approved legislative proposals. No patrons (House/Senate) may be contacted until so directed by the SPS.

## **Legislative Process**

---

VDEM legislative liaisons are responsible for preparing or coordinating the following:

1. Legislative proposals
2. Talking points
3. Legislative Action Summaries (LAS)
4. Enrolled Bill Reviews (EBR)
5. Legislative reports to the Governor and/General Assembly
6. Other reports or documents required by the agency or Administration

Legislative liaisons attend General Assembly sessions, House/Senate committee meetings, and SPS legislative weekly meetings.

Liaisons prepare weekly legislative summary reports for the agency that are made available to agency leadership, divisions and sections as required or requested.

## After Action Review Process

---

After Action Reviews (AARs) are completed for every event considered a state-level activation and sometimes for local events responded to by VDEM but not declared state events. AARs are also completed for all exercises. AARs note best practices and opportunities for improvement. The completion of tasks listed in the AAR Improvement Matrices is tracked by the Operations Division.

### **Brief Outline of AAR Creation Procedures:**

- ◆ Event “closure date” is determined by the VERT Coordinator in consultation with the State Coordinator and Chief Deputy State Coordinator.
- ◆ Once the event is closed, an email is sent by Operations Planning to all event stakeholders to remind them to enter any AAR information into WebEOC under the specific event. A due date is sent with the email.
- ◆ 2-4 weeks after the event closes a draft Incident Brief is completed based on input from the comments from the stakeholders. This Brief is presented by State Planning and Operations to VDEM Senior Leadership.
- ◆ If the event was not a state-declared event, the Incident Brief will be the full documentation of Opportunities for Improvement for the event. Incident Briefs are presented to VDEM Senior Leadership within 2-4 weeks after closure of the event.
- ◆ If the event was a state- declared emergency, a more robust complete AAR will also be created after the Incident Brief is presented, and will include supporting documentation such as Situation Reports, Maps and local declarations or Sit Reports.
- ◆ A complete AAR is sent to all participants.
- ◆ An Improvement Matrix will be included in either the Incident Brief or the full AAR.
- ◆ All items in the Improvement Matrix will be assigned to agencies and specific points of contact. VDEM Operations will track the completion of the recommendations. There will be a 90-day target completion date for all items in the Improvement Matrix.
- ◆ A monthly meeting with senior leadership will be held to review the status of completion of each item from each event.
- ◆ In the future a database will be created to house all Improvement Matrix data for ease of retrieval and reporting purposes.

# Hurricane Preparedness

---

The Hurricane Emergency Response Plan and program, referred to here as Hurricane Preparedness, provides guidance for the maintenance of agency-specific hurricane preparedness plans and procedures and for the training of staff, auxiliary personnel and exercises to test the plan and gauge preparedness and readiness levels in response to tropical weather events including hurricanes, which may require a major evacuation of storm-prone coastal areas.

The Hurricane Emergency Response Plan, Volume 5 of the COVEOP, provides specific information on:

- ◆ Hurricane Hazards
- ◆ Saffir-Simpson Hurricane Scale
- ◆ Map of the Risk Area Localities
- ◆ Specific Hurricane Evacuation Data
- ◆ Direction and Response
- ◆ Evacuation
- ◆ Emergency Public Information, and
- ◆ Emergency Relief and Re-entry

## Hurricane Preparedness Program (HP)

Although every locality in Virginia has felt the effects of hurricane impacts in the form of winds or flooding, the twenty-one designated risk localities for severe impact from hurricanes are in Eastern Virginia. Those specific risk localities are: the cities of Chesapeake, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach; the counties of Accomack, Gloucester, Isle of Wight, Lancaster, Mathews, Middlesex, Northampton, Northumberland, Richmond, Surry, York, Westmoreland, and the town of Chincoteague, all of which are strategically located in VDEM Region 5.

The Hurricane Program staff works closely with state agencies in the development and coordination of state plans that affect the safe evacuation and sheltering of Commonwealth residents and visitors who may be directed to evacuate the coastal areas of the state in emergency events. The Hurricane Program staff also works with state agencies to assist localities in preparing for and responding to Atlantic tropical weather events and hurricanes, and with local officials to coordinate their preparedness and response planning. The program also assists coastal localities and state agencies in the development and planning of their hurricane preparedness and response programs and provides specific training on key hurricane preparedness tools, i.e. HURREVAC, a hurricane tracking and evacuation decision making assistance tool; and SLOSH, (Sea, Lake and Overland surge from Hurricanes) which is a planning tool for estimating the vulnerability of storm time flood prone areas to tidal storm surge amounts under different tropical threats.

## **Hurricane Preparedness**

---

The Hurricane Program staff, during times of State Emergency Operations Center hurricane threat event activations, serve as Technical Specialist to the Virginia Emergency Response Team and are a constant source of technical information to state and federal agencies and local jurisdictions.

The HP Manager is the state's liaison for the National Hurricane Program to DHS/FEMA for the federally funded Hurricane Evacuation Studies that are conducted in all East and Gulf Coast states. The manager is also the liaison to the National Weather Service, National Hurricane Center, other National Emergency Management Association (NEMA) State Hurricane Managers and the NEMA Region 3 Representative on the Inter-Agency coordinating Agency on Hurricanes.

# **Radiological Emergency Preparedness**

---

The Radiological Emergency Preparedness Branch of the Preparedness Division encompasses four main projects:

## **Radiological Emergency Response Program (RERP)**

There are two nuclear power stations (NPS) in Virginia owned and operated by Dominion Virginia Power that produce 40% of the electric power used in the state. Operating a licensed nuclear power station is a partnership between business and government because all practical efforts must be made to protect the public from potential emergencies at the stations. The RERP staff works with state agencies and local governments located within fifty miles of a NPS to develop plans and conduct training and exercises to protect residents from the potential release of radiation from the stations. Each year, Dominion Virginia Power and VDEM develop and conduct a full-scale NPS exercise that is graded by FEMA. Additionally, every six years a 50 mile Plume Ingestion Pathway Exercise is a part of the full-scale NPS exercise graded by FEMA.

In an effort to further protect the public from the potential release of radiation, RERP staff works closely with the Navy Nuclear Propulsion Program and BWX Technologies, sharing plans and conducting training and exercises.

## **Radiological Training**

VDEM, in cooperation with Dominion Virginia Power, conducts several functional training classes based on the state's required emergency response planning and exercises. Although classes are targeted for personnel within the Emergency Planning Zones (within 10 miles of NPS), officials from other localities may register for the classes.

A state/local Radiological Emergency Response Plan exercise is conducted annually by the Radiological Branch at one of the two nuclear power plants in Virginia. The successful completion of this exercise is required for continued federal licensing of the North Anna and Surry nuclear power stations by the Nuclear Regulatory Commission (NRC).

## **Radiological Funding**

Risk localities within a 10 mile radius of the Surry and Nuclear Power Stations receive \$25,000 annually to prepare their locality for the possibility of an incident at the power station. Local jurisdictions that serve as hosts for those risk localities, receive \$20,500 annually to support this function.

Localities within 50 miles of the Surry or North Anna Power Station are eligible for funding up to \$3500 (\$700 per year) for planning purposes to prepare their locality for the possibility of an incident at a nuclear power plant that would require an emergency response.

# **Radiological Emergency Preparedness**

---

## **Calvert Cliffs (Maryland) Nuclear Power Plant**

Baltimore Gas and Electric Company owns and operates the Calvert Cliffs Nuclear Power Plant (CCNPP) which is located in Maryland about 22 miles from the Virginia border. It consists of two units (Unit 1 and Unit 2) each of which includes a three-loop pressurized light water reactor nuclear steam supply system and turbine generator. Each reactor unit is designed for a net electrical output of 845 megawatts. Written agreements have been developed between the State of Maryland and the Commonwealth of Virginia to provide for timely notification, mutual support, and identification of response organizations and procedures.

# **Hazardous Materials and Terrorism Planning**

---

The Hazardous Materials and Terrorism Planning (HMTP) Branch is responsible for providing technical assistance and support to state agencies, local jurisdictions, and associated Local Emergency Planning Committees (LEPCs) to develop, maintain, and enhance a level of preparedness to ensure an effective, efficient, and safe response to hazardous materials/terrorist incidents. This is achieved through a variety of initiatives at the state and local level, which are summarized below.

## **Local HAZMAT/Terrorism Planning Assistance**

Local hazardous materials plans should be reviewed and updated annually, preferably after an actual event or exercise, to get the necessary input from supporting departments and stakeholders. The Hazardous Materials and Terrorism Planning (HMTP) Branch will provide LEPCs with technical assistance in the development/updating of their hazardous materials emergency operations plans as well as the exercising of these plans upon request.

The HMTP Branch developed a local Terrorism Consequence Management Plan template to assist localities in this effort and provides training in counterterrorism planning for local and state officials.

## **Grants**

The HMTP Branch manages the U. S. Department of Transportation Hazardous Materials Emergency Preparedness Grant (HMEP) program which supports LEPC plan development, updates, exercises/drills, assessments of local response capabilities, and commodity flow studies.

The Branch manages the FEMA Comprehensive Environmental Response Compensation Liability Act (CERCLA) Grant program (when funding is available), which supports LEPC HAZMAT drills, as well as attendance at regional HAZMAT meetings, workshops and conferences.

# **Hazardous Materials and Terrorism Planning**

---

## **State Programs**

The HMTP Branch is responsible for maintaining and updating the Virginia Hazardous Materials and Terrorism Consequence Management Plan.

The Branch has collaborated with other state agencies in the development of the Influenza Pandemic Annex (non-Health Component) to the Terrorism Consequence Management Plan.

The Branch has been involved with the Virginia Department of Health (VDH) in developing the Virginia Strategic National Stockpile (SNS) plan, which is also a component of the Terrorism Consequence Management Plan.

The Branch works closely with the VDH in managing the state's CHEMPACK program. The CHEMPACK program is a component of the federal Strategic National Stockpile Program (SNS) operated by the Centers for Disease Control and Prevention (CDC) for the benefit of the U.S. civilian population. The CHEMPACK program's mission is to provide state and local governments a sustainable nerve agent antidote cache that increases their capability to respond quickly to a nerve agent event such as a terrorist attack.

The Branch participates in and supports the Metropolitan Medical Response System (MMRS) regional planning initiatives in the Hampton Roads and Richmond areas.

The Branch serves in the capacity of technical advisor to the Hampton Roads Regional Catastrophic Planning Team and the Virginia Emergency Response Team (VERT) in the areas of improvised explosive devices (IEDs) and chemical terrorism, respectively.

Currently the HMTP Branch, at the request of the Governor's Office of Commonwealth Preparedness, is coordinating the Commonwealth's Chemical Facility Anti-Terrorism Standards (CFATS) program. CFATS is a chemical security program managed nationwide by the U.S. Department of Homeland Security.

## Volunteer Coordination

---

VDEM's Volunteer Coordination Branch coordinates state level disaster and emergency-based volunteer and donation efforts and supports local governments in volunteer and donation related emergency preparedness, mitigation, response and recovery activities. It assists localities in:

- ◆ Successfully integrating community volunteers into all phases of emergency management,
- ◆ Ensuring the most efficient and effective utilization of pre-assigned and unaffiliated volunteers and solicited and unsolicited donations in communities impacted by disasters.
- ◆ Enhancing the ability of its governments and citizens to prepare for, cope with and recover from emergencies and disasters through information, planning, education, training and exercises.

This Branch's also administers Virginia's Donation and Volunteer Management Response and Recovery efforts and serves as the state Voluntary Agency Liaison to the Virginia Voluntary Organizations Active in Disaster (VAVOAD) and other non-governmental organizations (including non-profits, faith-based groups, civic groups and the private sector) with defined disaster missions.

In addition, it is responsible for the direct administration and coordination of Virginia's Citizen Corps and CERT programs, the state Virginia Citizen Corps Council, and for the allocation and management of Virginia's DHS Citizen Preparedness Grant monies.

# **Donations and Volunteer Management**

---

In non-disaster times, Volunteer Coordination provides training, advice and support to local jurisdictions to ensure that the potential for volunteer and donation management processes and partnerships are in place.

During times of emergency unsolicited donated goods and unaffiliated volunteers can quickly overwhelm an impacted community.

## **ESF 17, Donation and Volunteer Management**

VDEM's Volunteer Coordination Branch coordinates a variety of efforts to assist jurisdictions through ESF 17, Volunteer and Donation Management. This Emergency Support Function:

- ◆ Assesses and plans for identified needs and gaps in the locality's response and recovery efforts,
- ◆ Acts as a liaison between the VAVOAD and local government,
- ◆ Identifies possible volunteer and donation assets and when required operates a donation hotline to manage cash donations and unsolicited goods and to fill unmet needs, and
- ◆ Creates centralized public information to control and/or head off the flow of unwanted goods and services before they arrive at a response area, and when required will provide the management structure for a multi-agency donation warehouse operation.

In addition, the state volunteer and donation team, upon request of a locality, can provide the timely dispatch of trained advisory teams to impacted areas to help organize the receipt, cataloging, storage and distribution of donated goods or assist in the effective use of spontaneous volunteers. These teams are ideally linked to identified local volunteer and faith-based organizations where they will assist in developing the core of a Disaster Recovery Task Force.

## Citizen Corps Program

---

Citizen Corps is the Department of Homeland Security's comprehensive effort to connect federal, state and local government with non-government groups to support all aspects of citizen and community preparedness.

Its mission is to bring community and government leaders together to involve community members in all-hazards emergency preparedness, planning, mitigation, response and recovery efforts. Citizen Corps programs build on successful efforts already in place in most of Virginia's communities to prevent crime and respond to emergencies.

Virginia's Citizen Corps Program is a major VDEM preparedness initiative that began in 2003 with Governor Mark Warner's volunteer initiative, Virginia Corps. VDEM was appointed, through this initiative as the coordinating agency for Virginia's state and local Citizen Corps programs including:

- ◆ Citizen Corps Councils,
- ◆ Community Emergency Response Team (CERT),
- ◆ Medical Reserve Corps (MRC),
- ◆ Volunteers in Police Service (VIPS),
- ◆ Neighborhood Watch, and
- ◆ Fire Corps.

Citizen Corps fits VDEM's mission of involving citizens in preparedness activities and providing the direction and coordination of volunteer activities that make our communities safer, stronger and better prepared to respond to any emergency situation.

In addition to oversight for its core programs, VDEM's program works closely with Citizen Corps' national non-profit and civic affiliate programs and partners and those organizations in Virginia that share a common goal of helping communities prevent, prepare for and respond to crime, disasters, pressing public health needs and emergencies of all kinds.

The Citizen Corps office provides follow-up training and exercise opportunities and recognition events, including the sponsorship of an annual state-wide conference and several regional training days.

# Citizen Corps Program

---

## Citizen Corps Councils

Citizen Corps activities are adapted to each locality and coordinated at the local level by Citizen Corps Councils. These councils bring together leaders from relevant sectors of the community to manage existing volunteer resources, leverage mutually supportive endeavors among represented groups and to direct the overall local Citizen Corps community plans.

Councils are required to be representative of the locality and should include:

- ◆ Leadership from elected official,
- ◆ Emergency management;
- ◆ First responder community (law enforcement, fire, emergency medical services and health care providers);
- ◆ Volunteer, community service and faith-based groups including local VOAD groups or Volunteer Centers;
- ◆ Existing community substructures such as neighborhood commissions;
- ◆ Private sector companies or industry;
- ◆ Education institutions and school boards;
- ◆ Environmental, utility and transportation groups;
- ◆ The media; and
- ◆ Representatives of specific community segments such as the elderly, minority populations and non-English speakers.

# Citizen Corps Program

---

Councils are responsible for:

- ◆ Creating an action plan to involve the community in prevention, preparedness and response activities and to mobilize the community in a large-scale event;
- ◆ Identifying ways in which the community resources can help meet the needs of its first responders;
- ◆ Working with neighborhood leaders to design a systematic approach to educating the public; and
- ◆ Spearheading efforts to offer new and existing volunteer opportunities, educational information, and training that addresses crime, terrorism, public health issues and disaster risks.

## Community Emergency Response Teams (CERT)

CERT is a FEMA training program that educates citizens about the hazards they face in their community and trains them in lifesaving skills. If needed following a disaster, these citizen responders use their training as part of a neighborhood or work place team to help others when professional responder are overwhelmed or not immediately available.

CERT members provide immediate assistance to victims in their area, organize spontaneous volunteers and collect disaster intelligence that can assist with the prioritization and allocation of resources when they arrive.

VDEM's CERT program coordinates and supports a network of local and state agency CERT programs. The Citizen Corps Office provides direct support to localities for the successful administration of this program and sponsors a minimum of three annual CERT train-the-trainer programs in identified areas. The office also offers follow-up training and supports specialized training such as Campus and Teen CERT.

The basic CERT training program is a 20-hour course. Training sessions cover:

- ◆ Disaster preparedness,
- ◆ Fire suppression,
- ◆ Basic disaster medical operations,
- ◆ Light search and rescue,
- ◆ Disaster psychology,
- ◆ Team organization, and
- ◆ Terrorism.

# Citizen Corps Program

---

## Other Citizen Corps Programs

While CERT and Citizen Corps are housed in VDEM, the other four core Citizen Corps Programs while supported and coordinated by VDEM's Citizen Corps Office are under the direction of other agencies.

- ◆ **Neighborhood Watch** is a more than 30-year-old highly successful crime prevention effort developed as a means to incorporate citizens in crime prevention efforts. Neighborhood Watch brings together local officials, law enforcement and citizens to create a unified front in protecting our communities. All information on Neighborhood Watch is available online at [www.usaonwatch.org](http://www.usaonwatch.org).
- ◆ **Volunteers in Police Service (VIPS)** was developed by the US Department of Justice in partnership with the International Association of Chiefs of Police to provide citizens with the opportunity to help make their community safer by volunteering to support local law enforcement professionals. This program is also designed to address the increasing demands on state and local law enforcement activities, as some police departments turn to civilian volunteers to enable police officers to be on the front lines. Information on VIPS is at [www.policevolunteers.org](http://www.policevolunteers.org)
- ◆ **Medical Reserve Corps** was created by the Department of Health and Human Services to engage volunteer health professionals and others with an interest in public health in supporting community medical services during large scale local emergencies and in promoting community public health year round. Medical Reserve Corps information, including program guidelines and resource manuals are found at [www.medicalreservecorps.gov](http://www.medicalreservecorps.gov) . The Virginia Department of Health provides direct support and guidelines for Virginia's regional public health based MRC programs.
- ◆ **Fire Corps** is the component of Citizen Corps that supports and supplements resource-constrained fire and EMD departments through the use of citizen advocates for non-operational activities. These citizens let first responders focus their efforts on being prepared for and responding to the most critical life-threatening situations. The Department of Fire Programs coordinates Virginia's Fire Corps programs. Information on the program can be found at [www.firecorps.org](http://www.firecorps.org)

## Virginia Voluntary Organizations Active in Disasters (VAVOAD)

For more information on VAVOAD, please see the Appendix.

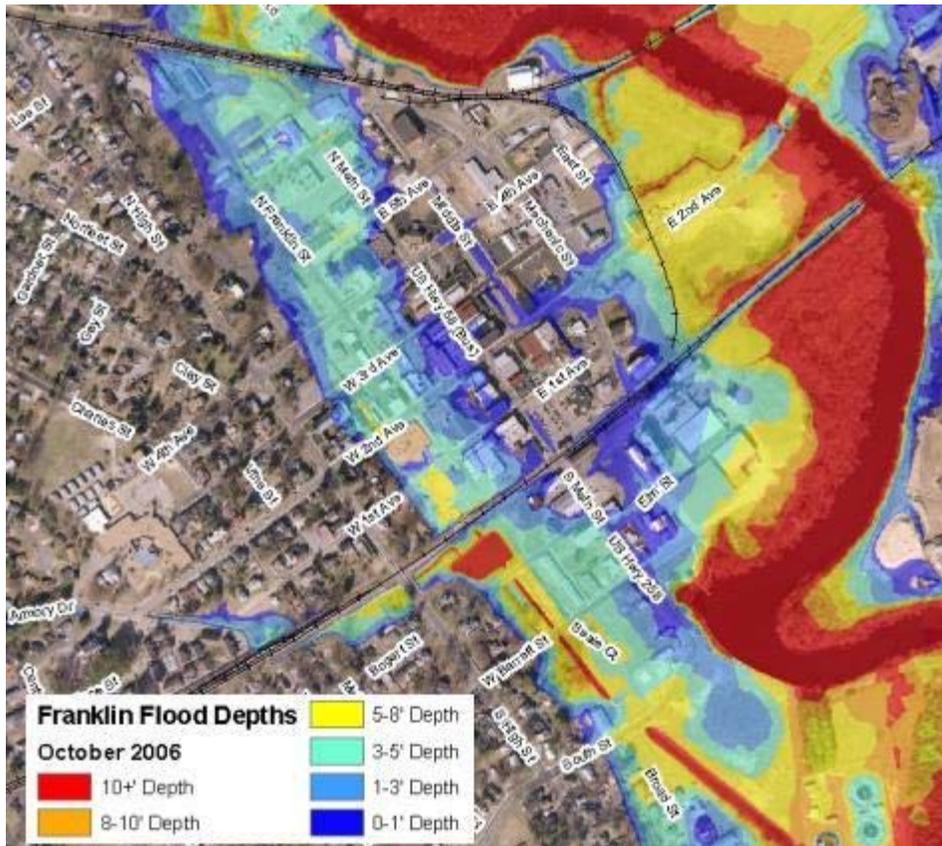
# Geographic Information Systems

---

The GIS Branch at VDEM is responsible for coordinating the storage of data and creation of products that depict information geographically. GIS data can depict various types of information, such as:

- ◆ Points – ie. Facilities, Places, Coordinates, Damage Reports
- ◆ Lines – ie. Roads, Utility Lines, Evacuation Routes
- ◆ Areas/Polygons – ie. Service Territories, Debris Removal Zones, Buffer Zones
- ◆ Images – Topographic Maps, Satellite Imagery, Aerial Photography

GIS can not only depict where features are located, but also symbolize those features differently based on the feature's attributes. For example, a point could be located on a map showing every property in a locality. After an incident, damaged properties could be assigned a damage state based on the amount of damage to each property. Finally, those points could be symbolized based on the damage states.



In the example to the left the map shows flooded portions of Franklin, VA in October 2006. The color code is used to show water depth within the flooded areas.

This information, in turn, can be used to identify portions of the flooded areas with a higher likelihood for more severe damage

# Geographic Information Systems

---

GIS can also be used to answer everyday questions:

- ◆ Which government facilities are located in flood or storm surge zones?
- ◆ How many residences are located within 10 miles of a nuclear power plant?
- ◆ Which streets intersect flood zones, and could potentially be flooded?
- ◆ Which VDEM Regional Coordinator is assigned to my locality?
- ◆ Which National Weather Service Office is responsible for my locality?
- ◆ Are any water bodies, schools or nursing homes located within 1 mile of a Hazardous Materials incident?

The GIS Branch also serves as a resource for localities as they leverage GIS technologies. This branch can help localities with the:

- ◆ Identification of best practices and standards for the use of GIS,
- ◆ Coordination of mapping symbology,
- ◆ Identification of national and regional datasets, and
- ◆ Creation of new state and local datasets that are relevant to the Emergency Management. These datasets can be used in all phases of Emergency Management, and can serve as a tool to Emergency Managers for developing, evaluating, and enhancing plans.



---

**Chapter 4:**  
**The Operations**  
**Division**

---



## What is the Operations Division

---

The Operations Division manages and staffs the Virginia Emergency Operations Center (VEOC), which serves as the hub of state operations when emergencies and disasters strike or threaten Virginia. The VEOC is staffed 24 hours a day, seven days a week to respond to calls for assistance from about 139 local governments throughout Virginia.

Daily, the Operations Division oversees and coordinates a number of activities, including:

- ◆ Communications
- ◆ Communications Strategic Reserve,
- ◆ Amateur Radio,
- ◆ Statewide Alerting Network,
- ◆ Telecommunicator Emergency Response Team,
- ◆ Virginia Briefing Report,
- ◆ Resource Management,
- ◆ WebEOC,
- ◆ Integrated Flood Observing and Warning System (IFLOWS),
- ◆ Dam Safety, and
- ◆ Search and Rescue.

Operations Division activities are generally conducted and coordinated in the Virginia Emergency Operations Center (VEOC).

Timely warning of weather related impacts is provided by the National Weather Service (NWS) and a short summary of NWS coverage of Virginia is included in this section.

## Communications

---

The importance of contacting the Virginia Emergency Operations Center quickly after an incident occurs or an event is scheduled cannot be over emphasized, as the sooner the notification occurs, the earlier state resources can be mobilized to assist.

The EOC has numerous, redundant communications pathways which are monitored 24 hours a day in order to facilitate the rapid notification and dissemination of event information.

The paths listed below are provided in order to enable localities and field personnel a means to contact the EOC, regardless of an incident's impact on existing infrastructure and facilities.

1. WebEOC (<https://explore.vdem.virginia.gov/eoc7>)
2. Telephone (800) 468-8892  
(804) 674-2400
3. Virginia Warning and Alert System (VAWAS)
4. National Warning and Alert System (NAWAS)
5. Washington Area Warning and Alert System (WAWAS)
6. Satellite Telephone (500) 760-8405  
(888) 278-1308
7. Surry/North Anna Instaphone
8. Fax (804) 674-2419
9. Email ([veoc@vdem.virginia.gov](mailto:veoc@vdem.virginia.gov))
10. Virginia Criminal Information Network (VCIN) address VEOC and VEO1
11. Emergency Management Network (EMNet)
12. Overlay Regional Interoperability Network (Orion - Hampton Roads Area). Select VEOC from drop down menu.
13. State Agency Radio System (STARS)

## Communications

---

14. Amateur Radio (Callsign N4VEM)
  - a. HF 3947 Mhz (Old Dominion Emergency Net) 7242 Mhz LSB
  - b. VHF Repeater (Tidewater to Richmond via Williamsburg Repeater) 146.760
  - c. VHF Repeater (West Central VA to VEOC via Lexington Repeater) 147.330 Mhz
  - d. VHF Repeater (Central VA) 146.880 Mhz PL tone 74.4 Mhz
  - e. IRLP Emergency Network (Via Raleigh Reflector channel 9214)
  - f. Virginia Digital Emergency Net (VDEN) 145.730 addressed to N4VEM
  - g. For HF WinLink Users address messages to [races@vdem.virginia.gov](mailto:races@vdem.virginia.gov) or [veoc@vdem.virginia.gov](mailto:veoc@vdem.virginia.gov). Attachments welcomed.
15. FEMA National Radio System (FNARS)
16. Regional Incident Communication Coordination Systems (RICCS)

# Communications Strategic Reserve

---

Due to the variances in organic communications capabilities across the Commonwealth, and given the potential for large scale incidents to happen at moments notice that would require substantial amounts of interoperable communications equipment, the state has created the Commonwealth of Virginia Strategic Reserve.

The reserve consists of:

- ◆ Three Type II regional radio caches,
- ◆ The VDEM Technical Support Unit (TSU),
- ◆ The Sprint Emergency Response Team (Sprint ET), and
- ◆ The Commonwealth of Virginia Mobile Command Post (MCP) (September 2008 Delivery).

All of these resources are centrally managed through the Virginia Emergency Operations Center and can be requested using the standard resource request process.

## Radio Cache

A Type II radio cache consists of:

- ◆ 300-500 portables with a minimum of 75 in each band (VHF Low, VHF High, UHF, 700-800),
- ◆ Minimum 1 Audio Gateway,
- ◆ Programmable radio repeater In each band,
- ◆ Ability to program radios on site,
- ◆ Generator power,
- ◆ Support vehicle with Tower Trailer,
- ◆ Minimum 4 man team of Communications specialist with 1 designated as Communications lead (COML), and
- ◆ Must have all National and State Interop channels available in equipment.

# **Communications Strategic Reserve**

---

## **Technical Support Unit**

The Technical Support Unit provides:

- ◆ Numerous public safety radios in all bands,
- ◆ Interoperability devices,
- ◆ Satellite voice and data communications,
- ◆ WiFi access,
- ◆ Full Amateur Radio Suite,
- ◆ Streaming video, and
- ◆ Generator power.

## **Sprint Emergency Response Team**

The Sprint Emergency Response Team provides:

- ◆ Dedicated cellular access,
- ◆ Cache of Push To Talk (PTT) cellular phones,
- ◆ Additional cellular bandwidth for localities in coverage area,
- ◆ Cellular IP access, and
- ◆ Generator Power.

# Communications Strategic Reserve

---

## Mobile Command Post

The VDEM Mobile Command Post provides:

- ◆ Space for Command and Control Activities,
- ◆ Interoperability Devices,
- ◆ Satellite voice and Data Communications,
- ◆ Video Teleconference Capability,
- ◆ GIS, and
- ◆ Generator Power.
- ◆ The VDEM Mobile Command Post (MCP), Technical Support Unit (TSU) and communications

All Strategic Reserve assets are expected to operate unsupported in the varied environments present across the Commonwealth, as well as outside the state should they be assigned to fulfill an Emergency Management Assistance Compact (EMAC) mission by the VEOC.

While basic logistics and support capabilities are inherent in the units, long-term missions or missions in remote areas might necessitate additional resources to support operations and the personnel deployed to support them.

Information pertinent to the operating area should be forwarded to the VEOC as quickly as possible in order to adequately coordinate support.

In the event of a resource equipment failure, casualty restoration or replacement is to be completed in no more than two hours. If the casualty is of such a catastrophic nature that capability cannot be restored within the specified period of time, the VEOC shall be notified immediately so a replacement resource can be designated and assigned to assume the unfulfilled mission.

## **Amateur Radio**

---

Additionally, the VEOC works with Amateur Radio Emergency Services (ARES) and Radio Amateur Civil Emergency Services (RACES) during local, regional, and national civil emergencies and natural disasters.

ARES consists of licensed amateurs who volunteer their services and equipment for communications duty when disaster strikes.

RACES is administered by local county and state emergency management agencies and is supported by FEMA. RACES provides radio communications for civil preparedness purposes only during local, regional or national civil emergencies and natural disasters.

The VEOC maintains an amateur radio station, staffed and maintained by volunteer licensed radio operators.

# Statewide Alerting Network

---

The Statewide Alerting network (SWAN) is a single, integrated notification tool that VDEM utilizes to provide the Virginia Emergency Operations Center staff, Incident Management Cadre, Virginia Emergency Response Team (VERT) and other external customers detailed information in reference to:

- ◆ Hazardous material releases,
- ◆ Severe weather situations, and
- ◆ Other significant events that may impact the Commonwealth, National Capital Region or contiguous states.

Administrators and users of the system have the capability to designate message recipients based on a number of criteria, including

- ◆ Geographical location,
- ◆ Emergency role, or
- ◆ Organization affiliation.

SWAN provides a single interface for two-way communication with personnel via any number of communications channels, including:

- ◆ e-Mail,
- ◆ Pager,
- ◆ Landline,
- ◆ Cellular phone and
- ◆ Fax.

Administrators and users of the system have the capability to designate message recipients based on a number of criteria, including geographical location, emergency role or organization affiliation.

Since VDEM's operational date of late October 2007, the system is proving its long-standing capability of being highly reliable and configurable.

Currently, the Virginia State Police, Virginia Capitol Police, Virginia Department of Agriculture & Consumer Services and the Virginia Department of Transportation are among other state agencies who utilize the system for key internal and external notifications.

# Telecommunicator Emergency Response Team

---

The Association of Public Safety Officials (APCO) defines a Telecommunicator Emergency Response Team (TERT) as a group of professional public safety emergency communications personnel supported by a cadre of logistical and administrative staff designed to support dispatch entities.

Virginia TERT Chapter was formed shortly after Hurricane Katrina and is currently accepting applications for:

- ◆ Taskforce Commanders,
- ◆ Communications Supervisors,
- ◆ Call Takers,
- ◆ Radio Operators, and
- ◆ Critical Incident Stress Management Dispatchers.

Members will be selected based on several criteria that will include, but not limited to work experience, skill & commitment level and ability to work in a team environment.

Requirements for continued team participation will include a commitment to complete core-training requirements and attend team meetings and exercises.

Deployment of team members is the sole authority of Team Leadership. Each deployment may require a commitment to serve on a temporary federal duty assignment for as much as two weeks anywhere within the United States and its holdings. Supervisor and employer sponsorship is mandatory.

When an emergency occurs, a community can request assistance through VDEM and specially trained VA-TERT operators will be dispatched to answer 911 calls, dispatch emergency personnel and provide any other communication service that local personnel may need.

VDEM serves as the clearinghouse for all TERT requests via Statewide Mutual Aid (SMA) or Emergency Management Assistance Compacts (EMAC).

Additional information on Virginia's TERT program can be found at the Virginia's APCO website: <http://www.virginia-apco.org/>

# Virginia Briefing Report

---

The purpose of the Virginia Briefing Report is to provide Emergency Management and Public Safety personnel the latest information on topics and news related to:

- ◆ Emergency Management,
- ◆ Public Safety,
- ◆ Homeland Security,
- ◆ Severe Weather,
- ◆ Public Health,
- ◆ Interoperable Communications, and
- ◆ Information Technology Alerts.

The Virginia Briefing Report is produced by the Operations Plans Section Monday – Friday, except holidays. Information is obtained from open sources and although unclassified, information within the report shall be handled as Emergency Services Sensitive and For Official Use Only.

This report should not be forwarded or furnished to the media or other agencies outside the emergency services community without expressed permission of the VDEM Operations Director.

Opinions/views are not those of the Commonwealth of Virginia or VDEM and are presented solely for informational purposes.

## Report Format

The report format is:

- ◆ Virginia Events,
- ◆ Contiguous States Significant Events – DC, MD, NC, WV, TN, KY,
- ◆ Other Activity,
- ◆ DHS Daily Report,
- ◆ Regional Weather, and
- ◆ VA Weather Watches/Warnings

# Virginia Briefing Report

---

## Report Criteria

Some of the information that is considered in producing the report is as follows:

1. Date of article – current to within past 5 days
2. Interoperability Communications/Emergency Communications
  - ◆ Nationwide
3. Emergency Drills/Training Exercises
  - ◆ VA, Contiguous States, East Coast, DHS/FEMA
4. Emergency Planning/Emergency Management
  - ◆ VA, Contiguous States, East Coast, DHS/FEMA
5. Homeland Security/Terrorism
  - ◆ Events/incidents with possible impact on VA, National Capital Region
6. Severe Weather Events resulting in major damage and/or loss of life
  - ◆ Nationwide
7. Information Technology Alerts
  - ◆ Nationwide
8. Public Health Alerts/Investigations
  - ◆ VA, Contiguous States, Nationwide, Federal
9. Large Hazmat incidents with possible impact on Virginia

Localities are encouraged to submit information for use in the Virginia Briefing Report to [vbr@vdem.virginia.gov](mailto:vbr@vdem.virginia.gov). When submitting information for the report, localities are requested to provide as much information as possible and the news media source, if available.

# Resource Management

---

The VEOC responds to calls for assistance for emergencies ranging from hazardous materials incidents to search and rescue missions. During a disaster, representatives from state and federal agencies and volunteer organizations augment the VEOC to ensure that needed resources are provided to disaster-stricken areas.

The VEOC staff coordinates the resource acquisition of everything from sandbags and generators to bulldozers for debris removal and helicopters used in rooftop rescues.

Resource Management coordinates the acquisition of disaster resources associated with all the Hazards as derived from the State EOP, Vol. 6, Chapter 3, Hazards Identification Risk Assessment.

The objective of Resource Management is to provide resources to the requesting entity within a required amount of time of when the decision is made to deploy resources in response to an event.

## List of Available Resources

A database of available resources has been developed through the use of WebEOC Resource Manager.

This database is being populated by all 139 localities allowing each locality to enter resources they have for use during an event.

This database also allows:

- ◆ The locality to properly “Type” the resource as directed under the National Incident Management System.
- ◆ For a more efficient and timely response to an event whenever there is a need for Statewide Mutual Aid (SMA) or Emergency Management Assistance Compact (EMAC) assistance.
- ◆ Localities, state agencies and Resource Management to see an up to date view of what is available to respond to an event.

# Resource Management

---

## Statewide Mutual Aid

The Statewide Mutual Aid (SMA) program was developed to assist localities (locality means “political subdivision” as defined in Virginia Code § 44-146.16) to more effectively and efficiently exchange services and resources in response to declared disasters and emergencies.

SMA is a local government program established in partnership with the Commonwealth of Virginia.

The program provides a framework for resolution of some inter-jurisdictional issues and for reimbursement for the cost of services. The program is supplemental to, and does not affect, day-to-day mutual aid agreements between localities. All types of local resources may be requested or provided pursuant to this program.

The SMA Operations Manual provides additional information and forms and is available from the Virginia Department of Emergency Management (VDEM) website: [www.vaemergency.com](http://www.vaemergency.com). Title 44 of the Virginia Code governs aspects of this program and authorizes emergency declarations.

## Emergency Management Assistance Compact

The Emergency Management Assistance Compact (EMAC), established in 1996, has weathered the storm when tested and stands today as the cornerstone of state-to-state mutual aid.

Since being ratified by Congress and signed into law in 1996, (Public Law 104-321), 50 states, the District of Columbia, Puerto Rico, Guam, and the US Virgin Islands have enacted legislation to become members of EMAC. EMAC is the first national disaster-relief compact since the Civil Defense and Disaster Compact of 1950 to be ratified by Congress.

The strength of EMAC and the quality that distinguishes it from other plans and compacts lies in its governance structure, its relationship with federal organizations, states, counties, territories, & regions, and the ability to move any resource one state has to assist another state.

# WebEOC

---

WebEOC is a web-based crisis information management system used daily by the Virginia Emergency Operations Center (VEOC) and during incidents by localities across the Commonwealth and the Virginia Emergency Response Team (VERT).

WebEOC provides online communication for all groups related to emergency operations across the Commonwealth. It has the ability to manage the flow of information at the state and local level during an emergency situation.

It provides local governments with the ability to document incident status and request assistance.

In 2006, the WebEOC Local Advisory Group identified five goals for WebEOC. The goals for WebEOC are:

- ◆ Process resource requests reliably in an efficient, reliable, and timely manner.
- ◆ Effectively exchange information both internal and external between local, state, and federal agencies as well as to private sector and volunteer agencies.
- ◆ Have interoperability with other WebEOC systems, users, and databases.
- ◆ Be “simple” in its use.
- ◆ Maintain security standards as required.

## WebEOC Use

At the VEOC, WebEOC is used for daily operations, exercises, and incidents to create a common operating picture. The State Warning Point uses it for its daily operations log.

In conjunction with the National Capital Region, VDEM participates in information sharing called “dual commit” where situational information is shared across WebEOC systems.

Local governments use VDEM’s WebEOC system to submit:

- ◆ Situation reports,
- ◆ Initial damage assessments,
- ◆ Resource requests, and
- ◆ After action reviews.

Local governments can also track the status of their requests through WebEOC.

The VERT uses WebEOC to manage mission tasking and resources tracking.

# WebEOC

---

In 2008, VDEM introduced the Resource Management module for WebEOC which gives localities and state agencies a centralized database to manage and NIMS-type resources.

## WebEOC Governance

WebEOC is managed the Operations Division through the WebEOC work group. The work group membership includes VEOC Operations Division leadership and information technology staff. The work group meets monthly to discuss WebEOC issues and future plans.

VDEM formed a WebEOC Local Advisory Group to represent localities needs in WebEOC planning and decision making. This group has two members from each of the seven VDEM regions. The group meets quarterly via teleconference to discuss procedural and policy changes which directly impact local government.

## Your WebEOC Account

To request access to WebEOC, a local emergency manager must complete a WebEOC account request form and sign the information security agreement document. The form is submitted to the WebEOC support team which routes the form to the manager's Regional Coordinator and the Director of Operations for approval. Other emergency management personnel in the jurisdiction can also request accounts and should have the locality's emergency manager signature for the approval authorization.

Once the paperwork is completed, a member of the WebEOC support team will create the account and notify the requestor by email with the username and password. Users will be required to create a new password during the first login to the system. Passwords **must** have at least eight characters and contain a minimum one each of the following: lower case letter, capital letter, and number. A user account will be locked for 120 minutes if a user unsuccessfully logs in three times. To have the account unlocked, contact [webeocsupport@vdem.virginia.gov](mailto:webeocsupport@vdem.virginia.gov) with your username and phone number.



# Crisis Management Systems Account Request Form

Please complete all sections of this form and return to [webeocsupport@vdem.virginia.gov](mailto:webeocsupport@vdem.virginia.gov) or fax to 804-674-2419.

1. Applicant Information	
Request Date	
Name <i>(last, first, middle initial)</i>	
Locality/Agency	Title
Email	Phone

2. Account Options	
<i>Please select the appropriate role. Note: You can request up to multiple account options if you have a VERT position in addition to your role at a state agency or the VEOC.</i>	
<input type="checkbox"/> Locality <i>(read/write)</i>	Locality name:
<input type="checkbox"/> State Agency	<input type="checkbox"/> Federal Agency      Agency name:
<input type="checkbox"/> VERT	<input type="checkbox"/> VEOC/Daily Ops      Position:
<input type="checkbox"/> Resource Manager <i>(ability to enter data)</i>	
<input type="checkbox"/> Other	Please describe:
Account request justification <i>(Describe briefly why access to WebEOC is required, what level of access is needed, and WebEOC training completed. <u>This section is required to have account application processed.</u>)</i>	

3. Approval Authorization	
<i>Please provide the name and contact information for the Regional Coordinator, Emergency Manager, or VERT Section Chief authorizing WebEOC access</i>	
Name	Title
Agency	Department
Email	Phone
I certify that the applicant requires access to WebEOC and approve the request.	
By: _____(signature)	

4. VDEM Operations and IT Use Only	
VDEM Operations approved this request.	Attended WebEOC Training
By: _____(signature)	<input type="checkbox"/> Yes      Date <input type="checkbox"/> No
Username	Access given to: <input type="checkbox"/> WebEOC Operations <input type="checkbox"/> WebEOC Resource Manager
WebEOC Position(s)	
Account created by	Date account created



**Virginia Department of Emergency Management  
Crisis Management System  
Information Security Access Agreement**

As a user of WebEOC Crisis Management System (CMS) which is operated by the Virginia Department of Emergency Management (VDEM), I understand and agree to abide by the following terms which govern my access to and use of VDEM's WebEOC CMS.

Access has been granted to me by VDEM as a necessary privilege in order to perform authorized job functions. I am prohibited from using or knowingly permitting use of any assigned or entrusted access control mechanisms (such as log-in IDs and/or passwords) for any purpose other than those required to perform my authorized employment functions;

If, due to my authorized job functions, I require access to other information on VDEM's WebEOC CMS, I must obtain authorized access to that information from the Data Owner;

I will not disclose information concerning any access control mechanism of which I have knowledge unless properly authorized to do so by VDEM, and I will not use any access mechanism which has not been expressly assigned to me;

I agree to abide by all applicable Commonwealth of Virginia and VDEM policies, procedures and standards which relate to the security of VDEM computer systems and the data contained therein;

If I observe any incidents of non-compliance with the terms of this agreement, I am responsible for reporting them to the information security officer and management of VDEM;

By signing this agreement, I hereby certify that I understand the preceding terms and provisions and that I accept the responsibility of adhering to the same. I further acknowledge that any infractions of this agreement will result in disciplinary action, including but not limited to the termination of my access privileges.

\_\_\_\_\_  
Employee/Consultant Name (Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee/Consultant Signature

\_\_\_\_\_  
Agency/Jurisdiction/Company Name

\_\_\_\_\_  
Division Name

# **Integrated Flood Observing and Warning System**

---

The Integrated Flood Observing and Warning System (IFLOWS) program is intended and designed to substantially reduce:

- ◆ The annual loss of life;
- ◆ Property damage; and
- ◆ Disruption of commerce and human activities during flash flood events.

These goals are accomplished through the placement of stream and rain gauges in areas where flash floods can and have occurred. The gauges collect and transmit data at 15-minute time intervals to a local government and the Virginia Emergency Operations Center via the Virginia State Police microwave tower system.

The program was initiated after the severe flooding of 1977 along the borders of the tri-state area of Kentucky, Virginia, and West Virginia. Because of this disastrous event, the National Weather Service (NWS) developed the National Flash Flood Development Program in 1978.

To develop the IFLOWS concept, the NWS began a joint effort with the states in the Appalachian Region of the United States to undertake the establishment and development of a flash flood warning system to improve flood-warning capabilities in that region.

The system began as a prototype in 1980 in a 12-county pilot area using computers, communications, rainfall sensors, and specialized software to monitor rainfall to provide early warning of potential flash foods to the jurisdictions.

The pilot area was selected because of its susceptibility to flash flooding, its lack of existing flood warning systems, and the availability of communications circuits to tie the tri-state area together. Since this time, the program has expanded to include many states east of the Mississippi and thousands of gauges.

In Virginia, there are 282 rain gauges and 80 stream gauges located at 283 sites. All but one of the stream gauges are co-located with a rain gauge. Gauges exist within 40 cities and counties primarily along the I-81 corridor (Warren County south to Henry County and west to Lee County). Most of the participating jurisdictions have computers in an office so staff can monitor the gauge data in 'real time'.

Rain gauges allow for the tracking of rainfall by a locality and also provide data for the National Weather Service (NWS) to compare with radar-based rainfall projections. This is especially important and beneficial during periods of heavy rainfall.

The NWS also uses this information as part of their modeling to develop flash flood guidance. Stream gauges allow a locality to have flood warning capability.

When a gauge is showing the rising water (in feet) a locality can determine when susceptible areas will flood and deploy the necessary resources to cordon off streets or issue evacuation notices.

# Integrated Flood Observing and Warning System

A rain gauge consists of a 10-foot by one-foot diameter pipe enclosed on one end. The pipe houses a screened funnel to collect rainfall, a tipping bucket which measures each millimeter or 0.04 inch of rain and a VHF radio transmitter to send the tip counter number and gauge identifier to either a mountaintop receiver or repeater or to a county receiver/computer system. See figures below.



Figure 1 – Automatic Rain Gage.

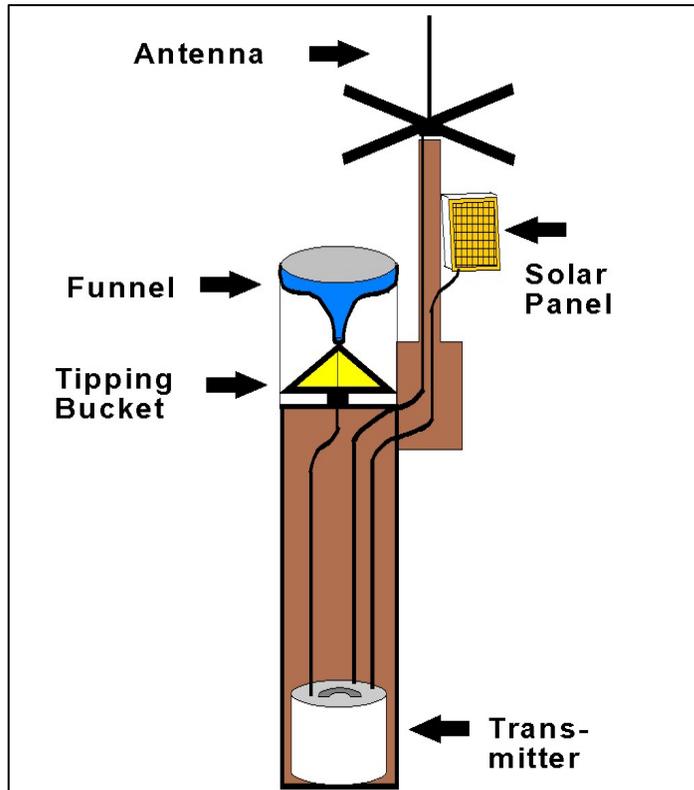


Figure 2 - Parts of Rain Gage.



Figure 3 - Tipping Bucket.

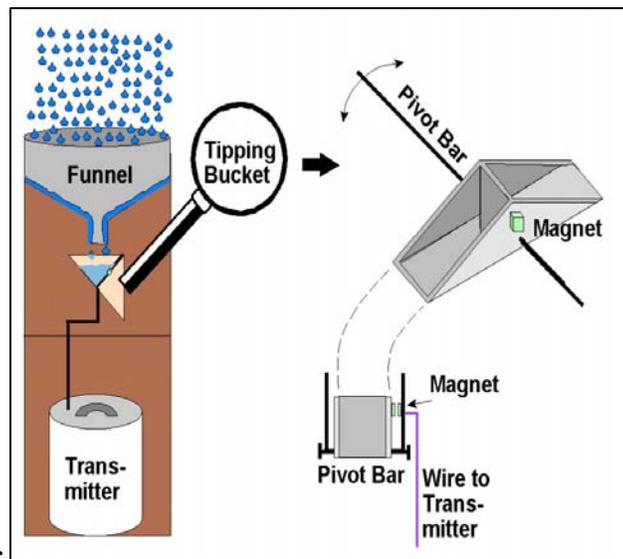


Figure 4 - Tipping Bucket Operation.

# Integrated Flood Observing and Warning System

---

Stream gauges consist of a pressure transducer placed in the stream, gauge house stilling basin or reservoir that measure the changes in water depth. The depth changes are transmitted by VHF radio to a receiving computer system, and the depth and time are recorded in the database. Usually rain gauges and stream gauges are collocated at the same site, using only one transmitter to send the gauge data readings.



**Figure 5 – Stream Gauge Conduit Pipe from Standpipe to Stream**



**Figure 6 – Stream Gauge Pressure Transducer**

In Virginia, the IFLOWS program is a joint venture of the NWS, the state, and the local participating jurisdictions. The NWS has provided program management at the national level, including funds for software development, communications design and capital equipment costs (computers, radio equipment, rain gauges, etc). As of 2007, there are no federal funds supporting the program within the state.

The state, through VDEM, provides a program manager and assistant manager to coordinate all activities between the NWS, the local jurisdictions, and other state and federal agencies.

The state also provides the communications maintenance support and operations of the central computer. The Virginia State Police Communications Division maintains all of the radio/microwave communications equipment, and a private contractor maintains the rain gauge equipment in the field.

Each participating local jurisdiction provides:

- ◆ A flash flood coordinator, usually the Emergency Management Coordinator.
- ◆ A location for the computer and communications equipment (radio receivers and transmitters).

# **Integrated Flood Observing and Warning System**

---

- ◆ The most critical item in the system – an Emergency Response Plan – to deal with the expected flooding situation. Without a well-planned response, the early warning of a potential flood disaster is useless.

The IFLOWS communications system utilizes VHF radio/microwave communications technology to carry a voice network. This network consists of the localities, the VEOC; and the NWS offices in Virginia. Dual - and - party line service is available.

There are also about 30 read-only systems installed at various industries, educational, government, and private locations.

These systems are not on the IFLOWS communications backbone; however, IFLOWS software is running on these systems and radio receivers intercept the backbone frequency and receive and store the data in the IFLOWS database running on the computer. By moving inventory and equipment, millions of dollars have been saved by industry that monitors the data routinely.

In Virginia, the radio messages are received in real time at the county sites and passed on to a computer, which processes the signal into useful information and posts it to the computer's IFLOWS database.

When polled by the central computer at the Virginia State Police (VSP) Communications tower building, the county computers send new data to the central site via the VSP microwave system.

The central site computer receives and posts the information in its database along with data from other states and at 15-minute intervals rebroadcasts the data to the IFLOWS world.

Counties not able to directly receive the data from the gauges can receive and store distant data in their database for analysis. For instance, a county can receive and store data from all the locations in Virginia, West Virginia, Kentucky, Tennessee, and North Carolina because of gateways set up between the other states.

In other words, the system can operate as a stand-alone system, or can integrate as many jurisdictions (computers) as the system operator desires.

The IFLOWS software also monitors the data as it is received and issues audible warnings when thresholds are exceeded. Percentages of the NWS Flash Flood Guidance and stream or reservoir depths can be set by the jurisdiction coordinator to be warning levels.

The NWS issues the guidance that is the amount of rainfall to begin small stream flooding in 1 hour, 6 hours, 12 hours and 24 hours. Using these as upper values for warning levels, the coordinator can set percentages for the levels of warning he/she desires.

IFLOWS data is available on the Internet at the following address: [www.afws.net](http://www.afws.net).

## Dam Safety

---

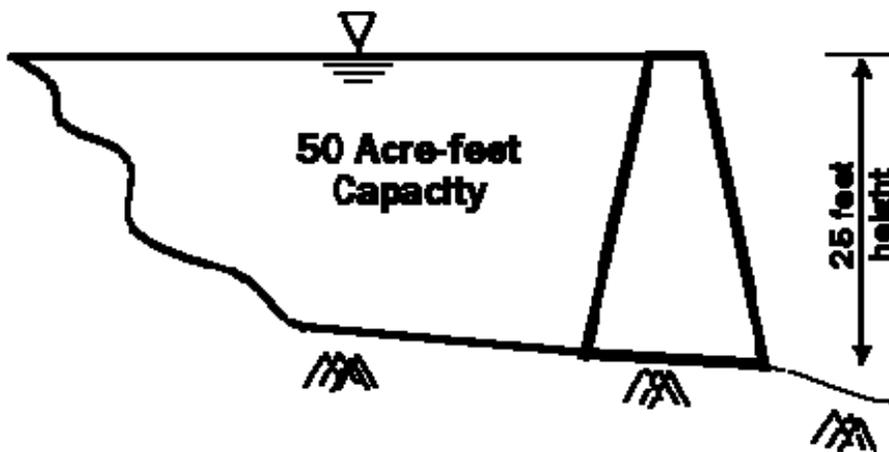
Regulation and permitting of dams is primarily the responsibility of the Virginia Department of Conservation and Recreation, Division of Dam Safety. The size, ownership, purpose and potential danger are factors in determining which dams are subject to regulation under the Virginia Dam Safety Act.

In general, a dam is excluded from the Act if it meets any of the following conditions:

- ◆ Is less than 6 feet in height;
- ◆ Has a capacity less than 50 acre-feet and is less than 25 feet in height;
- ◆ Has a capacity of less than 15 acre-feet and is more than 25 feet in height;
- ◆ Is used for primarily agricultural purposes and has a capacity less than 100 acre-feet (should use or ownership change, the dam may be subject to regulation);
- ◆ Is owned or licensed by the Federal Government; or
- ◆ Is operated for mining purposes under 45.1-222 or 45.1-225.1 of the *Code of Virginia*.

The height of a dam is defined as the vertical distance from the streambed at the downstream toe to the top of the dam.

The capacity of a dam is defined as the volume capable of being impounded at the top of the dam.



# Dam Safety

---

## Hazard Classification of Dams

Dams are classified with a *hazard potential* depending upon the downstream losses anticipated in event of failure. Hazard potential is **not** related to the structural integrity of a dam but strictly to the **potential** for adverse downstream effects *if* the dam were to fail.

- ◆ **Class I** - dams which upon failure would cause probable loss of life or excessive economic loss.
- ◆ **Class II** - dams which upon failure could cause possible loss of life or appreciable economic loss.
- ◆ **Class III** - dams which upon failure would not likely lead to loss of life or significant economic loss.
- ◆ **Class IV** - dams which upon failure would not likely lead to loss of life or economic loss to others.

Owners of Class I, II and III dams are required to file an Emergency Action Plan with the Dam Safety Division, the Virginia Department of Emergency Management, and the local government representative. The purpose of an Emergency Action Plan is to facilitate the evacuation of downstream residents and reduce downstream property loss.

Additional information is available at <http://www.dcr.virginia.gov/>.

# Search and Rescue

---

The Search and Rescue (SAR) Program is coordinated through the Virginia Emergency Operations Center (VEOC), which also serves as the State Rescue Coordination Center for the Commonwealth.

The SAR program is divided into two primary functions: Training and Response

## Training

The program provides training to:

- ◆ Police,
- ◆ Fire and rescue,
- ◆ EMS,
- ◆ Volunteer SAR responders, and
- ◆ Other emergency management personnel for lost / missing person searches conducted within the Inland Regions of the Commonwealth.

This training is generally provided at no cost to the responder providing available budget and adjunct instructor staff. Some cost-sharing for food and lodging of instructors can be arranged for the local jurisdictions who desire to host a locally dedicated SAR class.

VDEM has sponsored SAR training since 1985 based upon standards developed through the Virginia Search and Rescue Council. This long standing program has created an operational environment of common terms and methodologies shared by responders throughout the Commonwealth.

Training is currently comprised of wide-area ground search techniques to include:

- ◆ Navigation,
- ◆ Search tactics,
- ◆ Low-angle wilderness rescue,
- ◆ Clue awareness, and
- ◆ Wide-area search management strategies and techniques.

VDEM does not offer training in Urban SAR, Heavy Technical Rescue, or Swiftwater Rescue. These courses are typically coordinated or offered through the Virginia Department of Fire Programs.

# Search and Rescue

---

## Response

The value of the program comes to bear as a “one-shop-stop” for the local jurisdictions when seeking additional resources to support a search and rescue incident. Drawing from the volunteer and paid organizations who hold a Memorandum of Understanding (MOU) with VDEM for SAR services, the VEOC will coordinate the response of assets to include (but not limited to):

- ◆ Incident Management Teams.
- ◆ Ground search teams.
- ◆ Air-Scent dogs.
- ◆ Trailing dogs.
- ◆ Mantrackers/Signcutters.
- ◆ Mounted teams,
- ◆ Air search/reconnaissance,
- ◆ Human remains detection dogs,
- ◆ Swiftwater Rescue, and
- ◆ Heavy Technical Rescue.

Assistance will be coordinated through the VEOC upon request of the local jurisdiction. Typical requesting authority is a public safety official of that jurisdiction to include:

- ◆ Law Enforcement,
- ◆ Fire Chief,
- ◆ Emergency Services Coordinator or
- ◆ Most frequently, through the local Public Safety Access Point (PSAP).

There is no charge for services provided through the volunteer search and rescue organizations most typically used for a lost/missing persons event.

Those services provided through paid organizations are subject to reimbursement as described in the State Mutual Aid (SMA) procedures. An example of a typical paid response would be a Technical Rescue Team for a collapsed structure event.

## Requesting Assistance

A request for assistance can be made 24-hours a day via telephone to the VEOC at: (800) 468-8892.

# Search and Rescue

---

## Lost/Missing Persons

For assistance with a lost/missing persons incident, please be prepared to provide the following information at the time of initiating the request:

- ◆ Name of the missing person,
- ◆ Place last seen – Location,
- ◆ Age,
- ◆ Time / Date last seen,
- ◆ Gender,
- ◆ Circumstances of disappearance,
- ◆ Race,
- ◆ Directions to incident,
- ◆ Reported missing by, and
- ◆ Name and cell phone number to on-scene Officer In Charge

Please keep in mind that anytime you provide address information to the VEOC, a complete address to include city is needed. While a street address will be unique to your jurisdiction, they are frequently not unique to the Commonwealth. A complete address will enhance the ease of the dispatching process from the VEOC, and is greatly appreciated.

---

**Chapter 5:**  
**The Recovery and**  
**Mitigation Division**

---



# What is Recovery and Mitigation?

After a disaster occurs, the Recovery and Mitigation Division works with FEMA and other disaster assistance and recovery programs to coordinate efforts and help those individuals, businesses and jurisdictions that have been impacted.

The Virginia Department of Emergency Management's Recovery and Mitigation Division is comprised of the Individual Assistance, Public Assistance and Hazard Mitigation Branches. Following a disaster, the citizens of a community want their lives to return to normal as quickly as possible. The Recovery and Mitigation staff plays a major role in this process and coordinates with the Federal Emergency Management Agency and other organizations to administer disaster assistance programs such as:

- ◆ Disaster housing
- ◆ Loan programs
- ◆ Unemployment assistance and crisis counseling
- ◆ Business recovery
- ◆ Damage reimbursement programs (public and certain private nonprofit entities)



## What is Recovery and Mitigation?

---

FEMA and the state establish Disaster Recovery Centers in the period following a disaster. These centers offer information on the types of aid that may be available to disaster victims. Services include assistance with tax and legal matters; insurance, health and welfare issues; and loan and grant information.

VDEM staff also administers the Public Assistance program, which makes grants available to assist the state, local jurisdictions and certain private nonprofit organizations with the response to and recovery from disasters. Applicants in declared areas may be eligible to recover costs for debris removal, implementation of emergency protective measures, and the repair, restoration or replacement of damaged facilities/infrastructure. This aid is generally provided at a cost share of 75 percent federal and 25 percent non-federal funds.

Hazard mitigation is one program the division administers that is related to both preparedness and recovery. Local, state and federal governments are involved in mitigation programs to protect lives and property. VDEM staff administers both the post-disaster Hazard Mitigation Grant Program and a Pre-Disaster Mitigation program. Local communities may use mitigation funds to remove structures from the flood-prone areas, build flood control structures and implement other projects to lessen or eliminate the impact of disasters.

Like any other community, colleges and universities face a wide variety of potential man-made and natural disasters. Although not every disaster can be avoided, the consequences can be mitigated or eliminated through the establishment of a systematic, coordinated, pre-disaster planning process that leads to the development and implementation of a comprehensive hazard mitigation plan. Disaster Resistant University Plans provide higher education institutions with enhanced resiliency through the identification and assessment of the threats posed by natural and man-made hazards to their campuses and overall mission, as well as by the formulation of policies, programs and practices that will not only enhance the safety and security of faculty, staff and students but ensure the continuity of instructional programs, research initiatives and public service activities. Grants to support the development of Disaster Resistant University Plans, which benefit not only the institution of higher education but the community as a whole, are available through the VDEM Recovery and Mitigation Division.

For additional information on this as well as the other grant programs, please contact the Virginia Department of Emergency Management or visit our Website.

## **Public Assistance**

---

The Public Assistance Branch is responsible for the administration and delivery of assistance available through the state and Federal Public Assistance Programs, as well as the Fire Management Assistance Grant Program. A brief description of each program is provided below and additional information can be found in the toolbox section of this handbook.

### **FEMA Public Assistance Program**

The FEMA Public Assistance program awards grants to assist state and local governments and certain Private Non-Profit (PNP) entities with the response to and recovery from disasters. Specifically the program provides assistance for debris removal, emergency protective measures, and permanent restoration of infrastructure.

The Federal share of these expenses typically cannot be less than 75% of eligible costs. The program also encourages protection from future damage by providing assistance for hazard mitigation measures during the recovery process. Although the PA Program encourages planning for disaster recovery, PA funds may not be used for the costs of planning. The costs incurred for implementing the plans are eligible for reimbursement if they meet PA Program eligibility criteria.

The PA Program is based on a partnership between FEMA, state and local officials. FEMA is responsible for managing the program, approving grants and providing technical assistance to the state and applicants. The state acts as the Grantee for the PA Program. FEMA, the state and the Applicant are all responsible for grants awarded under the PA program. The State educates potential applicants, works with FEMA to manage the program, and is responsible for implementing and monitoring grants awarded under the program. Local Officials are responsible for identifying damage, providing sufficient data for FEMA to develop an accurate scope of work and cost estimate for doing the work and approving grants, and managing the projects funded under the PA program.

### **State Public Assistance Program**

The state Public Assistance Program is structured very similar to the Federal PA Program in terms of the types of damages eligible under the program and is discussed in more detail in the toolbox section of this handbook.

### **Fire Management Assistance Grant Program**

The Fire Management Assistance Grant Program (FMAGP), which is available to States, local and tribal governments, provides assistance to support the mitigation, management, and control of fires on publicly or privately owned forests or grasslands, which threaten such destruction as would constitute a major disaster.

## **Public Assistance**

---

The Fire Management Assistance declaration process is initiated when the state submits a request for assistance to the FEMA Regional Director at the time a “threat of major disaster” exists. The entire process is accomplished on an expedited basis and a FEMA decision is rendered in a matter of hours. The FMAGP provides a 75% percent Federal cost share and the State pays the remaining 25 percent for actual costs. Before a grant can be awarded, a State must demonstrate that total eligible costs for the declared fire meet or exceed either the individual fire cost threshold, which applies to single fires, or the cumulative fire cost threshold, which recognizes numerous smaller fires burning throughout the State.

Eligible firefighting costs may include expenses for field camps, equipment use, repair and replacement of tools, materials and supplies, mobilization and demobilization activities.

### **Training**

The Public Assistance Branch also coordinates with FEMA, the U.S. Corps of Engineers, and the VDEM Training Office, to provide training in a variety of areas to include Damage Assessment, PA Eligibility and Grants Management, Debris Plan Development, and Debris Management, Eligible PA Shelter Costs etc.

## Individual Assistance

---

Individual Assistance (IA) is a program within the Recovery and Mitigation Division of the Virginia Department of Emergency Management. The Individual Assistance program at the state level has a counterpart at the federal level within the Federal Emergency Management Agency (FEMA).

The purpose of the IA program is to facilitate and coordinate the delivery of all aid that might help individuals, families, and businesses recover from a disaster event. For convenience, assistance to business is included under IA.

Elements of IA belong to Emergency Support Functions numbers 6 and 14. Human Services is another term that is often used interchangeably with Individual Assistance.

The Human Services Officer, also referred to as the State Individual Assistance Officer, is the program manager for the IA program. The Human Services Officer:

- ◆ Provides assistance to localities regarding the policies and procedures for Initial Damage Assessments and Preliminary Damage Assessments as they relate to federal disaster declarations;
- ◆ Helps local officials, citizens, and voluntary organizations understand the forms of assistance available;
- ◆ Links government officials, citizens, and businesses to resources; and
- ◆ Acts as an advocate when obstacles arise during the disaster assistance process.

Most often, the primary activities of the IA program occur when the Commonwealth receives a federal Individual Disaster Assistance Declaration from the president or a stand-alone disaster declaration from the Small Business Administration.

However, the Human Services Officer does work with localities, voluntary organizations, and citizens during small disaster events that do not meet the criteria for a federal presidential or Small Business Administration disaster declaration.

Besides being the name of a state and federal program, individual assistance is also used as an umbrella term to encompass many forms of aid that can be made available to individuals, families, and businesses after a disaster event.

The help can be in the form of:

- ◆ Direct financial assistance,
- ◆ Counseling,

Referral to disaster resources, or services, such as volunteers helping a homeowner remove the debris from a damaged dwelling or repairing that damaged dwelling.

## Individual Assistance

---

The delivery of individual assistance can be by

- ◆ Local, state, and federal government organizations through specific legislated programs.
- ◆ Non-profit agencies, such as the American Red Cross and Salvation Army, and faith-based groups. The term faith-based group usually refers, although not exclusively, to organizational units within religious denominations whose special purpose is to help individuals and families recover from disasters.
- ◆ Long Term Recovery Task Forces or Unmet Needs Committees.

More information on the IA program and the varieties of assistance available is covered in Chapter 17.

# Hazard Mitigation

---

Hazard Mitigation can be defined as any sustained action that reduces or eliminates long-term risk of injury to people and damage to property from hazards while allowing continuity of critical societal functions.

The VDEM Hazard Mitigation Program supports the following by providing innovative measures that strengthen communities from the potential effects of natural and human-caused hazards:

- ◆ Local governments,
- ◆ Property owners,
- ◆ Businesses,
- ◆ Non-governmental organizations,
- ◆ Colleges and universities, and
- ◆ The building profession



The program manages delivery of two primary Department of Homeland Security Federal Emergency Management Agency (FEMA) programs:

- ◆ Mitigation grant programs
- ◆ All-hazard mitigation planning programs.



Both are grounded in the Robert T. Stafford Act and the 44 Code of Federal Regulations.

Five competitive hazard mitigation grant programs provide funding for structural mitigation, mitigation planning and special projects to eligible cities, counties, towns, planning district commissions, state agencies and state colleges and universities.

For more information on the hazard mitigation grant programs, see the toolkit in Chapter 18.

## **The Role of ESF 14**

---

In the VEOC, ESF 14 – Long-Term Community Recovery addresses short- and long-term recovery issues.

The short-term recovery component of ESF 14, which is coordinated by the VDEM, is comprised primarily of the disaster recovery programs available through FEMA, SBA, and other federal agencies. In addition, there are other assistance programs provided by a variety of state and federal agencies as well as non-governmental organizations to include but not limited to:

- ◆ The Department of Social Services;
- ◆ The Department of Mental Health, Mental Retardation, and Substance Abuse Services;
- ◆ The Department of Housing and Community Development, Conservation and Recreation;
- ◆ The Department of Taxation; and
- ◆ The Virginia Employment Commission.

### **Economic Crisis Strike Force**

Many of these agencies also have a role in the long-term recovery component of ESF 14 which is accomplished through the establishment of the Economic Crisis Strike Force.

In a declared emergency, the Economic Crisis Strike Force becomes an integral component of ESF 14- Long-Term Community Recovery in the VEOC and extends into the Joint Field Office once it is established. It focuses on developing priorities, strategies, and assistance that address long-term recovery issues.

The Secretary of Commerce and Trade is responsible for organizing the Economic Crisis Strike Force in a manner that best serves the needs of the locality or region impacted, given the economic consequences generated by the event.

It should be pointed out that the Economic Crisis Strike Force can be activated by the Governor without a declaration to bring economic assistance and support to communities in a non-disaster-related event, such as addressing the long-term impacts of a major industry relocating or closing.

The Strike Force leverages a variety of existing programs internal and external to the Commonwealth in both the public and private sectors, while developing and integrating new programs and associated policies tailored to meet the economic challenges precipitated by the event.

## **The Role of ESF 14**

---

During a disaster event, the Strike Force can:

- ◆ Facilitate the delivery of services and support to communities in a streamlined, coordinated, and targeted manner by providing a single point of contact for citizens, businesses, and industry needing economic assistance and support.
- ◆ Acts as a broker to these entities by quickly identifying and making available the appropriate public and private assistance to the requesting party.
- ◆ Assist communities in developing local and regional short- and long-term strategies, to include identifying opportunities for workforce retraining, job creation, and new investment to support the strategies and priorities established.

### **ESF 14- Long-Term Recovery/Housing Planning Committee**

An ESF 14 Long Term Recovery/Housing Planning Committee was established by VDEM in April 2007 to strengthen the partnerships and interface with supporting agencies and ESFs to ensure the following:

- ◆ Timely identification, assessment and communication of critical long-term recovery/housing issues
- ◆ Development of a coordinated recovery strategy to address the immediate and long-term disaster recovery/housing needs and associated support.

The Committee includes representation from a number of state and federal agencies, local government and voluntary organizations to include the Virginia Department of Housing and Community Development, the Virginia Redevelopment Housing Authority, Mental Health, Social Services, the Virginia VOAD, HUD, FEMA, SBA, USDA, VA, and the city of Virginia Beach.



---

**Chapter 6:**  
**The Technological  
Hazards Division**

---



## What is Technological Hazards?

---

The mission of the Technological Hazards Division (THD) is to administer a statewide hazardous materials emergency response program to protect human health and the environment and to ensure the safety of emergency responders from the effects of hazardous materials incidents.

The hazardous materials emergency response program exists to provide the citizens of the Commonwealth of Virginia with enhanced, state-of-the-art technical response capabilities and extensive, multi-level, broad-based environmental planning and training programs.

To ensure the Commonwealth is prepared to handle serious hazardous materials incidents, the agency trains and coordinates a statewide network of:

- ◆ Locally based Hazardous Materials Officers
- ◆ Regional Hazardous Materials Response Teams
- ◆ Local Emergency Planning Committees

This program supports the efforts of local government, fire, rescue, and police agencies (as well as the federal government and private industry) in planning for and responding to the full spectrum of hazardous materials incidents in any region of the state.

## **Hazardous Materials Response/Recovery**

---

The primary function of Technological Hazards Division (THD) is to provide assistance to local jurisdictions during a hazardous material emergency. This assistance can take several forms depending upon the incident severity and the capability of local responders.

General information is available on a 24-hour basis from one or more of the Hazardous Materials Officers on:

- ◆ Product identification,
- ◆ Specific chemical data, or
- ◆ Incident mitigation advice.

These officers, working with other state resources, industry representatives, and technical consultants, can provide vital information to emergency responders on scene.

Other forms of response assistance include on-scene response by the HMOs or a regional HazMat response team. Once on a scene, these officers can provide:

- ◆ Technical assistance,
- ◆ Advice, or
- ◆ Serve as liaison to other state agencies or groups.

These officers are prepared to conduct offensive control actions to include:

- ◆ Entry for reconnaissance,
- ◆ Stabilization, and
- ◆ Product confinement.

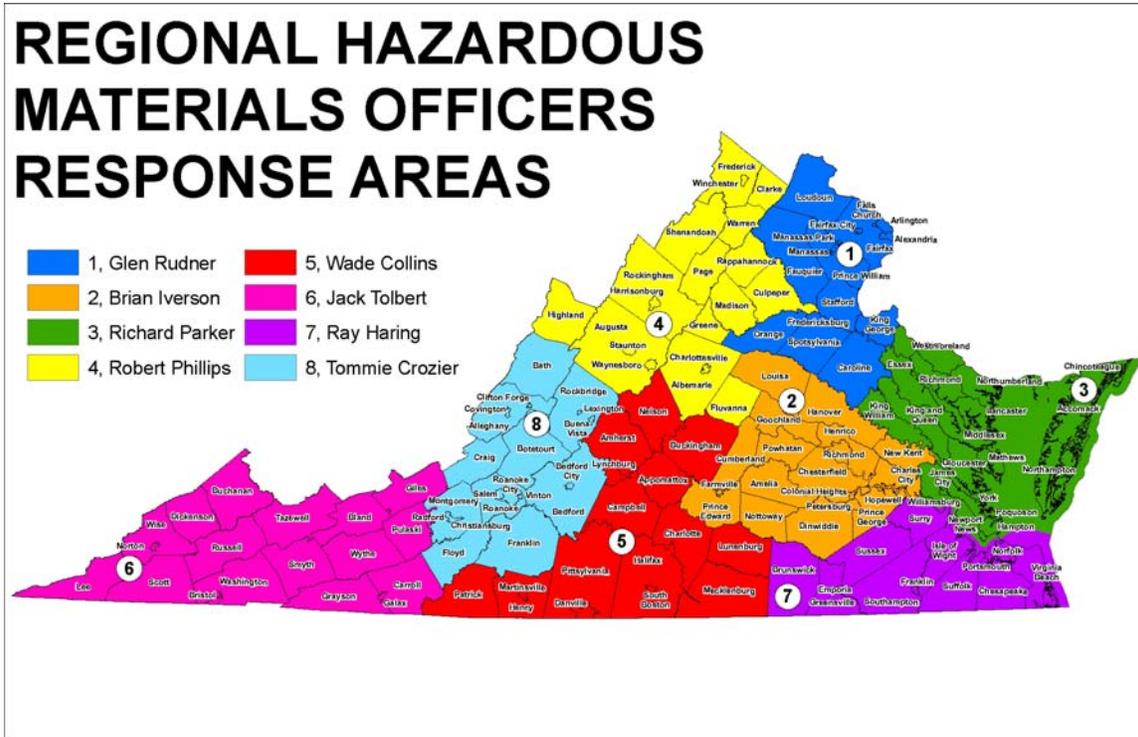
THD maintains

- ◆ Specialized detection and monitoring equipment,
- ◆ Specialized protective clothing, and
- ◆ Product control devices.

This on-scene response is available on a 24-hour basis throughout the Commonwealth by request through the Virginia Emergency Operations Center. On-scene response can be made by ground or air transportation.

# Hazmat Geographical Response Areas

The Technological Hazards Division operates in eight regions across the Commonwealth.



- AREA 1 ..... Glen Rudner, Northern Virginia
- AREA 2 ..... Brian Iverson, Richmond
- AREA 3 ..... Richard Parker, Newport News
- AREA 4 ..... Rob Phillips, Front Royal
- AREA 5 ..... Wade Collins, Danville
- AREA 6 ..... Jack Tolbert, Wise
- AREA 7 ..... Ray Haring, Virginia Beach
- AREA 8 ..... Tommie Crozier, Roanoke

## **Hazardous Material Training**

---

The Technological Hazards Division (THD) is charged with the responsibility of coordinating the development of a statewide hazardous materials training program.

Emergency response personnel in the Commonwealth enjoy the benefit of a comprehensive, integrated, multi-level training program that meets the requirements of state and federal regulations along with nationally recognized standards.

Hazardous materials training for anyone who may be involved in a hazards materials incident is offered in accordance with 29CFR 1910.120, which requires various levels of training and certification for a wide-range of individuals.

To respond to the training needs of fire, police, emergency medical services, and other agencies, THD offers programs throughout the state on a regular basis.

In addition to the THD staff, a cadre of extensively trained adjunct instructors assists individual localities in meeting specific training needs while reducing costs to both the Commonwealth and the locality.

With the support of the State Hazardous Material Emergency Response Advisory Council, the staff of THD is continuously updating programs to ensure the training delivered is state of the art.

## **Environmental Program**

---

The Environment Programs Branch has the responsibility for oversight and remediation activities of contaminated sites owned by the Commonwealth while ensuring environmental regulatory compliance for both short- and long-term projects.

This branch also offers technical support to the Technological Hazards Division in the form of environmental impact assessments of spills and releases and in the many training programs available.

Environmental Programs staff is also available to assist localities with:

- ◆ Identification of collected debris in small containers, commonly known as lab pack chemicals, and
- ◆ Identification of contents of larger drums and pressurized containers.



---

**Chapter 7:**  
**Office of**  
**Public Affairs**

---



## What is Public Affairs?

---

The VDEM Public Affairs Office is responsible for year-round public education efforts to the general population and for crisis communication to affected communities during disasters and emergencies.

Timely and accurate public information is a critical element of effective disaster response.

Public Information Officers, or PIOs:

- ◆ Act as liaisons between the agency and the public,
- ◆ Provide information through the media, the agency Web site and printed materials, during emergency and routine operations, and
- ◆ Provide information to disaster-stricken local governments and their residents.

Public Affairs staff is available to answer media inquiries at all times:

During normal business hours (Monday-Friday, 8 a.m. - 5 p.m.), call (804) 897-6510 or (866) 782-3470. After hours, on weekends and holidays call the Virginia Emergency Operations Center at (804) 674-2400 and ask to page the on-call PIO.

For more information, please contact the VDEM Public Affairs Office via e-mail at [pio@vdem.virginia.gov](mailto:pio@vdem.virginia.gov)

# PAO Resources You Can Use

---

## Vaemergency.com

PAO manages the VDEM Web site, which offers two main sections:

- ◆ Information for the general public, and
- ◆ Resources for the emergency management community.

VDEM's online Training Calendar is a database of all training currently available from the agency. The calendar is continuously updated, offering class details, prerequisites and registration forms.

The EM section features guidelines and details about several programs and services:

- ◆ EMAC
- ◆ GIS
- ◆ Hazardous Materials Response Team
- ◆ Homeland Security Grants
- ◆ I-Flows
- ◆ Individual Assistance
- ◆ Local Support Services
- ◆ Mitigation
- ◆ NIMS
- ◆ Professional Engineers Emergency Response Team
- ◆ Public Assistance
- ◆ Reservists
- ◆ Resource Management
- ◆ Search and Rescue
- ◆ Statewide Mutual Aid
- ◆ Training and Exercises
- ◆ VDEM Reservists

In addition, the VDEM Web site includes a library of useful templates and toolkits:

- ◆ COOP Toolkit
- ◆ Directories
- ◆ LEPC Toolkit
- ◆ HSPD-8
- ◆ Plans
- ◆ Coordinator's Handbook
- ◆ National Response Framework
- ◆ State Emergency Operations Plan
- ◆ Outreach Resources
- ◆ Search and Rescue Resources
- ◆ Technological Hazards Resources

# PAO Resources You Can Use

---

## Ready Virginia

Ready Virginia is a long-term public education effort in collaboration with several Virginia Emergency Response Team members. Ready Virginia seeks to unify the state's preparedness message to align with that of the federal Ready campaign:

- ◆ Get a kit,
- ◆ Make a plan,
- ◆ Stay informed.

**ReadyVirginia.gov** and its Spanish mirror site, **ListoVirginia.gov**, are one-stop resources for residents to learn about disaster readiness at home and at work.

Public service announcements, in both video and script formats, are available for download in the Press Room area. Each PSA addresses an aspect of family preparedness, such as deciding on a meeting place or collecting emergency supplies.

ReadyVirginia.gov also offers printable preparedness worksheets and wallet cards for families.

## EM Update

Every two weeks, PAO issues a summary-style electronic newsletter written specifically for the emergency management community. EM Update is the best way to communicate best practices and to get news about emergency management issues at the local, state and federal levels.

PAO is always looking for stories that come from the local governments; contact the editor at [pio@vdem.virginia.gov](mailto:pio@vdem.virginia.gov) with stories about:

- ◆ Case studies;
- ◆ Cost/resource-saving local programs;
- ◆ Examples of partnerships and regional cooperation;
- ◆ Training opportunities;
- ◆ Exercises throughout the state; and
- ◆ Conference notices.

Free subscriptions are available at <http://www.vaemergency.com>.

# PAO Resources You Can Use

---

## Seasonal Public Education Campaigns

PAO performs three seasonal preparedness campaigns each year:

- ◆ Tornado,
- ◆ Hurricane, and
- ◆ Winter weather.

Each campaign consists of a news release and updated information on the Web site that local managers can adapt to their own outreach efforts, such as

- ◆ Public service announcements,
- ◆ Disaster statistics, and
- ◆ Safety tips.

## Brochures

PAO produces several printed education materials. Emergency managers and the general public are welcome to order quantities of brochures from Trade Court. All brochures are also available in PDF format on both [vaemergency.com](http://vaemergency.com) and [readyvirginia.gov](http://readyvirginia.gov):

- ◆ Ready Virginia: 3 Easy Steps
- ◆ Virginia Hurricane Guide (also in Spanish)
- ◆ Virginia Business Emergency Survival Toolkit
- ◆ Disaster Preparedness: for Seniors

## Photo Archive

PAO collects and maintains a database of photographs that are available to emergency managers. If you would like to obtain copies of any photos in our database, email PAO at [pio@vdem.virginia.gov](mailto:pio@vdem.virginia.gov).

The office is also always interested in any photographs you can contribute to the database.

# PAO Resources You Can Use

---

## Training

PAO teaches the Basic Public Information Officer course to:

- ◆ First responders,
- ◆ Emergency managers and
- ◆ Volunteers who perform PIO duties.

The class aims to give students a basic understanding of the PIO's role and primary functions (conducting interviews, writing news releases, how the media works).

The class also includes a media panel, a very informal discussion that gives students the opportunity to speak directly with members of the media.

Basic PIO is offered three or four times each year, usually from January through April. Information is available on VDEM's online Training Calendar.

## The Joint Information Center

During response and recovery operations, PAO operates under ESF 15 and opens the Joint Information Center, or JIC.

In the JIC, public information officers work together to ensure that the most accurate, up-to-date information is available to the public. These officers represent each organization involved in recovery and response efforts.

Information is disseminated from the JIC through news releases, Emergency Alert System messages and interviews with the media.

From the JIC, VDEM Public Affairs staff also run:

- **The Virginia Public Inquiry Center** – A public call center that provides current information to callers about response efforts, volunteers, donations and assistance
- **Legislative Affairs** – Public information officers keep local elected officials, members of the General Assembly and members of Congress apprised of ongoing relief efforts during disasters
- **Community Relations** – Team members go door-to-door in affected localities to offer individuals and small business owners information about available disaster assistance programs and to meet with representatives of community-based agencies, community leaders and public officials.



---

**Chapter 8:**  
**Office of**  
**Training & Exercises**

---



## **Emergency Management Training**

---

The Office of Training and Exercise (OTE) coordinates the statewide emergency management and Homeland Security Exercise and Evaluation Program (HSEEP) and coordinates training announcements encompassing VDEM's five major training programs:

- ◆ Emergency Management,
- ◆ Hazardous Materials,
- ◆ Terrorism Consequence Management,
- ◆ Radiological Emergency Response, and
- ◆ Search and Rescue.

VDEM's training page [www.vaemergency.com/train](http://www.vaemergency.com/train) at the agency's website contains:

- ◆ Course descriptions,
- ◆ A detailed training calendar, and
- ◆ Either online or PDF format enrollment applications.

All emergency management training is offered at no cost to the student and is open to the public. Priority for enrollment is given to local government, state-agencies, and certain volunteer group applications received by the deadline.

# Learning Management System

---

The OTE designated calendar year 2008 as the period for implementing the VDEM Learning Management System (LMS) which is hosted through the Commonwealth of Virginia Knowledge Center.

The LMS is a web-based technology used to plan, implement, and assess a specific learning process. It:

- ◆ Includes functionality for course catalogs and assessments.
- ◆ Provides an instructor with a way to create and deliver content, monitor student participation, and assess student performance.
- ◆ Provides students with the ability to register on-line or launch course, track progress, use interactive features such as threaded discussions, video conferencing, and discussion forums.

Benefits of the LMS include:

- ◆ Making training available on demand – anytime, anywhere.
- ◆ Reducing cost associated with training and
- ◆ Reducing or completely eliminating duplication of training content whether internally developed or purchased.
- ◆ Increasing the effectiveness of the training provided to the workforce and the efficiency of the training process.

The LMS Homepage contains information on a wide selection of individual course selections and training opportunities including earning an Associate of Applied Science Degree in Emergency Management by completing emergency management training courses offered through VDEM and the Emergency Management Institute (EMI) Independent Study Program.

In addition to the published training calendar, training sessions may be delivered upon request, if funds are available. Written requests or questions should be directed to the OTE.

Information and enrollment procedures concerning the wide range of Independent Study and on-campus training courses offered by EMI can be found at <http://training.fema.gov/emiweb/>. On-campus course enrollment applications (FEMA Form 75-5) must be sent to the Training and Resource Branch for forwarding to EMI.

# **Homeland Security Preparedness Training and Exercises**

---

The Commonwealth's Homeland Security preparedness training and exercises is a comprehensive program to achieve full and sustainable performance by key leaders, emergency responders and citizens in response to emergencies and disasters involving:

- ◆ planning,
- ◆ organizational,
- ◆ operational, and
- ◆ technical measures

The ultimate goal of training and exercise programs is to achieve a standard of performance from the individual to the organizational level that is repeatable.

That standard may define first time skills or sustain proficiency in previously acquired skills. Regardless, each of those standards must be framed in the context of real world operations.

We must train as we intend to function in putting those skills to use.

## **Homeland Security Exercise and Evaluation Program (HSEEP)**

Exercises allow homeland security and emergency management personnel, from first responders to senior officials, to:

- ◆ Train and practice prevention, protection, response, and recovery capabilities in a realistic but risk-free environment,
- ◆ Assess and improve performance, and
- ◆ Demonstrate community resolve to prepare for major incidents.

Through exercises, VDEM aims to help entities obtain objective assessments of their capabilities so that gaps, deficiencies, and vulnerabilities are identified and remedied prior to a real incident.

The Homeland Security Exercise and Evaluation Program (HSEEP) is a capabilities and performance-based exercise program.

The intent of HSEEP is to provide common exercise policy and program guidance capable of constituting a national standard for all exercises.

HSEEP includes consistent terminology that can be used by all exercise planners, regardless of the nature and composition of their sponsoring agency or organization.

# HSEEP Doctrine

---

The HSEEP Volumes, a series of program and reference manuals, integrate language and concepts from the National Response Framework (NRF), formerly the NRP, the National Incident Management System (NIMS), the National Preparedness Goal, the Universal Task List (UTL), the Target Capabilities List (TCL), existing exercise programs, and representative prevention and response protocols from all levels of government.

The HSEEP policy and doctrine is organized into the following volumes:

**HSEEP Volume I:** HSEEP Overview and Exercise Program Management provides guidance for building and maintaining an effective exercise program and summarizes the planning and evaluation process described in further detail in Volumes II through V.

**HSEEP Volume II:** Exercise Planning and Conduct helps planners outline a standardized foundation, design, development, and conduct process adaptable to any type of exercise.

**HSEEP Volume III:** Exercise Evaluation and Improvement Planning offers proven methodology for evaluating and documenting exercises and implementing an improvement plan.

**HSEEP Volume IV:** Sample Exercise Documents and Formats provides sample exercise materials referenced in HSEEP Volumes I, II, III, and V.

**HSEEP Volume V:** Prevention Exercises contains guidance consistent with the HSEEP model to assist jurisdictions in designing and evaluating exercises that test pre-incident capabilities such as intelligence analysis and information sharing.

HSEEP reflects lessons learned and best practices of existing exercise programs, and can be adapted to a variety of scenarios and events (e.g., natural disasters, terrorism, technological disasters). HSEEP is compliant with, and complements, several historical and current Federal directives and initiatives. Some of these directives and policies include the following:

- ◆ National Strategy for Homeland Security
- ◆ HSPD-5, Management of Domestic Incidents
- ◆ HSPD-8, National Preparedness
- ◆ National Exercise Program (NEP)
- ◆ National Preparedness System
- ◆ NIMS

## **HSEEP – Regional Capabilities Project**

---

The intent of the Homeland Security Exercise and Evaluation Program – Regional Capabilities Project (HSEEP-RCP) is to provide the state and the regions with the capability of designing, developing, conducting, and evaluating

- ◆ Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE), and
- ◆ “All-hazards” exercises.

The Comprehensive Exercise Program is managed under the VDEM’s Office of Training and Exercises.

The HSEEP-RCP is the mechanism the Commonwealth uses to execute its Homeland Security Comprehensive Exercise Program.

In concert with the DHS’s HSEEP methodology, guidelines and framework for developing exercises, the program adheres to an annual cycle of:

- ◆ Planning/Development
- ◆ Training/Preparation
- ◆ Exercises
- ◆ Improvement Plan

## Training and Exercise Plan Workshop

---

The purpose of the annually conducted state and regional multi-year training and exercise plan workshop is to:

- ◆ Identify key priorities and major events occurring over a three-year cycle, and
- ◆ Coordinate training and exercise activities in support of the Commonwealth's Homeland Security priorities.

The workshop is sponsored by the Office of Training and Exercises and the objectives of the workshop are to:

- ◆ Discuss priorities from Homeland Security Strategy and the previous year's Improvement Plans,
- ◆ Translate priorities and their associated capabilities into training and exercise activities,
- ◆ Develop the Multi-Year Training and Exercise Plan,
- ◆ Coordinate training and exercise schedules, and
- ◆ Improve coordination between training and exercises

The exercise program allows for a logical progression of regional and jurisdictional preparedness by increasing the size, complexity, and stress factor over time while allowing for significant learning opportunities.

Accordingly, this approach reinforces the overarching National Preparedness Priorities:

- ◆ Implementation of NIMS/NRF,
- ◆ Regional collaboration and coordination, and
- ◆ Implementation of the National Infrastructure Protection Plan and the capability-specific priorities:
  - Strengthen Information Sharing and Collaboration Capabilities,
  - Strengthen Interoperability Communications Capabilities,
  - Strengthen Chemical, Biological, Radiation, Nuclear, and Explosive Response and Decontamination Capabilities, and
  - Strengthen Medical Surge and Mass Prophylaxis Capabilities.

Virginia has developed an exercise methodology that is compliant with the HSEEP guidelines, and will enable the state to successfully accomplish our planning, training, and exercise goals.

# Training and Exercise Plan Workshop

---

This methodology reflects a cycle of activity that meets VDEM's and collaborating partners specific needs, and assists the needs of other jurisdictions and their specific multi-agency coordination center/emergency support function ESF mission. The following elements are part of this exercise methodology:

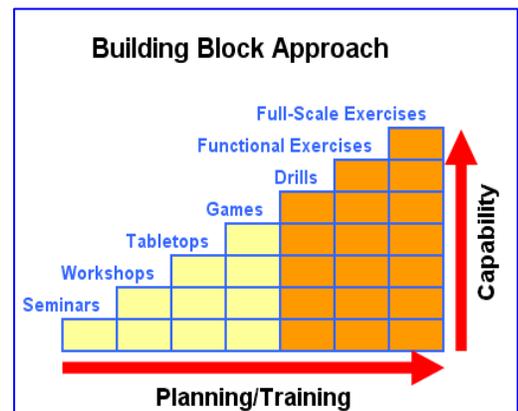
- ◆ A cycle of exercise activity that includes exercises of increasing levels of complexity (building-block approach, Figure 1 below);
- ◆ Threat-based, realistic, and accurate exercise scenarios;
- ◆ Exercises that involve players from multiple disciplines to test interagency relationships and agreements;
- ◆ A means of evaluation and improvement planning for each exercise;
- ◆ A method to share best practices and lessons learned with the Homeland Security community;
- ◆ Each jurisdiction's level of preparedness to assess a proper starting point in the cycle of exercises.

All exercises should begin with planning and exercise design meetings of some fashion that are coordinated between the planners and trainers, exercise specific expertise within the agency, and with our supporting contractor, to lay out the exercise goals, objectives, and timelines.

The Commonwealth in its exercise development strategy uses the "building block approach" that moves from the planning/training stages to a full-scale exercise through a series of activities of increasing complexity.

There are seven types of exercises defined within the HSEEP program.

- ◆ The first four of these (shown in yellow) are considered discussion-based exercises, which include planning and training.
- ◆ The last three (shown in orange) are operations-based exercises.



By using this methodology, the Commonwealth can ensure that the levels of exercise scope, scale, and complexity are tailored to each specific region or jurisdiction within the State, while maintaining a consistent statewide delivery method.

# Local Emergency Management Operations Course

---

The Federal Emergency Management Agency (FEMA) sponsored Integrated Emergency Management Course (IEMC), is a four-day program conducted at the Emergency Management Institute (EMI) in Emmitsburg, MD.

This program provides local emergency managers an opportunity for detailed training in emergency response management and to evaluate their jurisdictions own emergency management and response plans. Generally, a jurisdiction moves the entire Emergency Operations Center staff to Maryland for the course. While IEMC is an excellent training opportunity, being centralized and open nationally it generally takes a community years to gain admission.

Recognizing the tremendous benefits of the concept, VDEM developed a version of the course, the Local Emergency Management Operations Course (LEMOC) to expand upon the IEMC concept.

LEMOC takes the training to the locality. The local EOC, the local EOP and the local resource managers are all utilized during a 2-1/2 day intensive training cycle.

This training period follows some four to six months of community preparation which includes:

- ◆ Refinement of emergency plans,
- ◆ Development of staff training programs,
- ◆ Formation of development teams, and
- ◆ Close cooperation with a number of VDEM specialists.

The LEMOC concentrates on Virginia-specific laws, procedures and emergency operations concepts. It is targeted to local hazards, vulnerabilities and risks and can determine the viability of local plans, protocols and resource management.

The LEMOC is not a state assessment tool, indeed its purpose is to show the participating community where attention needs to be directed in the development of an efficient and effective emergency response capability.

LEMOC is managed by VDEM's Office of Training and Exercises and involves a significant commitment of time and effort by both the agency and the jurisdiction selected. Attempting to incorporate the program as part of the HSEEP-RCP, VDEM conducts only one course per year during the June time frame, thus selection for the annual course can become very competitive.

A jurisdiction is selected based on an evaluation of their EOP, training, exercise, and actual disaster activity. Regional Coordinators are asked to help market and recruit prospective candidates.

---

**Chapter 9:**  
**Office of**  
**Grant Management**

---



# What is Grant Management?

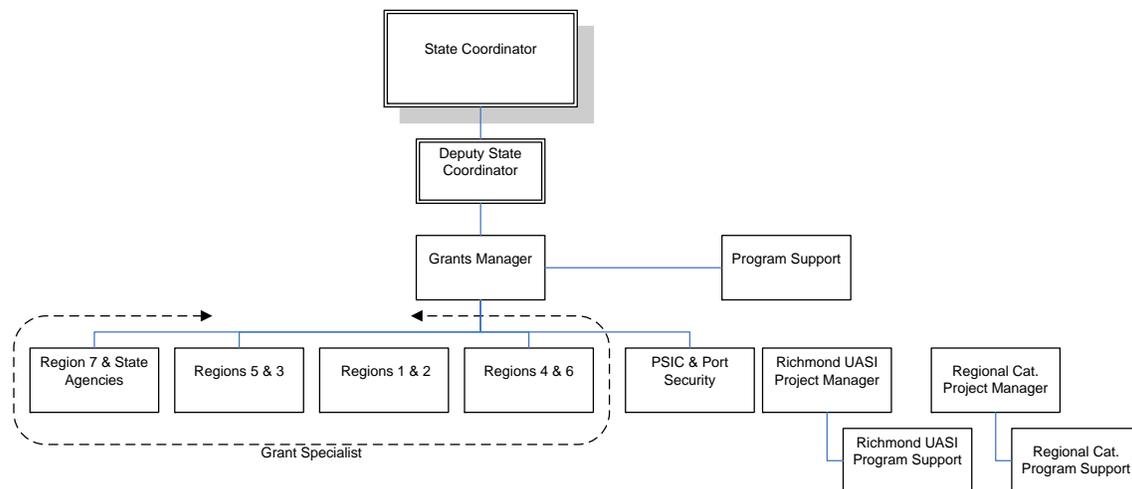
---

The Grants Management Office administers the grants that are awarded to the Commonwealth. These grants can be awarded by various federal agencies; however the majority of the programs are derived by the Department of Homeland Security (DHS)/FEMA for Homeland Security.

Every year DHS awards each state grants for first responders to prevent, protect against, respond to, and recover from major events in order to minimize the impact on lives, property, and the economy.

The Commonwealth has designated the Virginia Department of Emergency Management as the State Administering Agency (SAA) for this grant process. The funds are passed to the local units of Government, State Agencies, and not for profits throughout the Commonwealth.

The Grants Management Office acts as a liaison to DHS/FEMA, ensures that the entities are following the grant guidelines set by DHS/FEMA and maintains all records required to support the total grant process. The Commonwealth is the entity that has to stand the audit requirements of the Federal Government.



The Grants Management Office:

- ◆ Provides input to policy development for the Commonwealth and aids local governments in planning and policy development,
- ◆ Gives speeches and presentations at numerous conventions and meetings. In addition to the speeches and presentations,
- ◆ Provides training to grant recipients throughout the Commonwealth, and
- ◆ Is responsible for developing and coordinating a number of data collection efforts by the DHS.

## **What is Grant Management?**

---

The Grants Management Office works closely with the Homeland Security Advisor's Office, Office of Commonwealth Preparedness. Together these two entities propose new and innovative approaches to the Homeland Security process.

Annual Stakeholders meetings are held for each Regional Preparedness Advisory Committee (RPAC) to have open discussions regarding current and future initiatives. For more information on the RPAC structure see <http://www.ocp.virginia.gov/Governance/RPAC.cfm>.

# Homeland Security Grant Program

---

The Homeland Security Grant Program (HSGP) awards monies to enhance the ability of states, territories, and urban areas to prepare for, prevent, and respond to terrorist attacks and other major disasters.

HSGP funds can be used for:

- ◆ Preparedness planning,
- ◆ Equipment acquisition,
- ◆ Training,
- ◆ Exercises, and
- ◆ Management and administration in order to obtain resources that are critical to building and sustaining capabilities that are aligned with the Interim National Preparedness Goal and respective State and Urban Area Homeland Security Strategies.

The Virginia Department of Emergency Management serves as the State Administrative Agency for these grants.

## State Homeland Security Program

State Homeland Security Program (SHSP) supports the implementation of the State Homeland Security Strategy to address the identified planning, equipment, training, and exercise needs for acts of terrorism. In addition, SHSP supports the implementation of the National Preparedness Goal, NIMS, and the NRP.

## Metropolitan Medical Response System

Metropolitan Medical Response Systems (MMRS) funds support MMRS jurisdictions to further enhance and sustain an integrated, systematic mass casualty incident preparedness program that enables a first response during the first crucial hours of an incident.

The program prepares jurisdictions for response to the range of mass casualty incidents, including:

- ◆ CBRNE,
- ◆ Agriculture to epidemic outbreaks,
- ◆ Natural disasters, and
- ◆ Large-scale hazardous materials incidents.

# **Homeland Security Grant Program**

---

## **Law Enforcement Terrorism Prevention Program**

Law Enforcement Terrorism Prevention Program (LETPP) provides resources to law enforcement and public safety communities to support critical terrorism prevention activities, including:

- ◆ Establishing and enhancing fusion centers, and
- ◆ Collaborating with non-law enforcement partners, other government agencies and the private sector.

## **Citizen Corp Program**

The Citizen Corps mission is to actively involve all citizens in hometown security through personal preparedness, training, exercises, and volunteer service. The Citizen Corp Program (CCP) funds support Citizen Corps Council efforts to engage citizens in all-hazards prevention, protection, response, and recovery.

## **Urban Area Security Initiative**

Urban Area Security Initiative (UASI) funds are issued to high-threat, high-density urban areas to:

- ◆ Address their unique planning, equipment, training, and exercise needs, and
- ◆ Assist them in building an enhanced and sustainable capacity to prevent, protect against, respond to, and recover from acts of terrorism.

Virginia has two UASI areas: Richmond and Hampton Roads.

## **Urban Area Security Initiative Grants**

---

Under the Urban Area Security Initiative (UASI) designation, other grant opportunities become available. These grants are available only to UASI communities and include:

### **Transit Security Grant Program (TSGP)**

Transit Security Grant Program (TSGP) provides funding to support security enhancements for intra-city passenger rail transportation and other security measures.

The program addresses three transit modalities:

- ◆ Rail transit,
- ◆ Intra-city bus transit, and
- ◆ Ferry systems.

### **Port Security Grant Program (PSGP)**

The PSGP funds owners and operators of ports, terminals, U.S. inspected passenger vessels and ferries, as well as port authorities and state and local agencies to improve security for operators and passengers through physical security enhancements.

The program strives to create a sustainable, risk-based effort for the protection of critical infrastructure from terrorism or any other incidents that would cause major disruption to commerce and significant loss of life.

### **Regional Catastrophic Preparedness Grant Program**

The Department of Homeland Security's (DHS) Regional Catastrophic Preparedness Grant Program (RCPGP) is an important component of the administration's larger, coordinated effort to enhance emergency planning and strengthen the nation's overall level of preparedness.

RCPGP provides funding to advance catastrophic incident preparedness to Tier I and designated Tier II Urban Areas Security Initiative (UASI) Urban Areas.

The goal of RCPGP is to support:

- ◆ An integrated planning system that enables regional all-hazard planning for catastrophic events, and
- ◆ The development of necessary plans, protocols, and procedures to manage a catastrophic event.

# **Urban Area Security Initiative Grants**

---

## **Urban Areas Security Initiative Nonprofit Security Grant Program**

The Department of Homeland Security's (DHS) Urban Areas Security Initiative (UASI) Nonprofit Security Grant Program (NSGP) is an important component of the administration's larger, coordinated effort to strengthen the Nation's overall level of preparedness.

NSGP provides funding to strengthen the security of nonprofit organizations that are deemed at high risk of a potential terrorist attack and are located within one of the specific UASI-eligible urban areas.

## **Other Grants**

---

### **Local Emergency Management Program Grant (LEMPG)**

Local Emergency Management Program Grant (LEMPG) provide funding support for local jurisdictions who must engage in comprehensive national and regional planning processes that seek to enhance emergency management and catastrophic capabilities through strengthened national and regional relationships and the allocation of resources toward all-hazards planning, including maintaining current hazard mitigation plans.

### **Hazardous Materials Emergency Preparedness**

The Hazardous Materials Emergency Preparedness (HMEP) grant program is intended to provide financial and technical assistance as well as national direction and guidance to enhance State, Territorial, Tribal, and local hazardous materials emergency planning and training.

The HMEP grant program distributes fees collected from shippers and carriers of hazardous materials to Local Emergency Planning Committees (LEPCs) for hazmat planning and to emergency responders for HAZMAT training.

### **Buffer Zone Protection Program**

Buffer Zone Protection Program (BZPP) provides funding for enhanced security of select critical infrastructures and assets.

The intents of the program is to establish Buffer Zone Plans, which are intended to help local law enforcement and emergency responders develop preventative measures around high priority infrastructure targets.

### **Public Safety Interoperable Communications**

Public Safety Interoperable Communications (PSIC) covers public safety and will assist public safety agencies in:

- ◆ The acquisition of,
- ◆ Deployment of, or
- ◆ Training for the use of interoperable communications systems that can utilize reallocated public safety spectrum in the 700 MHz band for radio communication.

## **The Office of Compliance Audit**

---

The Office of Compliance Audit performs compliance reviews of entities and agencies who receive Homeland Security grants.

These audits strive to ensure that entities are in compliance with grant requirements. Recommendations resulting from compliance audits can enhance the efficiency and effectiveness of an entity's grant programs.

---

**Chapter 10:**  
**Other Offices and**  
**Divisions in VDEM**

---



## **Other Internal Divisions and Offices**

---

VDEM has a few other divisions and/or offices that a locality might hear mentioned, but have no direct contact with.

### **Finance**

The Finance Division is responsible for the agency's Account's Payable, Accounts Receivable, Payroll, Budget and Grants Accounting functions.

The Finance Division serves as agency liaison with Department of Accounts, Payroll Services Bureau, Department of Planning and Budget, and all federal funding agencies. The policies and directives issued by these outside agencies are interpreted, implemented and enforced by staff within the Finance Division, who in turn works with VDEM personnel to provide training and guidance with all applicable policies.

### **Procurement**

Recognizing the public trust placed with this agency, procurements will be carried out in an effective, efficient, economical, open, fair and impartial manner. Authority relating to the purchase of all goods or services required by this agency, regardless of funding source, is vested in and shall be exercised by the Procurement Office staff, ensuring compliance with the provisions of the Virginia Code, Virginia Public Procurement Act (VPPA), the Agency Procurement, Surplus Property Manual (APSPM), and internal agency written policy. Specific APSPM state procurement procedures may be found at: [www.eva.virginia.gov](http://www.eva.virginia.gov) In addition, as custodians of taxpayer monies, the Procurement Office will do its' utmost in obtaining the best value that includes obtaining products and services at the right quantity, right quality, right place, right time, and right price.

### **Human Resources**

The Human Resources Office manages comprehensive human resource programs for the agency that meet the needs of managers and employees while ensuring optimum program effectiveness. Programs include benefits, internal training, compensation/classification, EEO/grievances, employee relations, Personnel Management Information System, payroll, performance management, policy development, recruitment/selection, time/attendance records, workforce planning, and employee recognition programs. The Human Resources Office ensures that the timely hiring of emergency staff is accomplished during disasters.

Human Resources is also responsible for the Reservist Program. This office recruits, trains and manages a part-time staff of skilled and experienced personnel who augment the efforts of the full-time staff in the Emergency Operations Center (EOC), the Disaster Recovery Center (CRC) and the Disaster Field Office (DFO).

## **Other Internal Divisions and Offices**

---

### **Information Technology**

Information Technology's role is to provide VDEM with a reliable, robust, and survivable IT infrastructure to support its overall strategic objectives, its emergency coordination, and response mission in support of local jurisdictions and state agencies, as well as its day-to-day administrative needs. The long-term vision is an agency that is interconnected with its emergency response partners at the federal, state, and local levels and has complete interoperability in terms of data and information exchange. This will help insure that all levels of emergency management and response have access to the latest situation status information, intelligence information, and resource availability to enhance an appropriate response to threats and reduce duplication of effort.

---

## **Section 2**

# **Emergency Management 101**

---



---

**Chapter 11:**  
**What is**  
**Emergency Management?**

---



## **What is Emergency Management?**

---

Emergency management is the process of preparing for, mitigating, responding to and recovering from a disaster or an emergency.

Emergency management is a dynamic process. Planning, though critical, is not the only component. Training, conducting drills, testing equipment and coordinating activities with the community are other important functions.

## What is an Emergency?

---

Virginia's geographical diversity, from mountains to shoreline, means that the Commonwealth is open to a variety of natural disasters, ranging from severe thunderstorms to winter storms, from hurricanes to geological hazards like landslides.

In addition, we must prepare for manmade threats, such as radiological and hazmat incidents and terrorist incidents.

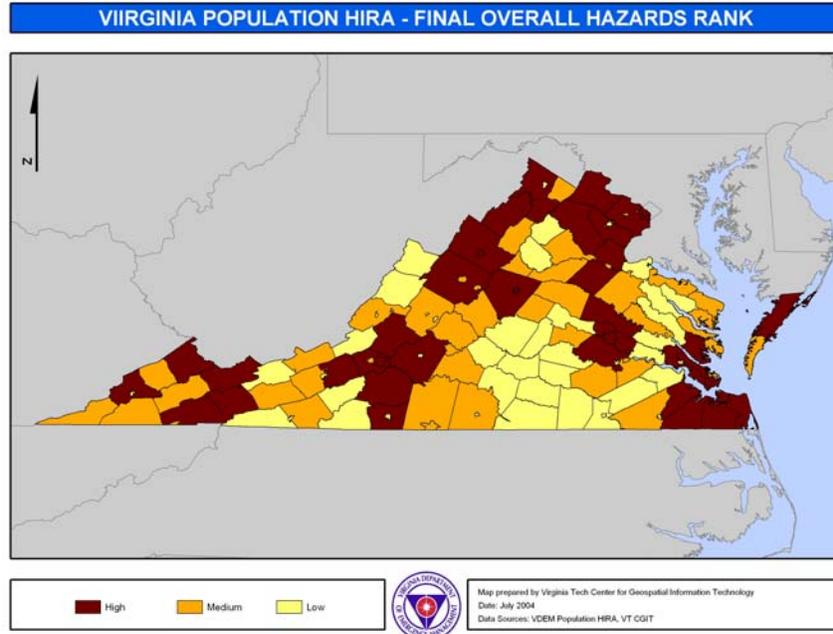
The table below identifies the hazards mostly likely to affect Virginia and their associated risks. For more detailed information, see *Support Annex #3 - Virginia Standard and Enhanced Hazard Mitigation Plan*. Man-made hazards are addressed in *Incident Annex #1- Hazardous Materials and Terrorism Consequence Management Plan* and *Incident Annex #3- Nuclear/Radiological Emergency Response Plan*.

Hazard	Type	Relative Risk Category
Blizzards/ Winter Storms	Including winter storms, Nor'easters, ice storms, and excessive cold	High
Coastal/ Shoreline Erosion		Medium
Dam Failure		Low
Drought	Including excessive heat	Medium
Earthquake		Low
Flooding	Coastal	Medium
	Riverine	High
High Wind/ Windstorm	Including Thunderstorms and Lightning	Low
Hurricane	Hurricane, generally	Medium
	Tropical Depressions	Low
	Tropical Storms	Medium
	Category 1	Medium
	Category 2	High
	Category 3	Low
Land Subsidence	Karst only	Low
Landslide		Low
Tornado	Tornados, generally and hail	High
	F0	Medium
	F1	High
	F2	Low
Wildfire		High

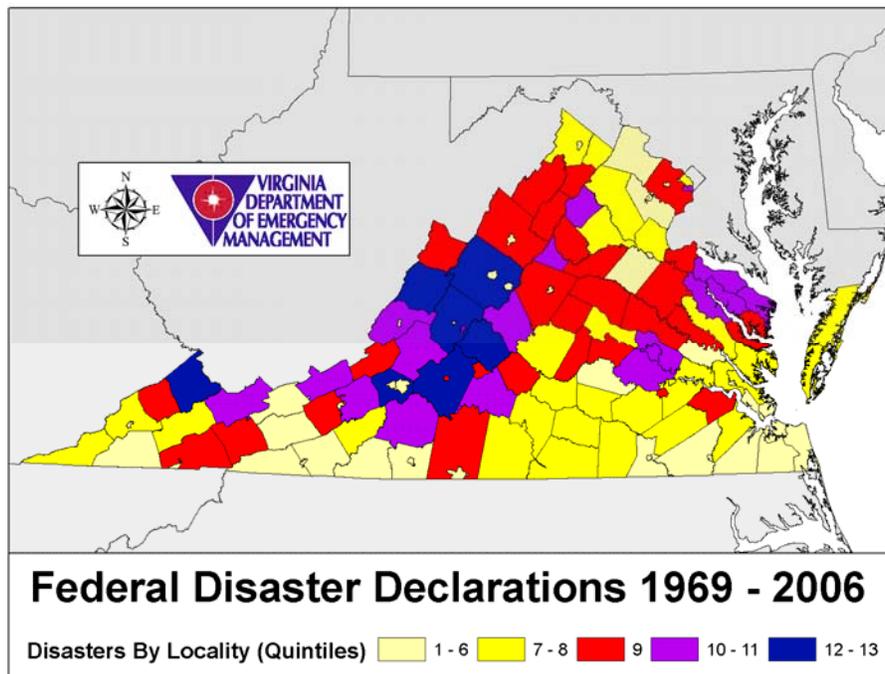
For an overview of the various kinds of emergency situations that Virginia localities could potentially face, visit <http://www.vaemergency.com/threats/index.cfm>.

# Hazard Identification

Some hazards are more likely to occur in some regions more than others so it's important for each locality to assess the risk of each hazard to its own jurisdiction. Below is a chart that shows the risk assessment for the state.



The second map shows the number of federal declarations each locality has had between 1969 and 2006.



# Four Phases of Emergency Management

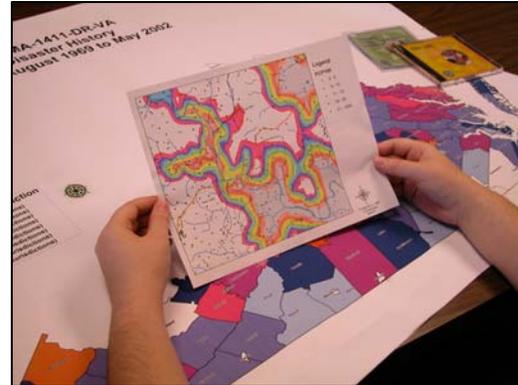
---

Disasters are going to happen despite our best efforts. Knowing how to deal with them helps to reduce loss of life and property now and in the future. Emergency Management can be divided into four phases

## Preparedness

Planning and training are key to effectively dealing with different types of disasters. Emergency plans are developed as blueprints for response to a variety of scenarios and assist communities in developing localized emergency operations plans.

VDEM also offers training courses in emergency management, hazardous materials response and search and rescue to prepare local responders to effectively deal with disasters and their aftermath. Exercises and drills conducted across the Commonwealth offer opportunities to put these skills into practice in a controlled setting.



To assist citizens in minimizing their risks, VDEM works with the National Weather Service and local emergency managers to conduct intensive annual public awareness campaigns promoting tornado, hurricane and winter weather safety.



## Response

When citizens face an emergency situation, they call 911. When local governments need assistance in responding to a crisis, they call VDEM. The state expands staffing at the Virginia Emergency Operations Center to coordinate the response efforts and provides status reports to the governor on existing conditions.

If warranted, the governor will declare a state of emergency. In a major disaster, the state will ask for assistance through the Federal Emergency Management Agency (FEMA). The president may issue a disaster declaration that clears the way for federal disaster assistance.

# Four Phases of Emergency Management

---

## Recovery

After disaster strikes, citizens are anxious to return to their normal lives as quickly as possible. Under a federal declaration, victims should call the FEMA at 1-800-621-3362 toll-free to register for disaster assistance. The TTY number for the speech or hearing impaired is 1-800-462-7585. Citizens can also register at [www.fema.gov](http://www.fema.gov).



A number of basic state and federal financial aid programs may be available to displaced residents in these areas. VDEM staff works with FEMA to coordinate and administer these programs. In most instances, the federal government pays 75 percent of the cost, and the state and localities cover the 25 percent non-federal share.

## Mitigation



Emergency management goes beyond helping communities recover from a disaster. Preventive measures now can help mitigate or lessen future losses. Many repairs can incorporate steps that will reduce or eliminate potential damage.

Elevation of structures in flood-prone areas and restricting beachfront development are just a few examples of loss prevention. For homeowners and businesses, flood insurance provides an important protection against financial loss.

VDEM works with local jurisdictions to assist them in designing effective, all-hazard mitigation plans to address hazards specific to their communities. Every Virginia county, all but one city and most towns have FEMA-approved plans, which enable them to participate in the four FEMA Hazard Mitigation Assistance grant program and the post-disaster Hazard Mitigation Grant Program.



---

**Chapter 12:**  
**Local Emergency**  
**Management**

---



## All Disasters are Local

---

Local governments are the first line of defense against disasters and emergencies in their communities. They are primarily responsible for managing the response to emergencies and disasters.

Local governments are responsible for:

- ◆ Warning Citizens,
- ◆ Containing the Emergency,
- ◆ Protecting People and Property, and
- ◆ Minimizing Damage.

Before a disaster ever strikes, in order to ensure that a local government can meet the needs of its citizens, local governments should:

- ◆ Develop and maintain an Emergency Operations Plan, to include:
  - Establishing procedures for warning at risk population,
  - Providing adequate expedient shelter capability for reasonably anticipated risks, and
  - Devising strategy for achieving interoperable tactical communications for first responders.
- ◆ Exercise this plan to identify and fix any shortcomings, and
- ◆ Coordinate long-term recovery and mitigation efforts.

During a disaster, the local government should:

- ◆ Provide immediate aid to its citizens through fire, police, medical and rescue,
- ◆ Ensure public order and security,
- ◆ Restore essential, vital services,
- ◆ Assist individuals and families in need,
- ◆ Request help from the state when needed, and
- ◆ Communicate emergency information to the public in a timely and accurate manner.

## **Legal Authorities of Emergency Manager**

---

The *Code of Virginia* (§ 44-146.16, 19, 21) designates powers and duties for emergency management to political subdivisions. Each entity shall have a director of emergency management who is either the mayor or city manager of an independent city, or in the case of a county, is either a member of the board of supervisors or the chief administrative officer.

The local emergency management director:

- ◆ Is responsible for coordinating local resources to address the full spectrum of actions to prevent, prepare for, respond to, and recover from incidents involving all hazards including terrorism, natural disasters, accidents, and other contingencies;
- ◆ May suspend local laws and ordinances, such as to establish a curfew and direct evacuations;
- ◆ Provides leadership and plays a key role in communicating to the public, and in helping people, businesses, and organizations cope with the consequences of any type of domestic incident within the jurisdiction;
- ◆ Negotiates and enters into mutual aid agreements with other jurisdictions to facilitate resource-sharing;
- ◆ Requests state assistance when local capabilities have been exceeded or exhausted; and
- ◆ Coordinates with state and federal officials after a disaster to implement recovery strategies and programs.

## **Responsibilities of Local Government under Virginia Code**

---

Each political subdivision within the Commonwealth of Virginia is within the jurisdiction of and shall be served by the Virginia Department of Emergency Management. § 44-146.18

### **Appointment of Directors of Emergency Management and Coordinators of Emergency Management § 44-146.19**

Each political subdivision shall have a director of emergency management.

1. For purposes of this provision, this includes all counties and cities; and in certain exceptions where provided by law, shall include towns.
2. In the case of the Town of Chincoteague and of towns with a population in excess of 5,000 having an emergency management organization separate from that of the county, the mayor or town manager shall appoint a coordinator of emergency services with consent of council.
3. Where provided by state law, certain counties are empowered to appoint the chief administrator as the director of emergency management, who with subsequent local authority shall appoint a coordinator of emergency management.

For example, in Smyth and York Counties, the chief administrative officer for the county shall appoint a director of emergency management, with the consent of the governing body, who shall appoint a coordinator of emergency management with the consent of the governing body.

### **Power to Declare Local Emergency § 44-146.16; § 44-146.19; § 44-146.21**

Local governments have the power to declare local emergency to exist when in the opinion of the local governing body it is in the community's interest to do so. This act may be in conjunction with or in the absence of a declaration of emergency by the Governor.

If or when the Governor has declared a state of emergency, each political subdivision within the disaster area may, under the supervision and control of the Governor or his designated representative, control, restrict, allocate or regulate the use, sale, production and distribution of food, fuel, clothing and other commodities, materials, goods, services and resource systems which fall only within the boundaries of that jurisdiction and which do not impact systems affecting adjoining or other political subdivisions, enter into contracts and incur obligations necessary to combat such threatened or actual disaster, protect the health and safety of persons and property and provide emergency assistance to the victims of such disaster.

In exercising the powers vested under this section, under the supervision and control of the Governor, the political subdivision may proceed without regard to time-consuming procedures and formalities prescribed by law (except mandatory constitutional requirements) pertaining to the performance of public work, entering into contracts, incurring of obligations, employment of temporary workers, rental of equipment, purchase of supplies and materials, levying of taxes, and appropriation and expenditure of public funds.

# **Responsibilities of Local Government under Virginia Code**

---

## **Mutual Aid Arrangements § 44-146.19; § 44-146.20**

The director of each local organization for emergency management may, in collaboration with (i) other public and private agencies within the Commonwealth or (ii) other states or localities within other states, develop or cause to be developed mutual aid arrangements for reciprocal assistance in case of a disaster too great to be dealt with unassisted.

1. Such arrangements shall be consistent with state plans and programs
2. It shall be the duty of each local organization for emergency management to render assistance in accordance with the provisions of such mutual aid arrangements.

## **Local Emergency Operations Plan (EOP) § 44-146.19**

Each local government must prepare and keep current a local or interjurisdictional emergency operations plan for its area.

1. Beginning July 2007, the local EOP must be maintained and updated on a four-year cycle.
2. The local EOP must be certified to the State Coordinator, i.e., VDEM must receive a resolution from the governing body certifying the currency of the EOP to be consistent with this provision of Title 44.

## **Local Capability Assessment Report; Annual Requirement § 44-146.19**

All political subdivisions shall provide an annually updated emergency management assessment to the State Coordinator of Emergency Management on or before July 1 of each year. This includes self-assessment ratings in categories such as laws and authorities, hazard identification and risk assessment, communication and warning, resource management, logistics and facilities, training, exercises, etc.

## **Local Alert and Warning Plan § 44-146.19**

By July 1, 2005, all localities with a population greater than 50,000 shall establish an alert and warning plan for the dissemination of adequate and timely warning to the public in the event of an emergency or threatened disaster.

1. Requirement to amend local emergency operations plan to include rules for the operation of alerting and warning plan
2. EOP to include such components as sirens, Emergency Alert System (EAS), NOAA Weather Radios, reverse 9-1-1, and other devices.

## **Responsibilities of Local Government under Virginia Code**

### **Review of Private Special Facility Plans § 44-146.19**

Local governments have the authority to require the review of emergency plans of nursing homes, assisted living facilities, adult day care centers, etc.

### **Review of Colleges and Universities Crisis and Emergency Management Plans § 44-146.18**

Local governments are to ensure the integration of colleges and universities' crisis and emergency management plans into local emergency operations plan. § 44-146.18; § 23-9.2:9, effective July 1, 2008.



---

**Chapter 13:**  
**Virginia**  
**Emergency Management**

---



## Legal Authorities of Governor

---

As the chief executive officer of the Commonwealth of Virginia, the Governor is responsible for the public safety and welfare of the people of the Commonwealth of Virginia. The powers and duties of the Governor in emergency management are addressed in the Code of Virginia (§44-146.17).

The Governor:

- ◆ Is responsible for coordinating state resources to address the full spectrum of actions to prevent, prepare for, respond to, and recover from incidents in an all-hazards context to include terrorism, natural disasters, accidents, and other contingencies;
- ◆ Through the emergency operations plan, establishes the Virginia Emergency Response/Recovery Team (VERT) and assigns duties and responsibilities to state agencies;
- ◆ May declare a “state of emergency” by executive order. The Governor has police powers to make, amend, and rescind orders and regulations; he may direct and compel evacuation of all or part of the populace from any stricken or threatened area;
- ◆ Provides leadership and plays a key role in communicating to the public and in helping people, businesses, and organizations cope with the consequences of any type of declared emergency within the jurisdiction of the Commonwealth;
- ◆ Encourages participation in mutual aid and implements authorities for the state to enter into mutual aid agreements with other states to facilitate resource-sharing;
- ◆ Is the Commander-in-Chief of the Commonwealth military forces (National Guard when in State Active Duty or Title 32 Status and the authorized State militias);
- ◆ May request federal assistance when it becomes clear that the capabilities of the Commonwealth will be insufficient or have been exceeded or exhausted;
- ◆ May expend “sum sufficient” monies; and
- ◆ May provide financial assistance to localities.

By executive order, the Governor has directed all executive branch agencies to develop, maintain and exercise continuity plans and procedures to ensure the capabilities of the Commonwealth of Virginia to carry out essential services, including emergency and disaster response and recovery.

# Disaster Response in Virginia



All disasters are local. But once a disaster exceeds available resources, the locality requests assistance from the state.

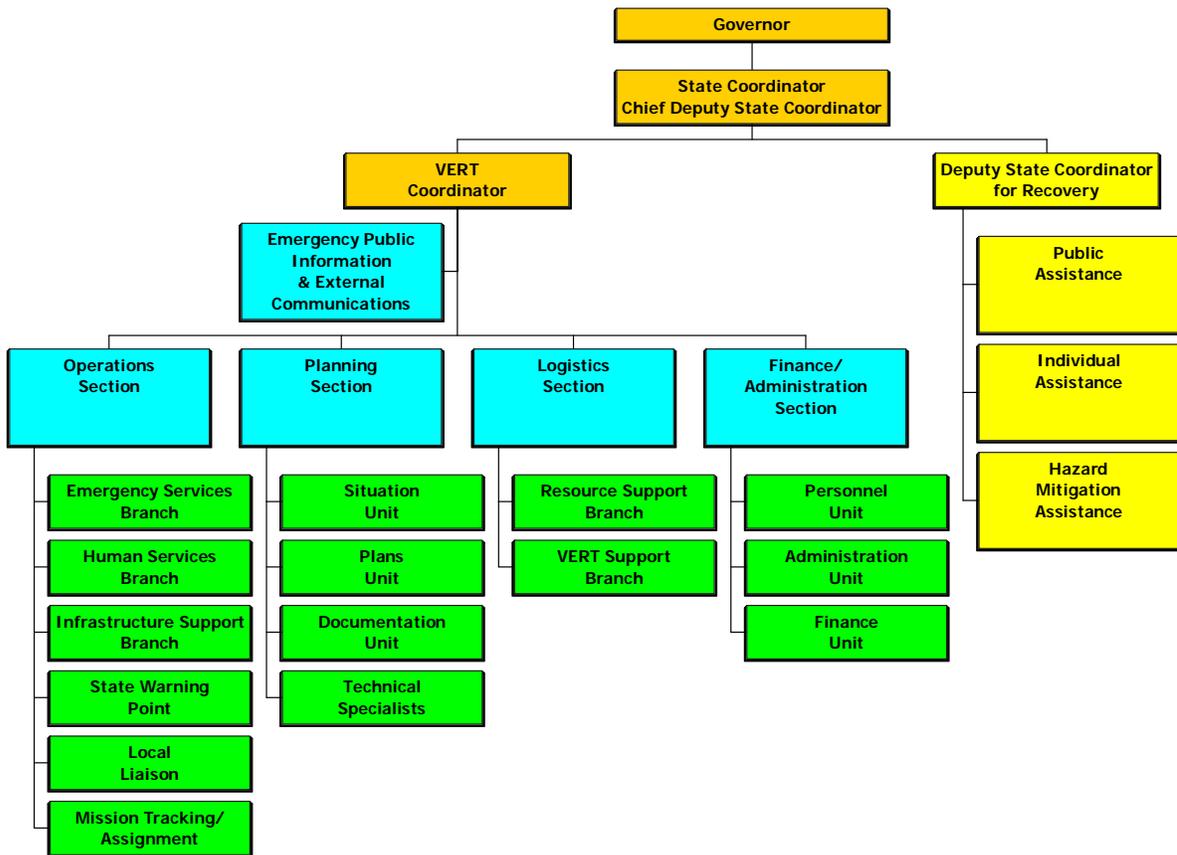
During a disaster, the state:

- ◆ Responds to requests from local governments;
- ◆ Commits state resources;
- ◆ Reviews local assessments to determine if requirements exceed state capabilities;
  - Local situation reports,
  - Local initial damage assessment reports,
  - State agencies damage assessment reports, and
  - On-site damage assessments.
- ◆ Determines if a State of Emergency needs to be declared. A State of Emergency issued by the Governor of Virginia activates the National Guard, relaxes procurement requirements and allows the state to drop certain regulations (i.e. for transportation of relief supplies); and
- ◆ Requests federal assistance.

# Virginia Emergency Response Team

Agencies of Virginia state government that have been assigned primary and/or support emergency response or recovery duties and responsibilities are collectively known as the Virginia Emergency Response/Recovery Team (VERT). All VERT agencies must develop and maintain their designated part(s) of the COVEOP. Local governments must also maintain their local emergency operations plans (EOP) in accordance with the guidance and operational concepts set forth in the COVEOP.

The Code of Virginia (Title 44-146) provides that emergency management organizations and operations will be structured around existing constitutional government.



The Governor is the Director of Emergency Management for the Commonwealth. The Governor appoints a State Coordinator of Emergency Management to head the Virginia Department of Emergency Management (VDEM). The State Coordinator appoints the VERT Coordinator, who manages the VEOC and coordinates response activities, and the VERT Recovery Manager, who coordinates state recovery activities for a disaster that is declared by the President as authorized by the Stafford Act. For a presidentially declared disaster, the State Coordinator is usually designated the State Coordinating Officer (SCO) by the Governor.

# Virginia Emergency Response Team

---

The VERT is comprised of 17 Emergency Support Function areas.

ESF	Scope
<p><b>ESF #1 – Transportation</b>            Primary – Transportation            Support – Aviation; Chesapeake Bay Bridge-Tunnel District; General Services; Military Affairs; Mines, Minerals &amp; Energy; Motor Vehicles; Rail &amp; Public Transportation; State Police; Virginia Port Authority; Civil Air Patrol</p>	<ul style="list-style-type: none"> <li>• State and civil transportation support</li> <li>• Transportation Safety</li> <li>• Coordination of restoration, recovery and reconstruction of transportation infrastructure</li> <li>• Movement restrictions</li> <li>• Damage and impact assessment</li> </ul>
<p><b>ESF #2 – Communications</b>            Primary – Information Technology            Support – Aviation; Chesapeake Bay Bridge-Tunnel District; General Services; Military Affairs; Mines, Minerals &amp; Energy; DMV; Rail &amp; Public Transportation; State Police; Transportation; Virginia Port Authority; Civil Air Patrol</p>	<ul style="list-style-type: none"> <li>• Coordination with telecommunications industry</li> <li>• Restoration/repair of telecommunications infrastructure</li> <li>• Protection, restoration, &amp; maintenance of state cyber &amp; information technology resources</li> </ul>
<p><b>ESF #3 – Public Works and Engineering</b>            Primary – Military Affairs            Support – Environmental Quality; Emergency Management; General Services; Health; Mines, Minerals &amp; Energy; Transportation; Professional Engineers Emergency Response Team</p>	<ul style="list-style-type: none"> <li>• Infrastructure protection and emergency repair</li> <li>• Damage and impact assessment</li> <li>• Infrastructure restoration and reconstruction</li> <li>• Engineering services, construction management</li> <li>• Critical infrastructure liaison</li> <li>• Recovery infrastructure assistance</li> </ul>
<p><b>ESF #4 – Firefighting</b>            Primary – Fire Programs; Forestry            Support – Conservation and Recreation; DEQ; Military Affairs; State Police; DHCD-State Fire Marshal’s Office</p>	<ul style="list-style-type: none"> <li>• Firefighting activities on state lands</li> <li>• Resource support to rural and urban firefighting operations</li> </ul>
<p><b>ESF #5 – Emergency Management</b>            Primary – Emergency Management            Support – Environmental Quality; Forestry; Military Affairs</p>	<ul style="list-style-type: none"> <li>• Coordination of incident management efforts</li> <li>• Issuance of mission assignments</li> <li>• Coordinate notification/deployment of human capital</li> <li>• Financial management</li> </ul>
<p><b>ESF #6 – Mass Care, Housing, and Human Services</b>            Primary – Social Services (VDSS)            Support - American Red Cross; Criminal Justice Services; VDEM; General Services; Health; Higher Education Institutions in Virginia; Housing &amp; Community Development; DMHMRSAS; Military Affairs; VDACS; Virginia State Police; VITA; Virginia VOAD; The Salvation Army; Criminal Injuries Compensation Fund (Workers Comp. Commission)</p>	<ul style="list-style-type: none"> <li>• Mass care and sheltering</li> <li>• Temporary housing</li> <li>• Coordination of repair and restoration of housing</li> <li>• Human services</li> <li>• Recovery assistance to individuals &amp; households</li> <li>• Family Assistance Center</li> </ul>
<p><b>ESF #7 – Resource Support</b>            Primary – VDEM            Support – VDACS; Aviation, Corrections; Criminal Justice Services; Fire Programs; Forestry; General Services; Health; Housing &amp; Community Development; Military Affairs; Motor Vehicles; State Police; Transportation; Virginia VOAD</p>	<ul style="list-style-type: none"> <li>• Resource Support (facility space, office equipment and supplies, contracting services, etc.)</li> </ul>
<p><b>ESF #8 – Health and Medical Services</b>            Primary – Health            Support – American Red Cross; VDACS; DEQ; General Services; Health Professions; DMHMRSAS; Military Affairs; State Police; DSS; DGIF; Virginia Hospital and Healthcare Association</p>	<ul style="list-style-type: none"> <li>• Public health services</li> <li>• Medical services</li> <li>• Mental health services</li> <li>• Mortuary services</li> </ul>

# Virginia Emergency Response Team

---

ESF	Scope
<b>ESF #9 – Search and Rescue</b> Primary – Emergency Management Support – Fire Programs; State Police	<ul style="list-style-type: none"> <li>• Life-saving assistance</li> <li>• Search and rescue</li> </ul>
<b>ESF #10 – Oil and Hazardous Materials Response</b> Primary – Emergency Management; Environmental Quality Support – Health; Labor and Industry	<ul style="list-style-type: none"> <li>• Oil &amp; hazardous materials (chemical, biological, radiological, etc.) response</li> <li>• Environmental safety and short- and long-term cleanup</li> <li>• Health and safety of emergency workers</li> </ul>
<b>ESF #11 – Agriculture and Natural Resources</b> Primary – Agriculture Support - Conservation & Recreation; Corrections; Environmental Quality; Forestry; DGIF; General Services; Health; Historic Resource Marine Resources; DMHMRSAS; Military Affairs; DSS; State Police VAVOAD (Voluntary Organizations Active in Disasters); Transportation	<ul style="list-style-type: none"> <li>• Nutrition assistance</li> <li>• Animal and plant disease/pest response</li> <li>• Food safety and security</li> <li>• Natural &amp; cultural resources protection &amp; restoration</li> <li>• Historic properties protection and restoration</li> <li>• Animal care and control (pets, livestock, wildlife)</li> </ul>
<b>ESF #12 – Energy</b> Primary – State Corporation Commission Support – Mines, Minerals and Energy; Emergency Management; Information Technologies	<ul style="list-style-type: none"> <li>• Energy infrastructure assessment, repair, and restoration</li> <li>• Energy industry utilities coordination</li> <li>• Energy forecast</li> </ul>
<b>ESF #13 – Public Safety and Security</b> Primary – State Police Support – ABC; Conservation & Recreation; Corrections; Criminal Justice Services; Forestry; Game & Inland Fisheries; Marine Resource Military Affairs; Motor Vehicles	<ul style="list-style-type: none"> <li>• Facility and resource security</li> <li>• Security planning; technical &amp; resource assistance</li> <li>• Public safety/security support</li> <li>• Support to access, traffic, and crowd control</li> <li>• Health and safety of disaster workers</li> </ul>
<b>ESF #14 – Long Term Community Recovery</b> Primary – Short Term: Emergency Management Long Term: Economic Crisis Strike Force (Secretary of Commerce and Trade) Support – Education; Emergency Management; Housing & Community Development; Corrections; DMHMRSAS; DSS; VEC; SCC-Bureau of Insurance; Virginia VOAD; Economic Development Partnership; Business Assistance; VDACS; Medical Assistance Services; SCHEV/VCCS; VDOT	<ul style="list-style-type: none"> <li>• Social and economic impact assessment</li> <li>• Partner with FEMA and SBA for short term federal disaster assistance programs</li> <li>• Long-term community recovery assistance to local governments &amp; the private sector</li> <li>• Coordination of COV role in the reconstruction and redevelopment of impacted areas</li> <li>• Mitigation analysis and program implementation</li> </ul>
<b>ESF #15 – External Affairs</b> Primary – Emergency Management Support – Fire Programs; Health; Military Affairs; Motor Vehicles; State Police; Transportation	<ul style="list-style-type: none"> <li>• Emergency public information and protective action guidance</li> <li>• Incident information to the public</li> <li>• Media and community relations</li> <li>• Elected officials liaison</li> </ul>
<b>ESF #16 – Military Support</b> Primary – Military Affairs Support – Army National Guard; Air National Guard; Virginia Defense Force	<ul style="list-style-type: none"> <li>• Translate civilian missions into military missions</li> <li>• Provide military resources</li> <li>• Plan, coordinate, and control mission assignments and utilization of Virginia Militia.</li> </ul>
<b>ESF #17 – Volunteer and Donations Management</b> Primary – Emergency Management Support – American Red Cross, Virginia VOAD, Adventist Community Services, Virginia Office of Volunteer and Community Service, Virginia Volunteer Center, Virginia Citizen Corps Program	<ul style="list-style-type: none"> <li>• Assures expeditious delivery of donated good to affected areas</li> <li>• Coordinates response and recovery efforts as related to volunteers, both convergent and pre-assigned</li> </ul>

## Secretary of Public Safety

---

Public Safety is the Commonwealth's Secretariat with oversight of 14 state agencies tasked to promote and protect the safety of Virginia's citizens and visitors. The agencies are Alcoholic Beverage Control, Commonwealth's Attorneys' Services Council, Correctional Education, Corrections, Criminal Justice Services, Emergency Management, Fire Programs, Forensic Science, Governor's Office for Substance Abuse Prevention, Juvenile Justice, Military Affairs, parole Board, State Police, Veterans Services and the Virginia War Memorial.

These agencies are involved with:

- ◆ Enforcing criminal, highway safety, alcoholic beverage, and tobacco laws.
- ◆ Confinement, treatment, and reentry preparation of more than 31,000 felons.
- ◆ Supervision, treatment, and monitoring of over 55,000 people on parole or probation.
- ◆ Providing technical assistance, research, and training for law enforcement agencies, community fire departments, and prosecutors.
- ◆ Training for over 14,000 firefighters.
- ◆ Investigating crimes and test crime scenes for evidence.
- ◆ Training more than 8,200 Army and Air National Guard members.
- ◆ Providing services to Virginia's 740,000 veterans.
- ◆ Planning and coordinating the state's emergency preparedness, response, recovery, and mitigation efforts.

The Secretary of Public Safety has oversight of the day to day operations of the Department of Emergency Management. All of VDEM's preparedness, response, recovery, and mitigation activities fall under the Secretary of Public Safety.

During a Declared State of Emergency, however, the Department of Emergency Management reverts to the direct operational control of the Governor (Code of Virginia, Title 44-146.18.A.)

## Office of Commonwealth Preparedness

---

The Office of Commonwealth Preparedness (OCP) coordinates all agencies involved in the state's homeland security efforts (including prevention, vulnerability reduction, response, and recovery). This office reports to the Governor and works with federal, state, and local officials and the private sector to develop well-coordinated all-hazards preparedness strategies and plans.

OCP helps facilitate communications between the Governor, local governments, and first responders regarding issues of emergency prevention, preparedness, response, and recovery.

OCP focuses on:

- ◆ Continuity of operations planning,
- ◆ Interoperability,
- ◆ National Capital Region (NCR) coordination and initiatives,
- ◆ Critical infrastructure protection,
- ◆ Grants coordination, and
- ◆ The Virginia Higher Education Preparedness Consortium.

OCP also serves as a liaison between the Governor and the federal Department of Homeland Security and provides oversight, coordination, and review of all disaster, emergency management, and terrorism management plans for the Commonwealth and its agencies.

OCP represents the Governor for all regional efforts to develop a coordinated security and preparedness strategy, including representation within the NCR security group.

OCP also convenes the Secure Commonwealth Panel, an advisory board within the executive branch, and operates through the Commonwealth Preparedness Working Group (CPWG)—state agency representatives that coordinate, develop, and implement policies for funding and operations relating to all-hazards preparedness.

### Regional Preparedness Advisory Committees

There are seven Regional Preparedness Advisory Committees RPACs throughout Virginia, one in each Homeland Security Region.

The Committees meet regularly and focus on regional initiatives in training, equipment, communication, and strategy to ensure access to response teams during emergencies and to facilitate testing, training, and exercises for mass casualty preparedness.

Each RPAC includes representatives from emergency management, fire, law enforcement, local government, the private sector, and institutions of higher learning.

## **State Interoperability Executive Committee**

---

The State Interoperability Executive Committee (SIEC) serves as the steering group for the effort and provides guidance and recommendations to the Commonwealth Interoperability Coordinator's Office (CICO) for the Commonwealth Preparedness Working Group (CPWG) and Governor's Office. At least quarterly, the SIEC reviews the overall progress of the effort and approves goals and priorities.

The State Interoperability Executive Committee (SIEC) consists of 14 representatives from local and state public safety associations and government including:

- ◆ Virginia Department of Emergency Management
- ◆ Virginia Association of Chiefs of Police
- ◆ Virginia Fire Chiefs Association
- ◆ Virginia Sheriffs' Association
- ◆ Virginia Association of Governmental EMS Administrators
- ◆ Virginia Association of Public Safety Communication Officials
- ◆ Virginia Association of Counties
- ◆ Virginia Municipal League
- ◆ Virginia Military Advisory Committee
- ◆ Statewide Agencies Radio System
- ◆ Virginia Information Technologies Agency
- ◆ Office of the Secretary of Public Safety
- ◆ Office of the Secretary of Technology
- ◆ Office of Commonwealth Preparedness
- ◆ Commonwealth Interoperability Coordinator's Office

## State Interoperability Executive Committee

---

The members of the State Interoperability Executive Committee (SIEC) play a key role in the definition and implementation of the initiatives outlined in the Statewide Plan. The SIEC provides guidance and recommendations to the Advisory Group, Initiative Action Teams (IATs) and the CICO that draws upon their experience and knowledge of public safety needs and capabilities.

SIEC members:

- ◆ Recommend an approach for Virginia's interoperability efforts,
- ◆ Develop formal recommendations to the CICO for the Commonwealth Preparedness Working Group (CPWG),
- ◆ Report information back to their respective organizations,
- ◆ Provide advice, feedback, and support to the CICO,
- ◆ Resolve issues requiring policy, procedural, or other business decisions as needed,
- ◆ Distribute funds to localities for communications interoperability as required,
- ◆ Advocate for interoperable communications at more senior levels of government and among member constituencies,
- ◆ Consider guidance and approve recommendations from the Advisory Group and Initiative Action Teams (IATs), and
- ◆ Participate in scheduled meetings.



---

**Chapter 14:**  
**National**  
**Emergency Management**

---



# **National Incident Management System**

---

The National Incident Management System (NIMS) came to life from Homeland Security Presidential Directive (HSPD) 5.

In 2004, the Department of Homeland Security published the first version of the National Incident Management System. In November, 2005, Governor Warner signed Executive Order # 102, adopting NIMS.

This system is designed to create a core set doctrine, concepts, principles, terminology, and organizational processes that enables effective, efficient, and collaborative incident management across all emergency management and incident response organizations and disciplines.

In other words, NIMS is a system in which an all hazards approach is taken to manage and mitigate an emergency event. Additionally, the system is flexible and adaptable to natural, man made, small, or large scale events.

# **National Response Framework**

---

The National Response Framework (NRF) is the guide utilized to direct the nation on how to respond to catastrophes with an all-hazards approach.

Within the NRF, response principles, key roles, responsibilities, and structures which organize national response are discussed in detail. The framework binds local, state, federal, private sector, and non-government partners together.

Furthermore, the framework presents discussion to address special circumstances in which the Federal government may play a larger role while responding to incidents of federal interest or where states require significant response resources.

Finally, the framework ensures government executives, private sector and non-governmental organization (NGO) leaders, and emergency management practitioners across the nation understand their domestic incident response roles, responsibilities, and relationships in order to respond more effectively to any type of incident.

## Five-Year Training Plan for NIMS

---

There are three primary objectives, albeit, by strategy, they are broad in nature. The three objectives are:

- ◆ Support NIMS education and training,
- ◆ Adapt functional capabilities, and
- ◆ Define minimum personnel qualifications.

The training applies to all stakeholders including emergency managers and response personnel.

The NIMS program also provides guidelines to assist in developing functional capabilities, which may include the Homeland Security Exercise Evaluation Program (HSEEP). Finally, personnel qualifications required for multi-jurisdictional or complex events are forthcoming.

The five year training plan concentrates on the foundation of the National Training Program for NIMS, which consists of:

- ◆ Core competencies for typical command positions,
- ◆ A national core curriculum for NIMS,
- ◆ Training guidance for specific courses within the core curriculum, and
- ◆ Personnel qualification guidelines.

The plan assumes that the states will be the only stakeholders interested in developing equivalent courses. Stakeholders, other than the state, are responsible for ensuring course equivalence.

Nonetheless, the scope of the plan is to define the National Training Program for NIMS. At the same time, it identifies National Integration Center (NIC) and stakeholder responsibilities and activities to develop, maintain, and sustain the National Training Program.



---

## **Section 3**

## **TOOLS**

---



---

**Chapter 15:**  
**Preparedness Toolkit**

---



# Preparedness Checklist

---

The checklists provide a guide to actions during the preparedness phase of an emergency and an overview of what a local emergency management program should address. The checklist is consistent with the all hazards approach to emergency management.

## **Review the Contents of the EOP.**

- Review threat assessment - flood plains, storm surge areas, etc.
- Develop, identify and implement preparatory actions.
- Check and list critical forms needed - Declaration, IDA, Sitrep, RFA, and SMA.
- Determine likely area(s) of impact.

## **Verify Communications Pathways (Up, Down, Lateral).**

- Surrounding localities.
- Supporting agencies.
- Operations components--fire, police, PW, RACES, emergency cell support, etc.
- Public information plan/hotlines.
- Establish and Test Information Resources (in and out).
  - Internet/Web site.
  - Weather.
  - Media, Print, TV, Cable and Radio.
  - WebEOC

## **Establish Briefing Schedules.**

- Executives--watches/warnings, Declaration process, activation of EOP, etc.
- Elected officials.
- Public safety elements.
- Emergency Operations Center participants.

# Preparedness Checklist

---

## **Determine Staffing Levels.**

- EOC augmentation/activation/recall.
- Shift changes for public safety and other response personnel.
- Estimate shelter demands (local DSS, ARC Chapter, volunteers, RACES, etc.).
- Establish public facility closing and opening times.

## **Check Critical Systems Readiness.**

- EOC--critical staff, resources and reports.
- Public safety.
- Utilities/PW/private/LEPC.
- Media.
- Mass care/schools/public health (food holdings/power).
- Power generation--service ability/fuel levels.
- Review and confirm contracted services.
- Accounting and cost capture processes.
- Review Continuity of Operations Plan (COOP)/Continuity of Government (COG) Plan.
- Declare a Local Emergency.
- Activate Staff and Logistical Support for the EOC.
- Prepare for Response.

# **The Local Emergency Operations Plan**

---

Local Planning Assistance (LPA) developed a template for local emergency operations plans (LEOP) with technical assistance from several local emergency coordinators throughout the state. The jurisdictions that participated in this process are a representation of the various localities throughout the state and the many emergency management challenges that Virginia communities face.

The template is consistent with the National Incident Management System (NIMS) concepts and emphasizes an all hazards approach to emergency operations and planning.

The purpose is to provide a format that includes the basic components of an EOP may to be used as a tool in the LEOP development or process. As a result of the planning process, the localities should produce a plan that will guide a planned-for and coordinated response to save lives, protect property, and more quickly restore essential services.

The template will be posted on VDEM's website in Library by December 2008.

## **Continuity of Operations Plan Template**

---

Continuity of Operations (COOP) Planning is designed to develop and maintain a program that enables local governments to preserve and maintain their capability to function effectively in the event of a disaster or emergency, which could potentially disrupt critical operations and services. While no mandate exists requiring localities to complete a COOP plan, VDEM developed a COOP Toolkit for local governments to address the growing number of questions being raised and to assist localities in the areas that make COOP planning a challenge, in particular, the broad range of public works and services they perform on a daily basis.

The Toolkit provides one-stop access to a variety of continuity planning resources including the VDEM COOP planning manual, COOP worksheets, and COOP plan templates that reflect the unique situations which make COOP planning a challenge. The distinct planning manual, worksheets and templates were created in collaboration with an outside consultant and with representatives from localities across the Commonwealth, including the Virginia Association of Counties and the Virginia Municipal League.

The COOP Planning Manual was developed to provide guidance to local governments for the development and maintenance of Continuity of Operations (COOP) plans. The manual is intended to offer both procedural and operational guidance for the preparation and implementation of a COOP plan.

The COOP Worksheets coincide with the seven phases of the planning process. Completing the worksheets will assist in assembling the information necessary to develop the critical elements of a COOP plan.

The COOP plan will consist of a basic plan and department plan. The basic plan outlines the jurisdiction-wide considerations for guiding the overall COOP program. Each department plan captures critical operational data that supports each department during COOP plan implementation. In conjunction with the information gathered by the worksheets, the templates assist in completing a cohesive and comprehensive COOP plan specific to each local government's mission and needs.

Local Government COOP Toolkit is posted on the VDEM webpage at [http://www.vaemergency.com/library/coop/local\\_govt/index.cfm](http://www.vaemergency.com/library/coop/local_govt/index.cfm).

## **Working with Your Regional Coordinator**

---

The Regional Coordinator is one of the most versatile positions within VDEM, and has knowledge about all programs within VDEM. This allows the Regional Coordinator to represent each of the divisions within VDEM, with the exception of Technical Hazards, which is handled by the Hazardous Materials Officers. The Regional Coordinator serves as the primary point of contact on a daily basis for VDEM and its programs, and is usually the first person that a local emergency manager contacts when they have a question or need guidance. The daily working relationship builds a level of trust that strengthens this relationship.

There are two primary modes that Regional Coordinators operate under in relationship to localities, routine operations and emergency operations.

### **Routine Operations**

On a daily basis, the Regional Coordinator communicates with the local emergency manager, usually by telephone, email, or face to face. The Regional Coordinator should meet face to face at least once per quarter, but usually will do so more frequently, i.e., office visits, routinely scheduled meetings, training events, etc.

Training events, workshops, and conferences provide excellent opportunities to interface with the Regional Coordinator and discuss various topics, both work related and non-work related. These opportunities help to build on the bond between the local coordinator and the Regional Coordinator, which help to build trust.

The Regional Coordinator is a good place to start if you have a general question about any of VDEM's programs or in emergency management in general. The seven Regional Coordinators have a vast amount of knowledge and experiences, and can be a good sounding board.

In the event that the Regional Coordinator is unable to answer the question, he/she will likely either research the question from the appropriate program manager within VDEM or refer you to that program manager. This does not preclude you from contacting the program manager directly if you prefer.

The Regional Coordinator is generally active with the local coordinator and depending on their strengths, can provide valuable guidance in emergency management activities such as planning, development of exercises, and other programmatic activities.

The Regional Coordinator has generally served as a local coordinator in the past, and may be able to share experiences that could be helpful to your program. Finally, one of the very important roles of the Regional Coordinator is to represent VDEM Administration to the localities and represent the localities to VDEM Administration.

### **Emergency Operations**

For more on interaction with your Regional Coordinator during an emergency, please see Chapter 16 in the Response Toolkit.

## Shelter Identification

---

The following assessment will help you identify potential shelters.

<b>0.1</b>	Facility name:			
	Building ID #			
	Street Address			
	City			
	State, Zip+4			
<b>0.2</b>	Latitude:			
	Longitude:			
<b>0.3</b>	County			
<b>0.4</b>	Owner			
<b>0.5</b>	Facility Type	<input type="checkbox"/> Shelter <input type="checkbox"/> Refuge of Last Resort <input type="checkbox"/> Other: _____		
<b>0.6</b>	Contact:			
	Title:			
	Phone			
	Alt. Phone			
	Alternate 1			
	Title:			
	Phone:			
	Alt. Phone			
	Alternate 2			
	Title:			
	Phone:			
	Alt. Phone:			
<b>0.7</b>	Indicate areas of facility that are planned to be used as shelter:			
	<input type="checkbox"/> Cafeteria	<input type="checkbox"/> Gymnasium	<input type="checkbox"/> Kitchen	
<b>0.8</b>	<input type="checkbox"/> Corridor	<input type="checkbox"/> Auditorium	<input type="checkbox"/> Clinic	
			<input type="checkbox"/> Classroom <input type="checkbox"/> Other	
<b>0.8</b>	Does the building have alternate communications with local Emergency Management?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>0.9</b>	Under normal conditions, which power company provides electrical power?		Contact number:	
<b>0.10 Comments:</b>				

# Shelter Identification

<b>SECTION 1 – STORM SURGE INNUNDATION</b> (for use if site is designated as a hurricane shelter)						
<b>1.1</b>	Is the facility located on a costal barrier island?				Yes	
					No	
<b>1.2</b>	According to SLOSH models, id the facility's site located above any Cat 4 storm surge zone? (If not applicable, answer YES)				Yes	
					No	
<b>1.2.1a</b>	What is the site elevation above mean sea level?				_____ feet above MSL	
<b>1.2.1b</b>	What is the building's ground floor elevation above MSL?				_____ feet above MSL	
<b>1.2.2</b>	What is the maximum predicted storm surge height <b>at the Facility's site?</b>					
	1.2.2 a	1.2.2b	1.2.2c	1.2.2d	1.2.2e	
	Cat 1 _____	Cat 2 _____	Cat 3 _____	Cat 4 _____	Cat 5 _____	
	feet MSL	feet MSL	feet MSL	feet MSL	feet MSL	
					_____	
					_____ feet MSL	
<b>1.2.3</b>	What is the maximum height of surge expected <b>in the building?</b>					
	1.2.3 a	1.2.3b	1.2.3c	1.2.3d	1.2.3e	
	Cat 1 _____	Cat 2 _____	Cat 3 _____	Cat 4 _____	Cat 5 _____	
	feet MSL	feet MSL	feet MSL	feet MSL	feet MSL	
					_____	
					_____ feet MSL	
<b>1.3</b>	According to the appropriate SLOSH modeling, is the Facility's site subject to isolation due to storm surge activity?				Yes	
					No	

<b>SECTION 2 – RAINFALL FLOODING/DAM CONSIDERATIONS</b>			
<b>2.1</b>	Is the building's first floor elevation on an equal or higher elevation than that of the base flood elevation level site?	YES	
		NO	
<b>2.1.1</b>	What is the base flood elevation at the building? _____ feet above MSL		
<b>2.1.2a</b>	If multi-storied, does the building have a floor level above the base flood elevation? ____YES      ____NO      ____Not Applicable		
	(2.1.2b)The (____) floor elevation is (2.1.2c) _____ feet above MSL		
<b>2.2</b>	According to the appropriate Flood Insurance Rate Map, is the facility's site above the 100-year flood plain?	YES	
		NO	
<b>2.2.1</b>	What flood zone is the Facility's site located within? __A __B __C __D __X __V ____Panel not printed      ____Area not surveyed		
<b>2.3</b>	According to the appropriate Flood Insurance Rate Map, is the facility's site above the 500-year flood plain?	YES	
		NO	

## Shelter Identification

<b>2.4</b> According to the appropriate Flood Insurance Rate Map(s) is the Facility's site subject to isolation due to riverine and/or ponding inundation of roadways?	YES	
	NO	
<b>2.5</b> Is the Facility's site subject to inundation due to failure of containment of levees, dams and reservoirs following hurricane related flooding?	YES	
	NO	
<b>2.6</b> Is the Facility's site subject to isolation due to failure of containment of dams and reservoirs following hurricane-related flooding?	YES	
	NO	
<b>2.7</b> Is there an engineered storm water drainage system at the Facility's site?  <b>2.7.1</b> Condition:   ___Clean and functional   ___Marginally functional ___ Non-functional	YES	
	NO	
<b>2.8</b> Is there a history of minor flooding/ponding at the Facility's site under normal rainfall conditions? (minor flooding is the water level where water actually enters buildings)	YES	
	NO	
<b>2.9 Comments:</b>		

### SECTION 3 – HAZMAT AND NUCLEAR POWER PLANT CONSIDERATIONS

<b>3.1</b> Are hazardous materials manufactured, used, or stored (in reportable quantities) at, or in close proximity to the Facility's site.  ___ Data on the hazardous material facilities in the area was not available at the time of the survey.	YES	
	NO	
<b>3.2</b> Is the Facility's site located within the Vulnerability Zone of a facility that manufactures, uses, or stores materials that are considered extremely hazardous?  ___ Data on the hazardous material facilities in the area was not available at the time of the survey.	YES	
	NO	

## Shelter Identification

<b>3.3</b> Is the Facility's site located within the two-mile Emergency Planning Zone (EPZ) of a nuclear power plant?  ____Data on the hazardous material facilities in the area was not available at the time of the survey.	YES	
	NO	
<b>3.4</b> Is the Facility's site located within the ten-mile Emergency Planning Zone (EPZ) of a nuclear power plant, but outside the two-mile EPZ?  ____Data on the hazardous material facilities in the area was not available at the time of the survey.	YES	
	NO	
<b>3.5 Comments:</b>		

### SECTION 4 – LAY DOWN HAZARD EXPOSURE

<b>4.1</b> Is there a lay-down hazard in close proximity to the Facility?	YES	
	NO	
<b>4.1.1</b> Are there large/tall trees within lay-down range of the facility?	YES	
	NO	
<b>4.1.2</b> Are there tall structures (e.g., towers, chimneys, steeples, etc.) within lay-down range of the facility?	YES	
	NO	
<b>4.1.3</b> Are there potential roll-over hazards within 100 feet of the HES Building? For example, unanchored re-locatable buildings, vehicle parking lot, and unanchored HVAC units.  <b>4.1.3a</b> Describe: _____	YES	
	NO	
<b>4.1.4</b> Is there at least one access road not tree-lined?	YES	
	NO	
<b>4.2 Comments:</b>		

# Shelter Identification

## Section 5 – WIND AND DEBRIS EXPOSURE

5.1 Will the facility site be exposed to full force hurricane winds?		YES	
		NO	
5.1.1 What is the degree of wind exposure for the facility?			
<input type="checkbox"/> Sheltered Exposure <input type="checkbox"/> Limited Exposure <input type="checkbox"/> Unsheltered Exposure			
5.1.1.1 What is the type of topography?			
<input type="checkbox"/> Flat <input type="checkbox"/> Sheltered <input type="checkbox"/> Hill <input type="checkbox"/> Promontory			
5.1.1.2 What is the surrounding terrain?			
a. North	<input type="checkbox"/> Flat <input type="checkbox"/> Hilly <input type="checkbox"/> Low lying ( <input type="checkbox"/> Marsh) <input type="checkbox"/> Open <input type="checkbox"/> Wooded <input type="checkbox"/> Heavily <input type="checkbox"/> Lightly) <input type="checkbox"/> Rural <input type="checkbox"/> Residential <input type="checkbox"/> Lake/Pond <input type="checkbox"/> Commercial District ( <input type="checkbox"/> Shopping <input type="checkbox"/> Manufacturing) <input type="checkbox"/> Many tall trees <input type="checkbox"/> Other:		
b. South	<input type="checkbox"/> Flat <input type="checkbox"/> Hilly <input type="checkbox"/> Low lying ( <input type="checkbox"/> Marsh) <input type="checkbox"/> Open <input type="checkbox"/> Wooded <input type="checkbox"/> Heavily <input type="checkbox"/> Lightly) <input type="checkbox"/> Rural <input type="checkbox"/> Residential <input type="checkbox"/> Lake/Pond <input type="checkbox"/> Commercial District ( <input type="checkbox"/> Shopping <input type="checkbox"/> Manufacturing) <input type="checkbox"/> Many tall trees <input type="checkbox"/> Other:		
c. East	<input type="checkbox"/> Flat <input type="checkbox"/> Hilly <input type="checkbox"/> Low lying ( <input type="checkbox"/> Marsh) <input type="checkbox"/> Open <input type="checkbox"/> Wooded <input type="checkbox"/> Heavily <input type="checkbox"/> Lightly) <input type="checkbox"/> Rural <input type="checkbox"/> Residential <input type="checkbox"/> Lake/Pond <input type="checkbox"/> Commercial District ( <input type="checkbox"/> Shopping <input type="checkbox"/> Manufacturing) <input type="checkbox"/> Many tall trees <input type="checkbox"/> Other:		
d. West	<input type="checkbox"/> Flat <input type="checkbox"/> Hilly <input type="checkbox"/> Low lying ( <input type="checkbox"/> Marsh) <input type="checkbox"/> Open <input type="checkbox"/> Wooded <input type="checkbox"/> Heavily <input type="checkbox"/> Lightly) <input type="checkbox"/> Rural <input type="checkbox"/> Residential <input type="checkbox"/> Lake/Pond <input type="checkbox"/> Commercial District ( <input type="checkbox"/> Shopping <input type="checkbox"/> Manufacturing) <input type="checkbox"/> Many tall trees <input type="checkbox"/> Other:		
5.1.1.3 Is the facility within one mile of the ocean or other large body of water?		YES	
		NO	
5.1.1.4 Is the facility within a quarter mile of an open area?		YES	
		NO	
5.2 What is the degree of debris hazard exposure for the facility?			
<input type="checkbox"/> A. Minimal exposure <input type="checkbox"/> B. Limited Exposure <input type="checkbox"/> C. High Exposure			
5.2.1 Do structures within a 300-foot radius have roof gravel?		YES	
		NO	
5.2.2 Is there potential of debris from metal, wood frame, and masonry buildings, loose material, or roofing within a 100-foot radius?		YES	
		NO	

## Shelter Identification

5.2.2.1 Is there potential of debris from metal, wood frame, and masonry buildings, loose material, or roofing within a 300-foot radius?	YES	
	NO	
5.2.3 Are there other debris generating sources within a 100-foot radius (e.g. lumber yard, junk yard, plant nursery, tree branches, etc...)?	YES	
	NO	
5.2.3.1 Are there other debris generating sources within a 300-foot radius (e.g. lumber yard, junk yard, plant nursery, tree branches, etc...)?	YES	
	NO	
5.2.4 Are there relocatable/portable buildings located on-site?	YES	
	NO	
5.2.4.1 Are the relocatable/portable buildings securely anchored?	YES	
	NO	
	N/A	
5.2.4.2 Are the relocatable/portable buildings within 100 feet of the shelter site?	YES	
	NO	
	N/A	
5.2.5 Comments (specify quantity, types, and distribution of debris sources):		

### Section 6 – WIND DESIGN VERIFICATION

6.1 Has a structural engineer certified this building as being capable of withstanding wind loads according to ASCE 7-98 to ANSI 58 (1982) structural design criteria? (Given preference, in selecting shelters, to buildings designed to ASCE or ANSI, in lieu of model codes)	YES	
	NO	
6.1.2 Does the building have more than one story?	YES	
	NO	
6.1.2.1 How many stories does the building have? _____A. One    _____B. Two    _____C. Three    _____D. Four    _____E. Five    _____F. Six+		
6.1.2.2 What is the overall height of the building? _____A. 0-30 feet    _____B. 31-59 feet    _____C. 60+ feet		

# Shelter Identification

<b>6.2</b> Was this building designed by a professional architect or structural engineer?	YES			
	NO			
	UNKNOWN			
<b>6.2.1</b> What type(s) of technical design drawings were available for the survey?				
<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <b>6.2.1a</b> - _____ Architectural            _____ A. Full    _____ B. Preliminary    _____ C. Partial            _____ D. As-Built    _____ E. None         </td> <td style="width: 50%; vertical-align: top;"> <b>6.2.1b</b> - _____ Structural            _____ A. Full    _____ B. Preliminary    _____ C. Partial            _____ D. As-Built    _____ E. None         </td> </tr> </table>			<b>6.2.1a</b> - _____ Architectural _____ A. Full    _____ B. Preliminary    _____ C. Partial _____ D. As-Built    _____ E. None	<b>6.2.1b</b> - _____ Structural _____ A. Full    _____ B. Preliminary    _____ C. Partial _____ D. As-Built    _____ E. None
<b>6.2.1a</b> - _____ Architectural _____ A. Full    _____ B. Preliminary    _____ C. Partial _____ D. As-Built    _____ E. None	<b>6.2.1b</b> - _____ Structural _____ A. Full    _____ B. Preliminary    _____ C. Partial _____ D. As-Built    _____ E. None			
<b>6.2.1c</b> _____ A. Drawings do NOT furnish a high level of detail _____ B. Drawings are more representative of residential drawings _____ C. Truss anchors and/or reinforcement in masonry was not addressed				
<b>6.2.2</b> The building was designed in what year? _____ <b>6.2.2a</b> Is this date the A. _____ Actual Year or the B. _____ Estimated Year				
<b>6.2.3</b> In what year(s) were major additions built? _____ <b>6.2.3a</b> Is this date the _____ Actual Year or the _____ Estimated Year				
<b>6.2.4</b> What type of wind resistance code was utilized (or prevalent) at the time of design? _____ A. Model Building Code ( _____ B. SBC    _____ C. SFBC    _____ D. Other: _____ ) _____ E. Custom code    _____ F. MBMA    _____ G. Unknown    _____ H. None				
<b>6.2.5</b> To what wind speed was the building designed? _____ mph    _____ importance factor _____ Unknown				
<b>6.2.6</b> Comments:				

## Section 7 – CONSTRUCTION TYPE/LOAD PATH VERIFICATION

<b>7.1</b> Is there a definable and continuous load path from the building's roof to its foundation?	YES	
	NO	
<b>7.1.1</b> What is the primary roof support system?		
_____ A. Reinforced Concrete    _____ B. Steel Beam    _____ C. Steel Truss    _____ D. Open Web Steel Joist _____ E. Tapered Steel Beam    _____ F. Wood Truss    _____ G. Glue Laminated Wood Beam _____ H. Unknown    _____ I. Other: _____		

## Shelter Identification

---

<b>7.1.2</b> What is the primary load-bearing structure of the building? <input type="checkbox"/> A. Wood Frame <input type="checkbox"/> B. Unreinforced Masonry Walls <input type="checkbox"/> C. Reinforced Concrete Frame <input type="checkbox"/> D. Heavy Steel Frame <input type="checkbox"/> E. Tapered Steel Frame <input type="checkbox"/> F. Reinforced Masonry Walls <input type="checkbox"/> G. Heavy Timber Frame <input type="checkbox"/> H. Laminated Beam Frame <input type="checkbox"/> I. Unknown <input type="checkbox"/> J. Other _____		
<b>7.1.3</b> How is the primary roof support system connected to the primary load-bearing system? Description:		
<b>7.1.4</b> How is the primary load bearing system connected to the foundation? Description:		
<b>7.2</b> Is the building a pre-engineered (steel pre-fabricated) building built <u>or</u> designed prior to the mid-1980's?	YES	
<b>7.2.1</b> (Specify year built/designed: _____)	NO	
<b>7.2.2 Comments:</b>		

### Section 8 – BUILDING CONDITION/WIND DAMAGE HISTORY

<b>8.1</b> From observation, what is the overall condition of the building? <input type="checkbox"/> A. Good condition <input type="checkbox"/> B. Minor deterioration <input type="checkbox"/> C. Major deterioration
---

## Shelter Identification

8.2 Is there any history of damage from high winds, or storms, at this building?	YES	
	NO	
8.3 Comments (Specify damage history):		

### Section 9 – EXTERIOR WALL CONSTRUCTION

9.1 Are the exterior walls relatively wind and debris impact resistant?	YES			
	NO			
9.1.1 Does the building have unreinforced masonry walls on its exterior?	YES			
9.1.1a _____ A. Unreinforced masonry or _____ B. Rebar spacings _____ C. Unknown	NO			
9.1.1.1 If no, what is the exterior wall construction type? (Check only one)				
<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;">                 _____ A. Reinforced Masonry (Rebar @4 ft. centers or closer)                  _____ B. Partial reinforced masonry (Rebar @ 8 ft. centers to 4 ft centers)                  _____ C. Partial reinforced masonry (Four-bar Pilasters 13 feet on center or less)                  _____ D. Reinforced concrete or pre-cast concrete panels                  _____ I. Other:             </td> <td style="width: 50%; vertical-align: top;">                 _____ E. Light wood or metal stud w/ ½ inch or thicker plywood                  _____ F. Light wood or metal stud w/ light non-plywood sheathing                  _____ G. Large panel glass or other glazed panel or block system                  _____ H. Metal sheets or panels or other light architectural panel systems             </td> </tr> </table>			_____ A. Reinforced Masonry (Rebar @4 ft. centers or closer) _____ B. Partial reinforced masonry (Rebar @ 8 ft. centers to 4 ft centers) _____ C. Partial reinforced masonry (Four-bar Pilasters 13 feet on center or less) _____ D. Reinforced concrete or pre-cast concrete panels _____ I. Other:	_____ E. Light wood or metal stud w/ ½ inch or thicker plywood _____ F. Light wood or metal stud w/ light non-plywood sheathing _____ G. Large panel glass or other glazed panel or block system _____ H. Metal sheets or panels or other light architectural panel systems
_____ A. Reinforced Masonry (Rebar @4 ft. centers or closer) _____ B. Partial reinforced masonry (Rebar @ 8 ft. centers to 4 ft centers) _____ C. Partial reinforced masonry (Four-bar Pilasters 13 feet on center or less) _____ D. Reinforced concrete or pre-cast concrete panels _____ I. Other:	_____ E. Light wood or metal stud w/ ½ inch or thicker plywood _____ F. Light wood or metal stud w/ light non-plywood sheathing _____ G. Large panel glass or other glazed panel or block system _____ H. Metal sheets or panels or other light architectural panel systems			
9.1.1.2 If metal sheets (e.g. PEMB structures), what is the gage of the metal sheets or panels?				
_____ A. Thinner than 22 gage (26 gage, etc...)      _____ B. 22 gage or thicker (18 gage, 16 gage...) _____ C. Not applicable				
9.1.2 Do the exterior walls have a brick or stone veneer (3 to 4 inches thick)?	YES			
	NO			
9.1.3 Do the exterior walls have an Exterior Insulating and Finish System (EIFS)?	YES			
	NO			
9.1.4 Are there cantilevered walls (walls connected/supported at the base/foundation, but not at the roof) on the exterior of the building?	YES			
	NO			
9.1.4.1 Describe:				

## Shelter Identification

9.1.5 Are there any other soft spots noted in the building's exterior wall/roof?	YES	
	NO	
9.2 Comments:		

### Section 10 – FENESTRATIONS/WINDOW PROTECTION

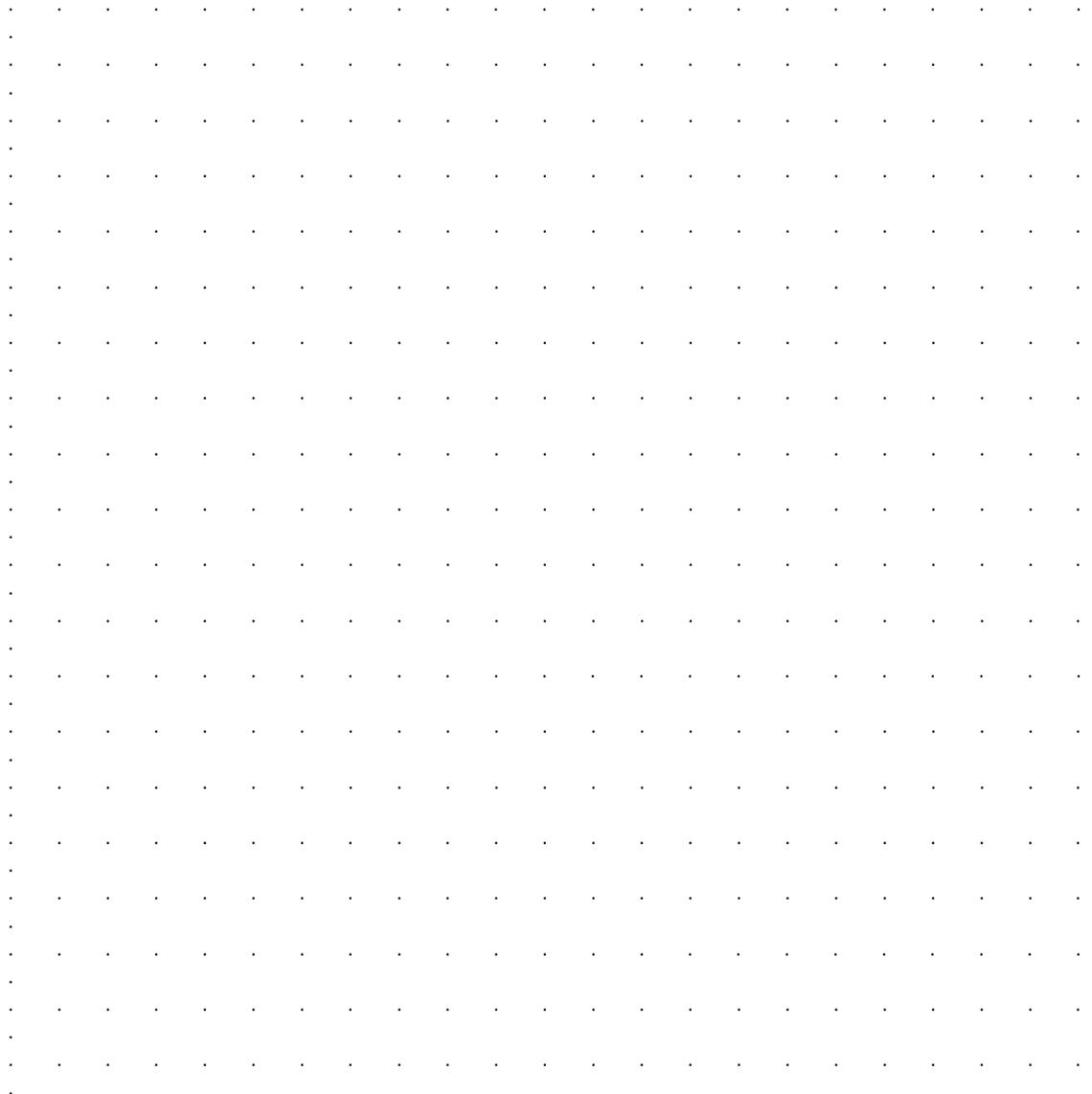
10.1 Are the windows in the building adequately protected by shutters/protective systems?	YES	
	NO	
10.1.1 What is the percentage of glass in the exterior walls? _____A. 0% to 1%    _____B. 2% to 5%    _____C. 6%+ ( _____Sq ft. of glazings / _____sq. ft. of exterior walls * 100 = _____)		
10.1.2 Are there "store front", atrium, or clerestory sections of glazing in the exterior walls?	YES	
	NO	
10.1.3 What type of glass is utilized in the exterior walls? _____A. Unknown    _____B. Fully tempered    _____C. Laminated glass    _____D. Other_____		
10.1.4 Are all the windows in the exterior walls of the building shuttered/protected against windborne debris?	YES	
	NO	
	N/A	
10.1.5 Has the shuttering/protective system used to protect the windows been certified to meet the wind load and impact resistance standards in IBC AC-294?	YES	
	NO	
	N/A	
10.1.6.1 Does it appear that the system was installed per the manufacturer's design documentation?	Unknown	
	YES	
	NO	
10.1.6.2 Is the shuttering/protective system frame directly anchored into the wall around the window?	N/A	
	Unknown	
	YES	
10.1.6.3 If a film protective system is used, does the film cover the entire glazing (exposed glass and portions embedded into the frame)?	NO	
	N/A	
	Unknown	
10.2 Are there overhead/large door(s) in the building?	YES	
	NO	
10.2.1 Have the overhead/large door(s) and framing been modified with additional bracing to resist high wind loads?	YES	
	NO	
	N/A	
10.3 Are there skylights or overhead atrium glass or plastic?	Unknown	
	YES	
	NO	

# Shelter Identification

---

10.4 Comments:

10.5 Draw "footprint" sketch of building showing overall dimensions and window location.



Window/door types and sizes

A. Size \_\_\_\_X\_\_\_\_-Type\_\_\_\_\_: e Size \_\_\_\_X\_\_\_\_-Type\_\_\_\_\_

B. Size \_\_\_\_X\_\_\_\_-Type\_\_\_\_\_: f Size \_\_\_\_X\_\_\_\_-Type\_\_\_\_\_

C. Size \_\_\_\_X\_\_\_\_-Type\_\_\_\_\_: g Size \_\_\_\_X\_\_\_\_-Type\_\_\_\_\_

D. Size \_\_\_\_X\_\_\_\_-Type\_\_\_\_\_: h Size \_\_\_\_X\_\_\_\_-Type\_\_\_\_\_

# Shelter Identification

## Section 11 – ROOF CONSTRUCTION/ROOF SLOPE

<b>11.1</b> What is the roof construction type of the building? <input type="checkbox"/> A. Cast-in-place reinforced concrete (standard wgt concrete, 4" minimum) <input type="checkbox"/> B. Pre-cast concrete panels ("T's", "Double T's", planks, etc...) <input type="checkbox"/> C. Metal decking w/ standard wgt concrete (3"min) on metal joist, truss, or beam (spacing: ___) <input type="checkbox"/> D. Other metal decking systems (insulating concrete and/or rigid insulation or other light coverings) <input type="checkbox"/> E. Plywood on wood <u>or</u> metal joist or truss (spacing: _____) <input type="checkbox"/> F. Wood boards <u>or</u> T&G deck on wood joist <u>or</u> truss (spacing: _____) <input type="checkbox"/> G. Fiberboard <u>or</u> cementitious fiber planks on wood <u>or</u> metal joist <u>or</u> truss (spacing: _____) <input type="checkbox"/> H. Poured gypsum or formboard decking on wood or metal joist or truss (spacing: _____) <input type="checkbox"/> I. Other: _____		
<b>11.1.1</b> If a metal decking system, what is the gage of the metal decking? <input type="checkbox"/> A. Thinner than 22 gage (26 gage, etc...) <input type="checkbox"/> B. 22 gage or thicker (18 or 16 gage, etc_) <input type="checkbox"/> C. Not applicable		
<b>11.2</b> Does the building have a heavyweight roof system?	YES NO	
<b>11.2.1</b> What is the estimated roof weight? <input type="checkbox"/> A. Heavyweight (50 pounds per square foot or greater) <input type="checkbox"/> B. Medium weight (26-49 pounds per square foot) <input type="checkbox"/> C. Lightweight (25 pounds per square foot or less)		
<b>11.3</b> Does the building have a hipped roof system?	YES NO	
<b>11.4</b> Does the building have a flat roof system?	YES NO	
<b>11.5</b> If not a hipped or flat roof system, what is the roof geometry of the building? <input type="checkbox"/> A. Gable ended <input type="checkbox"/> B. Shed system <input type="checkbox"/> C. Other: _____		
<b>11.5.1</b> If gable-ended, are the gable-ends braced against collapse?	YES NO	
<b>11.5.2</b> If yes, describe:	N/A	
<b>11.6</b> Is the roof slope steep-pitched (greater than 30 degrees – 7:12)?	YES NO	

# Shelter Identification

<b>11.6.1</b> What is the roof pitch? <input type="checkbox"/> A. Flat slope (0 – 1 degree) <input type="checkbox"/> B. Shallow slope (2 – 10 degrees) <input type="checkbox"/> C. Moderate slope (11 – 29 degrees) <input type="checkbox"/> D. Steep slope (30+ degrees)		
<b>11.7</b> What is the width of the roof overhang? _____ feet		
<b>11.8</b> What type of roof covering is used? <input type="checkbox"/> A. Built up roofing (____with gravel    ____without gravel) <input type="checkbox"/> B. Standing seam metal roof <input type="checkbox"/> C. Single-ply membrane with gravel or pavers <input type="checkbox"/> D. Shingles <input type="checkbox"/> E. Tile roof <input type="checkbox"/> F. Slate roof <input type="checkbox"/> G. Metal panels <input type="checkbox"/> H. Single ply-membrane mechanically fastened or fully adhered <input type="checkbox"/> I. Unknown <input type="checkbox"/> J. Other: _____		
<b>11.9</b> What is the age of the roof covering? <input type="checkbox"/> A. 0-5 years <input type="checkbox"/> B. 5-10 years <input type="checkbox"/> C. 11-15 years <input type="checkbox"/> D. 16-20 years <input type="checkbox"/> E. Greater than 20 years <input type="checkbox"/> F. Unknown		
<b>11.10</b> Are there structures on the roof top vulnerable to high wind forces?	YES	
	NO	
<b>11.10.1.1</b> Is the mechanical equipment on the roof securely fastened to the roof structure?	YES	
	NO	
<b>11.10.2</b> Are there lightly constructed structures or penthouses on the roof?	YES	
<b>11.10.2a</b> Describe:	NO	
<b>11.10.3</b> Are there any stacks, antennas, or lights on the roof?	YES	
<b>11.10.4</b> Describe:	NO	
<b>11.11</b> Comments:		

## Section 12 – ROOF OPEN SPAN

<b>12.1</b> Does the building have a long or open roof span? (A long or open span is a roof span of greater than 40 feet between vertical supports.)	YES	
	NO	
<b>12.1.1</b> Is there a span of greater than 40 feet between vertical supports?	YES	
	NO	

## Shelter Identification

<b>12.1.2</b> List the areas with span(s) greater than 40 feet:		
<b>12.1.3</b> If under a hipped roof system with moderate to steep slope, or a lightweight/medium weight roof system with moderate to steep slope, is there a span of greater than 50 feet between vertical supports?	YES	
	NO	
	N/A	
<b>12.1.3.1</b> List the areas with span(s) greater than 50 feet:		
<b>12.1.4</b> Comments:		

### Section 13 – ROOF DRAINAGE/PONDING INFORMATION

<b>13.1</b> What is the height of the parapet wall around the roof's perimeter? _____A. Four inches or less    _____B. Greater than four inches    _____C. No parapet wall		
<b>13.2</b> Are there scuppers in all the parapet walls?  <b>13.2a</b> If some, but not all walls, describe which walls have scuppers:	YES	
	NO	
	N/A	
<b>13.3</b> Is there evidence of roof covering degradation or interior water damage on the top floor of the building?  <b>13.3a</b> Describe:	YES	
	NO	
<b>13.4</b> Is there evidence of ponding on the roof?	YES	
	NO	
<b>13.5</b> Comments		

### Section 14 – INTERIOR SAFE SPACE

<b>14.1</b> Does the building have an interior corridor(s) or interior rooms that could be used as a shelter space?	YES	
	NO	
<b>14.1.1</b> What is the square footage of useable space the interior corridor(s) or interior room(s) in the building? _____Square feet		

## Shelter Identification

<p><b>14.1.2</b> What is the interior corridor wall construction type? (Check one only)</p> <p><input type="checkbox"/> A. Reinforced masonry (rebar @ 4 ft. centers or closer)</p> <p><input type="checkbox"/> B. Partial reinforced masonry (rebar @ 8 ft centers to 4 ft centers)</p> <p><input type="checkbox"/> C. Unreinforced masonry or rebar spacings unknown</p> <p><input type="checkbox"/> D. Reinforced concrete or pre-cast concrete panels</p> <p><input type="checkbox"/> E. Light wood or metal stud w/ light non-plywood sheathing</p> <p><input type="checkbox"/> K. Other:</p>		<p><input type="checkbox"/> F. Light wood or metal stud w/ ½ inch or thicker plywood</p> <p><input type="checkbox"/> G. Partial reinforced masonry (four-bar pilasters 13 feet on center or less)</p> <p><input type="checkbox"/> H. Large panel glass or other glazed panel or block system</p> <p><input type="checkbox"/> I. Metal sheets or panels or other light architectural panel systems</p> <p><input type="checkbox"/> J. Not applicable or no interior corridor</p>			
<p><b>14.1.3</b> What type of door(s) open onto the interior corridor from inside the building?</p> <p><input type="checkbox"/> A. Hollow metal door, no windows</p> <p><input type="checkbox"/> B. Hollow metal door, view window</p> <p><input type="checkbox"/> C. Metal door, large window</p> <p><input type="checkbox"/> D. Glass door, metal frame</p> <p><input type="checkbox"/> I. Not applicable</p>				<p><input type="checkbox"/> E. Wood door, no windows</p> <p><input type="checkbox"/> F. Wood door, view window</p> <p><input type="checkbox"/> G. Wood door, large window</p> <p><input type="checkbox"/> H. Other:</p>	
<p><b>14.1.4</b> What type of door(s) open onto the interior corridor from outside the building?</p> <p><input type="checkbox"/> A. Metal door, no windows</p> <p><input type="checkbox"/> B. Metal door, view window</p> <p><input type="checkbox"/> C. Metal door, large window</p> <p><input type="checkbox"/> D. Glass door, metal frame</p> <p><input type="checkbox"/> I. Not applicable</p>				<p><input type="checkbox"/> E. Wood door, no windows</p> <p><input type="checkbox"/> F. Wood door, view window</p> <p><input type="checkbox"/> G. Wood door, large window</p> <p><input type="checkbox"/> H. None</p> <p><input type="checkbox"/> J. Other: _____</p>	
<p><b>14.1.5</b> Are there draw bolts on the top and bottom of the interior exit doors?</p>		<p>YES</p>			
		<p>NO</p>			
		<p>N/A</p>			
<p><b>14.1.6</b> What type of ceiling deck or cap is over the interior corridor? (This is not the drop ceiling, but a structural decking that seals off the corridor from the roof system.)</p> <p><input type="checkbox"/> A. Normal-weight concrete deck/slab</p> <p><input type="checkbox"/> B. Metal decking</p> <p><input type="checkbox"/> C. Concrete tees</p> <p><input type="checkbox"/> G. Other:</p>				<p><input type="checkbox"/> D. Poured gypsum decking</p> <p><input type="checkbox"/> E. Pre-cast concrete slab</p> <p><input type="checkbox"/> F. No corridor decking, just drop ceiling and building roof decking above</p>	
<p><b>14.1.7</b> If there is a ceiling deck or cap, how it is connected to the interior corridor walls?</p> <p><input type="checkbox"/> A. Gravity loaded</p> <p><input type="checkbox"/> C. Not applicable</p>		<p><input type="checkbox"/> B. Anchored</p> <p><input type="checkbox"/> D. Other:</p>			

## Shelter Identification

<b>14.1.8</b> Comments:		
<b>14.2</b> What is the total floor (footprint) area of the building? _____ square feet		
<b>14.2.1</b> What is the total floor area available (in the building) for use as a shelter area (exclude interior corridors)? (This is the total square footage of those rooms or areas to be used as shelter areas.)		
A. As-Is: _____ square feet		
B. Additional area after minor retrofit: _____ square feet		
C. Additional area after major retrofit: _____ square feet		
<b>14.2.2</b> Excluding walking area and areas with immovable furniture, how much of the shelter floor space is actually useable for personal shelter space? (Note: show shelter space on building sketch maps)		
_____ square feet		
<b>14.2.3</b> Comments:		
<b>14.3</b> Is there secure, protected <b>exterior</b> space available to shelter animals?	YES	
	NO	
<b>14.3.1</b> If yes, estimated size (SF):		
<b>14.4</b> Is there secure <b>interior</b> space available to shelter animals (at least 200 animals)?	YES	
	NO	
<b>14.4.1</b> If yes, estimated size (SF):		
<b>14.4.2</b> If yes, what type of flooring? (i.e. concrete, linoleum, carpet, etc...)		
<b>14.4.2.1</b> Are floor and wall surfaces non-porous, easily cleaned and disinfected?	YES	
	NO	
<b>14.4.3</b> Is there adequate space for ID area, triage area, food prep area for animals?	YES	
	NO	
<b>14.4.4</b> Is there an area that could be used for quarantine or isolation for sick animals?	YES	
	NO	
<b>14.5</b> Is an exterior water source available (hose connection)?	YES	
	NO	
<b>14.5.1</b> Is there interior space that can be used for washing and cleaning the shelter and food dishes?	YES	
	NO	
<b>14.5.2</b> Is there adequate food storage and preparation areas separate and clean from the animal area that is protected from waste, moisture, and vermin?	YES	
	NO	

## Shelter Identification

**14.6** Describe the animal shelter areas (self-contained/fenced, crates, or would temporary fencing need to be constructed):

### Section 15 - LIFE SAFETY/EMERGENCY POWER

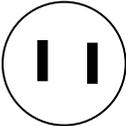
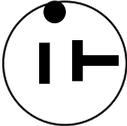
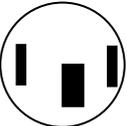
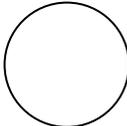
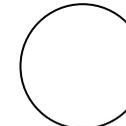
<b>15.1</b> At the time of the survey, is the building known to be noncompliant with any life safety or fire codes?	YES	
	NO	
	Unknown	
<b>15.1.1</b> If yes, describe area(s) of non-compliance:		
<b>15.2</b> Is there a survivable on-site emergency power system?	YES	
	NO	
<b>15.2.1</b> Is there an emergency power supply generator on-site? (If NO, go to section <b>15.2.13</b> )	YES	
	NO	
<b>15.2.2</b> If yes, what are its ratings? ___A. Not applicable		
<b>15.2.2a</b> ___KW <b>15.2.2b</b> ___Amperes <b>15.2.2c</b> ___/ ___Volts		
___ <b>15.2.2d</b> Single Phase    ___ <b>15.2.2e</b> Three Phase		
___ <b>15.2.2f</b> Three wire configuration    ___ <b>15.2.2g</b> Four wire configuration		
<b>15.2.2h</b> Brand: _____		
<b>15.2.3</b> Is the generator storm hazard protected?	YES	
	NO	
<b>15.2.3a</b> Describe:	N/A	
<b>15.2.4</b> Is the generator securely anchored?	YES	
	NO	
<b>15.2.4a</b> Describe:	N/A	
	YES	
<b>15.2.4.1</b> Is it a portable generator?	NO	
	N/A	
<b>15.2.5</b> Is the generator regularly maintained?	YES	
	NO	
	N/A	
	<b>15.2.6</b> What is the fuel type of the generator?	
___A. Not applicable    ___B. Gasoline    ___C. Diesel    ___D. LP		
___E. Natural Gas    ___F. Other:		
<b>15.2.7</b> What is the on-site fuel storage capacity (size of tank) for the generator(s)?		
___A. gallons    ___B. Not applicable		

# Shelter Identification

<b>15.2.8</b> What is the type of fuel tank? <input type="checkbox"/> A. Not applicable <input type="checkbox"/> B. Above ground <input type="checkbox"/> C. Below ground <input type="checkbox"/> D. Portable <input type="checkbox"/> E. Anchored/Fixed <input type="checkbox"/> F. Heavy steel <input type="checkbox"/> G. Concrete <input type="checkbox"/> H. Lightweight material <input type="checkbox"/> I. Other:				
<b>15.2.9</b> Is the fuel tank storm protected?  Describe:	YES NO N/A			
<b>15.2.10</b> What building(s) are connected to the emergency power generator system?  <input type="checkbox"/> A. Not applicable <input type="checkbox"/> B. All on-site  <input type="checkbox"/> <b>15.2.10a</b> Specify buildings:				
<b>15.2.11</b> What load(s) are connected to the emergency power generator system?  <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border-right: 1px solid black; padding: 5px; vertical-align: top;"> <input type="checkbox"/> A. Not applicable  <input type="checkbox"/> B. Exit lights  <input type="checkbox"/> C. Well pumps  <input type="checkbox"/> D. Security alarms  <input type="checkbox"/> E. Lift station(s)  <input type="checkbox"/> F. Restroom equipment         </td> <td style="width: 50%; padding: 5px; vertical-align: top;"> <input type="checkbox"/> G. Safety lights  <input type="checkbox"/> H. Freezers  <input type="checkbox"/> I. Fire alarms  <input type="checkbox"/> J. Emergency lighting  <input type="checkbox"/> K. Kitchen equipment  <input type="checkbox"/> L. Other:         </td> </tr> </table>			<input type="checkbox"/> A. Not applicable <input type="checkbox"/> B. Exit lights <input type="checkbox"/> C. Well pumps <input type="checkbox"/> D. Security alarms <input type="checkbox"/> E. Lift station(s) <input type="checkbox"/> F. Restroom equipment	<input type="checkbox"/> G. Safety lights <input type="checkbox"/> H. Freezers <input type="checkbox"/> I. Fire alarms <input type="checkbox"/> J. Emergency lighting <input type="checkbox"/> K. Kitchen equipment <input type="checkbox"/> L. Other:
<input type="checkbox"/> A. Not applicable <input type="checkbox"/> B. Exit lights <input type="checkbox"/> C. Well pumps <input type="checkbox"/> D. Security alarms <input type="checkbox"/> E. Lift station(s) <input type="checkbox"/> F. Restroom equipment	<input type="checkbox"/> G. Safety lights <input type="checkbox"/> H. Freezers <input type="checkbox"/> I. Fire alarms <input type="checkbox"/> J. Emergency lighting <input type="checkbox"/> K. Kitchen equipment <input type="checkbox"/> L. Other:			
<b>15.2.12</b> Comments:				
<b>15.2.13</b> Is the building pre-wired for connection to a portable generator?  15.2.13a _____KW    15.2.13b _____/_____Voltage 15.2.13.c _____Phase  <input type="checkbox"/> 15.2.13.d Wire configuration	YES   NO			
<b>15.2.14a</b> Please note the number of generator receptacles required. _____				

## Shelter Identification

**15.2.14b** Please note the types of receptacles required (see illustrations below)

				
A. 15A-125V NEMA 1-15R	B. 15A-125V NEMA 5-15R	C. 2A-125V NEMA 5-20R	D. 30A-125V NEMA 5-30R	E. 30A-250V NEMA 6-30R
				
F. 30A-125/250V NEMA 5-30R	G. 50A-125/250V NEMA 10-50R	H. 50A-250V NEMA 6-50R	H. If illustrations don't match, draw receptacles here	I. If illustrations don't match, draw receptacles here

**15.3** Comment:

### Section 16 – MEDICAL CARE INFORMATION

**16.1** – What is the approximate mileage to the closest medical facility (i.e. hospital)?  
\_\_\_\_\_

<b>16.2</b> – Does the site has oxygen capability available currently?	YES	
	NO	
<b>16.3</b> – Is there an area that could be set up as lab specimen handling area (i.e. secure, removed from general population, etc...)?	YES	
	NO	
<b>16.4</b> – Is there an area that could be used as a mortuary holding area (i.e. cold storage, removed from general population, secure)?	YES	
	NO	
<b>16.5</b> – Is there an area that could be used as a decontamination area (i.e. removed from general population, access to water source, secure)?	YES	
	NO	
<b>16.6</b> – Is there an area that could be used as a pharmacy dispensing site (i.e. removed from, but close to, general population area, secure)?	YES	
	NO	

**16.7** – Comments

# Shelter Identification

---

## Section 17 – COMMUNICATION CAPABILITY

17.1 Does the site has office phones that can be made available?	YES	
	NO	
17.1.1 Are the phones TTY compatible?	YES	
	NO	
17.2 Does the site have pay phones?	YES	
	NO	
17.2.1 Are the phone TTY compatible?	YES	
	NO	
17.3 Are there available fax machines?	YES	
	NO	
17.4 Is there a public address system?	YES	
	NO	
17.5 Is there wired internet access?	YES	
	NO	
17.5.1 Is there wireless internet access?	YES	
	NO	
17.6 Is there AV equipment available that could be used to help with message dissemination during an event?	YES	
	NO	
17.7 Does the site have access to satellite phones?	YES	
	NO	
17.8 Does the site have cell phone coverage?	YES	
	NO	
17.9 Does the site have radio communications contact with the local jurisdiction or the VEOC?	YES	
	NO	
17.10 Comments:		

## Section 18 – ACCESSIBILITY ASSESSMENT

Utilize the ADA Checklist of Readily Achievable Barrier Removal (08-1995)

- Information added on Tab 2 of Excel sheet

# Generator Site Survey Form



## EMERGENCY GENERATOR CRITICAL FACILITY SITE SURVEY

CRITICAL FACILITY PRIORITY:  LIFE SAVING  LIFE SUSTAINING   
INFRASTRUCTURE

FACILITY USE / PURPOSE:					
NAME OF FACILITY:					
COUNTY :		SITE NUMBER:			
MUNICIPALITY:					
PRIMARY POC:		PHONE:			
ADDRESS:					
CITY:		STATE:	FL	ZIP:	
LATITUDE:		LONGITUDE:			
FACILITY POC:		PHONE:			
NAME OF POWER COMPANY:		FACILITY PEAK LOAD:			
UTILITY CONNECTION ABOVE OR BELOW GROUND:		TOTAL AMP DRAW:			
TRANSFORMER TYPE:		MAX VOLTAGE:			
SERVICE DROP TYPE:	<input type="checkbox"/> Overhead <input type="checkbox"/> Underground	Transformer MOUNT TYPE:	<input type="checkbox"/> Pad <input type="checkbox"/> Pole		

# Generator Site Survey Form



## EMERGENCY GENERATOR CRITICAL FACILITY SITE SURVEY

<b>GENERATOR PLACEMENT SITE OBSTRUCTIONS:</b> (Gate, fence, plants etc.)		<b>EMERGENCY GENERATOR CONNECTION POINT:</b>		
<b>GENERATOR KW RATING REQUIRED AT 75% LOAD:</b>		<b>SIDE OF FACILITY:</b>		
<b>DISTANCE FROM TRAILERED GENERATOR TO CONNECTION POINT:</b>		<b>METHOD OF CONNECTION TO FACILITY:</b>		
<b>LENGTH OF CABLE REQUIRED TO COMPLETE CONNECTION:</b>		<b>DOES FACILITY HAVE AN ATS OR MTS?</b>	<input type="checkbox"/> ATS <input type="checkbox"/> NONE	<input type="checkbox"/> MTS
<b>ABILITY TO OFF-LOAD GENERATOR TYPE EQUIPMENT:</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>STAFF AVAILABLE TO MAINTAIN GENERATOR:</b>		
<b>ON-SITE REFUELING CAPABILITY:</b>		<b>DATE OF SURVEY</b>		<b>BY</b>
<b>COMMENTS:</b>				

# Generator Site Survey Form

---



## **EMERGENCY GENERATOR CRITICAL FACILITY SITE SURVEY**

SITE  
PLAN

A large, empty rectangular box intended for drawing a site plan.

Returned Completed form to VEOC, Attn: Resource Management Coordinator.

# Statewide Mutual Aid

---

Virginia has developed a statewide mutual aid system that establishes the policies for requesting, utilizing and reimbursing resources from another Virginia locality. Each local government joins the system by a resolution of adoption. The activation point for SMA is the Virginia EOC.

The Statewide Mutual Aid (SMA) program was developed to assist localities (as used in this document, locality means “political subdivision” as defined in Virginia Code § 44-146.16) to more effectively and efficiently exchange services and resources in response to declared disasters and emergencies. SMA is a local government program established in partnership with the Commonwealth of Virginia. The program provides a framework for resolution of some interjurisdictional issues and for reimbursement for the cost of services. The program is supplemental to, and does not affect, day-to-day mutual aid agreements between localities. All types of local resources may be requested or provided pursuant to this program. The SMA Operations Manual, of which this is a part, provides additional information and forms and is available from the Virginia Department of Emergency Management (VDEM) website: [www.vaemergency.com](http://www.vaemergency.com). Title 44 of the Virginia Code governs aspects of this program and authorizes emergency declarations.

## **Mission of the Virginia Emergency Operations Center:**

To coordinate, monitor and assist with the Statewide Mutual Aid Program during response and recovery activities before, during and after an emergency event has occurred within the Commonwealth of Virginia.

## **Responsibility of SMA Members:**

SMA members will proactively monitor situations for the possibility of the need to implement SMA and, to the extent resources are available, will respond to requests and will support member localities impacted by the effects of an emergency or natural disaster.

## **Planning Assumptions:**

All eligible Virginia localities have adopted the Statewide Mutual Aid for Emergency Management Model Authorizing Resolution (Appendix A), agreeing to provide assistance when requested, subject to availability of resources, and setting out general requirements and procedures. When a disaster or emergency is expected, or when it occurs, a Statewide Mutual Aid Event Agreement (Appendix B) is entered into by the parties, specifying the resources to be provided and the terms and conditions of the assistance, including predicted duration.

## Statewide Mutual Aid

---

Participation in the SMA program requires that members comply with the provisions of the Resolution, including the following:

1. **Insurance coverage:** Each locality, including volunteer organizations, providing services to the locality and participating in SMA shall maintain automobile and liability insurance coverage with minimum limits of at least one million dollars and maintain appropriate equivalent self-insurance programs. Localities shall provide workers compensation coverage for their own employees in conformance with State law. Localities may provide workers compensation or accident coverage for their own volunteers in accordance with State law.
2. **Responsibility for wages:** Each locality is responsible for payment of its own personnel.
3. **Reimbursement and documentation:** The Assisting Locality is required to bill the Requesting Locality for the cost of services and provide proper documentation for all cost incurred for reimbursement within 60 days of completion of the service provided. The Requesting Locality shall reimburse for all expenses within 60 days of receipt of proper documented cost from the Assisting Locality.
4. **Support by the Virginia Department of Emergency Management (VDEM):** VDEM will provide assistance and support to localities with requesting and receiving SMA, as needed.

### **Operational Objectives:**

1. VDEM, in cooperation with localities, has developed a 24-hour contact capability so that localities can request assistance from each other using the locality point-of-contact listing posted on the VDEM on-line Emergency Operations Center (EOC).
2. VDEM, in cooperation with localities, has developed a system for posting requests for assistance from localities to the VDEM website for review and support within the capability of other localities.
3. VDEM, in cooperation with localities, has developed an on-line reporting system to post missions being supported by localities.
4. VDEM, in cooperation with localities, has developed an After Action Review (AAR) format for reporting lessons learned and problem areas in need of corrective action.
5. VDEM, in cooperation with localities, has developed and maintains a 24-hour operational readiness capability at VDEM to support localities with the SMA program as needed.

# Statewide Mutual Aid

---

## Organization:

The Logistics Section (ESF 7) has responsibility for the SMA program when the Virginia Emergency Response Team (VERT) is activated. When the VERT is not activated, the SMA program is supported by the VDEM fulltime Resource Management Coordinator in concert with the VEOC Incident Management Cadre. The Resource Management Coordinator is also the Statewide Mutual Aid Coordinator during all SMA Responses.

## Online Resources

The following resources for Statewide Mutual Aid can be found at the website address listed below: <http://www.vaemergency.com/programs/sma/index.cfm>

- ◆ Statewide Mutual Aid Operations Manual, revised Sept. 20, 2006
- ◆ Statewide Mutual Aid Member Localities
- ◆ Frequently Asked Questions
- ◆ Member Localities Contact List

## Statewide Mutual Aid Forms and Checklists

- ◆ Model Authorizing Resolution
- ◆ SMA Conference Call Checklist
- ◆ SMA Cost Tracking
- ◆ SMA Demobilization Checklist
- ◆ SMA Deployed Personnel Tracker
- ◆ SMA Deployment Checklist
- ◆ SMA Event Agreement
- ◆ SMA Hourly Timesheet
- ◆ SMA Locality Reimbursement Form
- ◆ SMA Mission Cost Estimate
- ◆ SMA Mobilization Checklist

## **Statewide Mutual Aid**

---

- ◆ SMA Personnel Demobilization Schedule
- ◆ SMA Personnel Information Form
- ◆ SMA Reimbursement Checklist
- ◆ SMA Request Checklist
- ◆ SMA Response Survey Form
- ◆ SMA Contact Form
- ◆ SMA Mission Status
- ◆ SMA Tracking Form

## **The Virginia Business Emergency Survival Toolkit**

---

The Virginia Business Emergency Survival Toolkit is a tool to help companies of all sizes prepare for, respond to and recover from disasters. It explains types of emergencies and the problems they pose; offers information about how to prepare for them and how to recover from them; and helps each company create an emergency preparedness plan that is specific to its needs.

The toolkit is an online guide available at <http://www.vaemergency.com/business>. Virginians can also download a PDF version of the toolkit at the above address, or order printed, pocket-size copies from VDEM's Public Affairs Office by e-mail at [pio@vdem.virginia.gov](mailto:pio@vdem.virginia.gov) or by phone at (866) 782-3470.



---

**Chapter 16:**  
**Response Toolkit**

---



# Response Checklist

---

- Establish Extent of Damage by Implementing Rapid Damage Assessment Plan
- Determine Response Capabilities and Priorities with respect to:
  - Deaths and injuries
  - Damage to critical areas—Communications, Transportation, Power, Public Safety
  - Damage to critical facilities
  - Agricultural damage
  - Extent of overall damage
- Determine Evacuation Requirements
- Determine Shelter Needs
- Identify Immediate Shortfalls in Resources and Capability
- Brief Officials
- Determine if Emergency Declaration is required
- Activate and Implement Mutual Aid Agreements
- Determine if PIO Assistance Required
- Formally Request Assistance from State using Size/Amount/Location/Type/Time (SALTT) Method (WebEOC, E-mail, fax or Telephone)
- Alert Community Emergency Response Team (CERT) Coordinator
- Monitor Personnel and Material Resources Usage and Availability
- Prepare and Disseminate Situation Reports
- Maintain Public Awareness Programs
- Establish Re-Entry Priorities
- Determine Duration/Sustainment of Response Operations
- Determine Long-term Goals and Needs
- Prepare for Recovery

## Notifying the VEOC

---

The importance of contacting the Virginia Emergency Operations Center quickly after an incident occurs or an event is scheduled cannot be over emphasized, as the sooner the notification occurs, the earlier state resources can be mobilized to assist.

The EOC has numerous, redundant communications pathways which are monitored 24 hours a day in order to facilitate the rapid notification and dissemination of an incident's occurrence.

The paths listed below are provided in order to enable localities and field personnel a means to contact the EOC, regardless of an incident's impact on existing infrastructure and facilities.

17. WebEOC (<https://webeoc.vdem.virginia.gov/eoc7>)
18. Telephone (800) 468-8892  
(804) 674-2400
19. Virginia Warning and Alert System (VAWAS)
20. National Warning and Alert System (NAWAS)
21. Washington Area Warning and Alert System (WAWAS)
22. Satellite Telephone (500) 760-8405  
(888) 278-1308
23. Surry/North Anna Instaphone
24. Fax (804) 674-2419
25. Email ([veoc@vdem.virginia.gov](mailto:veoc@vdem.virginia.gov))
26. Virginia Criminal Information Network (VCIN) address VEOC and VEO1
27. Emergency Management Network (EMNet)
28. Overlay Regional Interoperability Network (Orion - Hampton Roads Area). Select VEOC from drop down menu.
29. State Agency Radio System (STARS)

## Notifying the VEOC

---

30. Amateur Radio (Callsign N4VEM)
  - a. HF 3947 Mhz (Old Dominion Emergency Net) 7242 Mhz LSB
  - b. VHF Repeater (Tidewater to Richmond via Williamsburg Repeater) 146.760
  - c. VHF Repeater (West Central VA to VEOC via Lexington Repeater) 147.330 Mhz
  - d. VHF Repeater (Central VA) 146.880 Mhz PL tone 74.4 Mhz
  - e. IRLP Emergency Network (Via Raleigh Reflector channel 9214)
  - f. Virginia Digital Emergency Net (VDEN) 145.730 addressed to N4VEM
  - g. For HF WinLink Users address messages to [races@vdem.virginia.gov](mailto:races@vdem.virginia.gov) or [veoc@vdem.virginia.gov](mailto:veoc@vdem.virginia.gov). Attachments welcomed.
31. FEMA National Radio System (FNARS), WGS963
32. Regional Incident Communication Coordination Systems (RICCS), Virginia EOC

## **Notifying Your Regional Coordinator in an Emergency**

---

During an emergency event, the Regional Coordinator will generally be notified in one of two methods, either by direct notification of the local coordinator or by the VEOC.

Depending on the event and its impact, the Regional Coordinator will either monitor, consult with the local coordinator by telephone, or respond to the locality to assist the local coordinator.

The local coordinator makes contact with the Regional Coordinator by:

- ◆ Calling the Regional Office, the Regional Coordinator's cell phone (if available), or
- ◆ Contacting the VEOC and asking that the Regional Coordinator be notified.

In the event that the Regional Coordinator responds to the locality, depending on the type of event and where the local coordinator is, he/she will respond either to the scene or the locality's EOC.

If the local coordinator is in the EOC, the Regional Coordinator will respond there, but might stop by the scene on the way to photograph so that pictures can be sent to the VEOC. In those events such as a search, small plane crash, or other incident where the local coordinator is positioned at the incident scene, the Regional Coordinator will respond directly to the scene.

The Regional Coordinator brings many capabilities and resources to the local coordinator. Your Regional Coordinator can:

- ◆ Provide guidance based previous experience to the local coordinator, particularly those who are newer in the position, in a potentially stressful environment;
- ◆ Provides a calming and reassuring environment for the local coordinator;
- ◆ Often expedite resource requests from outside of the locality;
- ◆ Serve as the primary point of contact for the locality for the VEOC in those cases where the local coordinator is preoccupied with other tasks; and
- ◆ Provide feedback from the locality directly to VDEM Administration.

During widespread events such as a hurricane, winter storm, or other events where a large number of localities are impacted, the Regional Coordinator will typically reach out to check on the status of the localities' impact from the event. Depending on the availability and/or workload of the Regional Coordinator, the VEOC, typically via Resource Liaison, will assist the Regional Coordinator, or depending on the situation, handle the outreach. This connection will always be coordinated with the Regional Coordinator.

## **Notifying Your Regional Coordinator in an Emergency**

---

The Regional Coordinator brings to the locality several technological capabilities including:

- ◆ A camera capable of capturing GPS coordinates into the photograph, which can be processed into a GIS layer indicating location that each photo was taken on a map,
- ◆ Satellite telephone capability for remote areas without cellular coverage,
- ◆ Laptop with air card for internet capability in the field, and
- ◆ The ability to print documents, photographs, maps, etc from the field.

If the event appears to be of long duration and/or high profile, he/she can request the Technical Support Unit and/or the Mobile Command vehicle to respond from the VEOC.

## Declaring a Local Emergency

---

Referenced from Virginia Emergency Services and Disaster Laws 2003, as Amended (Title 44)

Definition: "Local Emergency" means the condition declared by the local governing body when in its judgment the threat or actual occurrence of an emergency or disaster is or threatens to be of sufficient severity and magnitude to warrant coordinated local government action to prevent or alleviate the damage, loss, hardship or suffering threatened or caused . . . (§44-146.16(6))

A local emergency may be declared by the local director of emergency management with the consent of the governing body of the political subdivision (§44-146.21)

- ◆ Political subdivisions are responsible for taking the appropriate action to end a declared emergency.
- ◆ In all instances, declaration of a local emergency will activate the local Emergency Operations Plan and authorize the furnishing of aid and assistance to victims.

Once a local emergency has been declared, the director of emergency management, if so authorized by the governing body, may:

- ◆ Control, restrict, allocate or regulate the use, sale, production, and distribution of food, fuel, clothing or other commodities, materials, goods, services, and resource systems which fall only within the boundaries of that jurisdiction and which do not impact systems affecting adjoining or other political subdivisions.
- ◆ Enter into contracts and incur obligations necessary to combat such threatened or actual disaster.
- ◆ Protect the health and safety of persons and property and provide emergency assistance to the victims of such disaster, and proceed without regard to time-consuming procedures and formalities prescribed by law (except mandatory constitutional requirements).
- ◆ Enter into contracts, incur obligations, employ temporary workers, rent equipment, purchase supplies and materials, and expend other public funds, provided such funds in excess of appropriations in the current approved budget, un-obligated, are available.

When the Governor declares a State of Emergency, political subdivisions may, under the supervision and control of the Governor, have the same authority as they do in local situations.

No inter-jurisdictional agency or official can declare a local emergency.

The provisions in this law do not pertain to agencies like the American Red Cross or other relief agencies that provide relief to citizens of the Commonwealth at no cost.

## **Declaring a Local Emergency**

---

Points in this document are basic. All local Emergency Management Coordinators should obtain a copy of the Virginia Emergency Services and Disaster Laws, as Amended, and refer to it for further reference.

A copy of a locally approved 'Declaration of a Local Emergency' should be available.

Advise the VEOC immediately a Local Emergency is declared.

# Sample Declaration of a Local Emergency

---

**WHEREAS**, the Director of Emergency Management of \_\_\_\_\_City/County does/did hereby find:

1. That due to \_\_\_\_\_(Specify Event)\_\_\_\_\_, City/County is facing/faced dangerous conditions;
2. That due to the \_\_\_\_\_(Specify Event)\_\_\_\_, a condition of extreme peril to life and property necessitates/necessitated the proclamation of the existence of a local emergency;

**NOW, THEREFORE, IT IS HEREBY PROCLAIMED** that an emergency does now/or did exists throughout said City/County; 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 City/County shall be/were those prescribed by State Law and the Ordinances, Resolutions, and approved plans of City/County in order to mitigate the effects of said emergency.

Dated: \_\_\_\_\_

\_\_\_\_\_  
Chair, Board of Supervisors/Mayor  
City/County  
Commonwealth of Virginia

Attest: \_\_\_\_\_  
Clerk, Board of Supervisors/City Council  
City/County  
Commonwealth of Virginia

## Participating in State Conference Calls

---

Conference calls provide an important means for the Virginia Department of Emergency Management (VDEM) and the Virginia Emergency Operations Center (VEOC) to communicate with localities and provide dissemination and clarification of information for impending and/or existing emergency situations.

The objectives of conference calls with local government decision makers are:

- ◆ Share common operational picture and situational awareness
- ◆ Accurate incident information
- ◆ Discuss current situation
- ◆ Discuss anticipated protective actions
- ◆ Discuss critical needs

Notification of conference calls is made by the following methods:

- ◆ Email to local emergency coordinator/manager – Primary
- ◆ Mass fax to locality public safety answering point – Secondary
- ◆ VCIN (Virginia Criminal Information Network) message – Tertiary

In the near future, local emergency coordinators/managers will be able to receive notification through SWAN (Statewide Alert Network) to their designated devices

To ensure notification reaches the local emergency coordinator/manager, **localities are responsible to notify the VEOC and their respective Regional Coordinator immediately** of any changes in contact information for their local emergency coordinator/manager.

The notification message provides:

- ◆ Type of call
- ◆ Date and start time of call
- ◆ Conference call number and conference call code
- ◆ Special instructions
- ◆ Agenda

## Conference Call Procedures

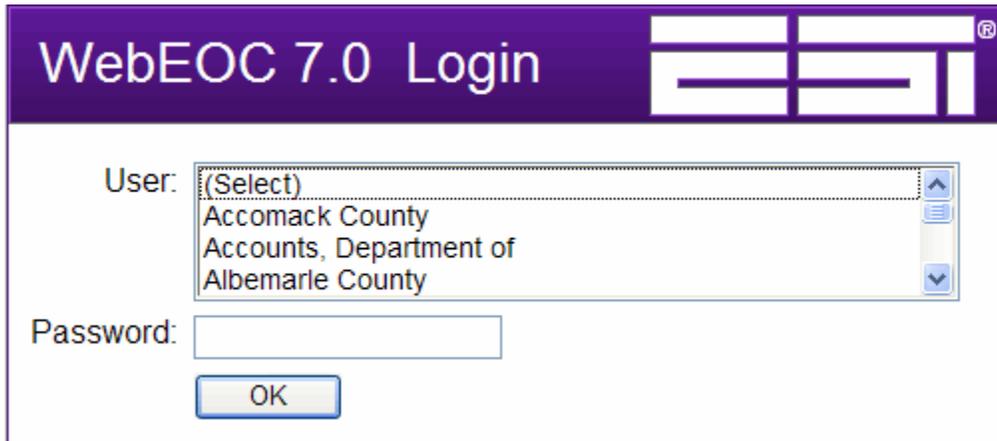
---

- ◆ Use of cellular telephones during conference call **is prohibited** due to potential interference unless it is the only means of communications
- ◆ Participants should prepare for the conference call and be ready to report on discussion items identified in the conference call agenda
- ◆ Participants are instructed to call into the conference call five (5) minutes prior to the scheduled start time. This will allow the conference call to begin promptly
- ◆ Participants should ensure their phones are muted to avoid background noise and overlapping conversation that interfere with the conference call
  - Directions to mute/unmute VDEM/VEOC conference calls
    - Mute - \* 6
    - Unmute - # 6
- ◆ Participants shall not place their phone on “Hold” during a conference call
- ◆ Conference Call Coordinator will begin the call promptly at the scheduled start time. The call will begin with a briefing of the impending and/or existing emergency situation. After the briefing, the Conference Call Coordinator will conduct a roll call to identify participants and allow a question and answer period:
  - Prior to asking a question or providing additional information, participants are asked to state their name
  - Participants are asked to speak clearly and slowly to ensure Conference Call Recorders capture information
  - Conference calls are not the proper venue to request assistance. Requests for assistance shall be submitted via:
    - WebEOC
    - Email – [veoc@vdem.virginia.gov](mailto:veoc@vdem.virginia.gov)
    - Called into Resource Liaison – 804-674-2400
    - Faxed to VEOC – 804-674-2419
- ◆ The Conference Call Coordinator will advise of additional conference calls, if needed. Notice will also be sent via email, mass fax and/or VCIN
- ◆ A summary of each conference call will be prepared and distributed via email to participants

## Login to WebEOC

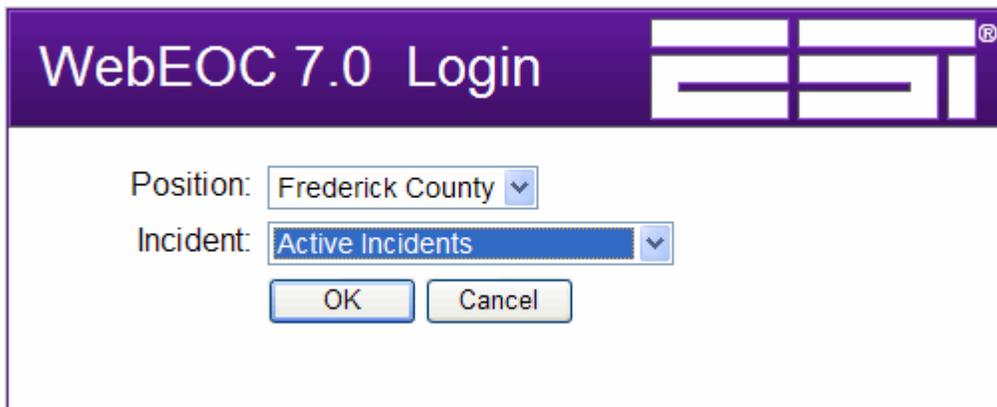
---

1. Go to <https://webeoc.vdem.virginia.gov/eoc7>. Make sure pop-up blockers are disabled.
2. Select the individual's User name and Password.



The image shows a dialog box titled "WebEOC 7.0 Login". It features a purple header bar with the title and a logo on the right. Below the header, there is a "User:" label followed by a dropdown menu. The dropdown menu is open, showing options: "(Select)", "Accomack County", "Accounts, Department of", and "Albemarle County". Below the dropdown is a "Password:" label followed by a text input field. At the bottom of the dialog is an "OK" button.

3. Select locality name as the Position.  
Select an Incident.



The image shows a dialog box titled "WebEOC 7.0 Login". It features a purple header bar with the title and a logo on the right. Below the header, there is a "Position:" label followed by a dropdown menu with "Frederick County" selected. Below that is an "Incident:" label followed by a dropdown menu with "Active Incidents" selected. At the bottom of the dialog are "OK" and "Cancel" buttons.

#### 4. Incident Selection

- ◆ If an incident has not been created, use 1. Daily Operations. The State Warning Point will be notified of all requests for Assistance, Situation Reports, and Initial Damage Assessments submitted to this incident.

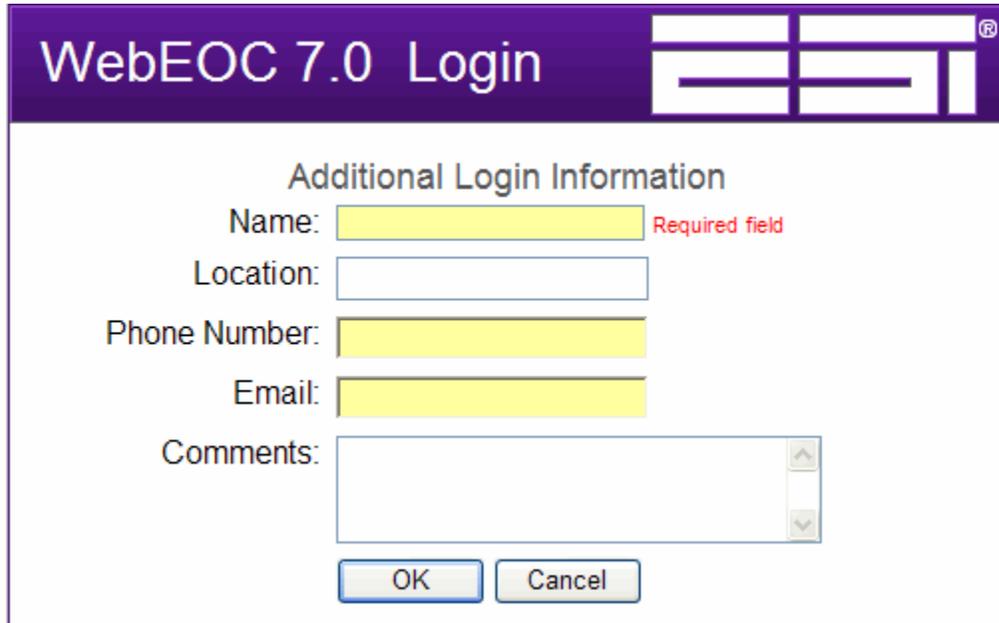
If an incident is later created, the WebEOC Administrator will move the post(s) to the new incident. The locality does not need to resubmit information which has already been posted.

- ◆ If monitoring more than one incident, select Active Incidents

## Login to WebEOC

---

5. Enter Additional Login Information. Note: Information entered on this screen is automatically entered into WebEOC boards.

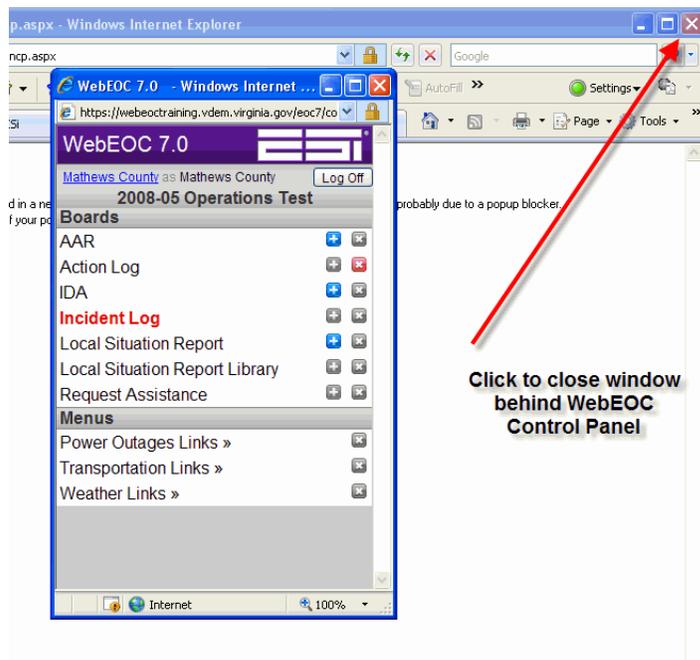


The screenshot shows the 'WebEOC 7.0 Login' interface. The title bar is purple with the text 'WebEOC 7.0 Login' and a logo. Below the title bar is a white area with the heading 'Additional Login Information'. The form contains the following fields:

- Name:  Required field
- Location:
- Phone Number:
- Email:
- Comments:

At the bottom of the form are two buttons: 'OK' and 'Cancel'.

6. (Optional). Close the window behind the control panel by clicking the red X in the upper right hand corner. If you click the red X in the control Panel window, WebEOC will log you off the system.



## **Submitting a Local Situation Report**

---

In the event of a major disaster or emergency in the Commonwealth, emergency responders at the local level of government will initially assess the situation and identify the need for response operations.

However, there are instances when an emergency or a disaster situation is greater than the response capabilities of local government. In the event of such an emergency, the Virginia Department of Emergency Management (VDEM) is the state agency that local governments may contact to begin the process of effectively securing resources through the Virginia Emergency Operations Center (VEOC).

To begin this process, local government must accurately prepare and submit Local Situation Reports in a timely manner. The Situation Reports from local governments will be used by the VEOC to determine the scope of the problem and to begin the process of obtaining supplemental state and federal disaster assistance.

Initial Reports are to be submitted to the VEOC within 24 hours after the start of the emergency and afterwards daily reports are submitted until a final report is submitted to the VEOC. Reports should be submitted interactively via WebEOC as soon as they are prepared. If your jurisdiction is unable to submit the report electronically, you can fax the report to the VEOC at (804) 674-2419. A hard copy of the form is available on the Restricted Access Area of [vaemergency.com](http://vaemergency.com)

If the previous pathways are not a viable option, you may call the VEOC (804) 674-2400 and have your report taken over the telephone. When calling it in, have your report prepared and refer to the report sections when you talk to the report taker.

## **How to Submit Local Situation Report using WebEOC**

---

The local situation report can be submitted to the VEOC electronically via the Internet through WebEOC.

1. Go to <https://webeoc.vdem.virginia.gov/eoc7>.
2. Select username, password, and the incident. If an incident is not yet named on WebEOC, please use the 1. Daily Operations incident.
3. On the secondary login screen, enter your name, phone number where you can be reached, email address, and current location. This information is automatically added to reporting forms in WebEOC.
4. Once the login process is completed, the WebEOC control panel will appear. Select the input view for the Local Situation Report item on the menu.
5. Click on the Submit button one time only. The report is submitted to the WebEOC and entered in the local situation report library.

### **Important items that pertain to the electronic local situation report submittal:**

All data items/fields followed by a red asterisk are required data. The report cannot be submitted with any of these fields blank. When trying to submit a report with a blank required field the system will return you back to the blank required field.

- ◆ All fields requiring numeric data are defaulted to zero (0). If the data field is not zero (0), enter the appropriate number. Do not use commas or other characters in numeric fields.
- ◆ Examples are shown for the proper format for date, time and telephone entries. The format for dates is MM/DD/YYYY. The format for time is HH:MM:SS. The seconds are optional. For a date/time field combined the format is MM/DD/YYYY HH:MM:SS (with one space between the date and the time).
- ◆ Click only once on the Save button to send the form to the VEOC. (Multiple will cause your report to be submitted more than once.) If any required fields have been left blank the system will return the user to the first blank required field to correct the situation. Once the record is saved, a blank form will appear. Close the window and go to the display view for the Local Situation Report.

### **Definitions of the Local Situation Report's Individual Data Entries**

- ◆ Political Subdivision – This is the name of the affected jurisdiction.
- ◆ Date/Time Report Prepared – Use 24-hour clock times.

## How to Submit Local Situation Report using WebEOC

---

- ◆ Emergency Type – What has happened or is happening in your jurisdiction that requires an emergency response. (Tornadoes, hurricane, fires, rail road accident, flooding etc.) Click on the arrow on drop down box (Pick one from the list) and click on the appropriate Emergency Type. If “Other” is selected in the drop down list, please enter the Emergency Type in the Specify box.
- ◆ Local Emergency Declared – Select/click on the appropriate option button ( Yes) or ( No). If declared, enter the Date/Time. Use 24-hour time. Enter as shown in example.
- ◆ Local EOC – Select/click on the appropriate option button (Opened or Closed). If declared, enter the Date/Time. Use 24-hour time.
- ◆ Number of people in Impacted area – People in area (Estimate accepted).
- ◆ # Evacuated – Only the people who have left the affected area voluntarily or under evacuation order. (Estimate accepted).
- ◆ Evacuation – Select/click on the appropriate evacuation type from the drop-down box (None, Voluntary or Mandatory)
- ◆ Shelters – provide numerical values for: - # Open and Current # of Shelterees. (Estimate for Shelterees accepted).
- ◆ Number of Injured, Missing, and Dead – Enter numerical values for each as appropriate.
- ◆ The Initial Damage assessment questions are designed to only to provide an overview of damage for potential Individual and Public Assistance. This does not replace submitting the Initial Damage Assessment Report (IDA). The IDA Report is to be submitted within the first 72 hours of the event.
- ◆ Comments: Enter any other information to further explain the event. Enter as free text. (Remember this comment box is not to be used for Request for State Assistance.) Requests for State Assistance must be telephoned to the VEOC at 804-674-2400 or 1-800-468-8892 or use the WebEOC Request Form to send your request electronically to the VEOC.
- ◆ Preparer – Name of person who filled out report.
- ◆ Call Back # - Number in local EOC or location of preparer or their representative on a 24-hour basis.
- ◆ Fax # - Fax Number in local EOC

## **How to Submit Local Situation Report using WebEOC**

---

- ◆ E-Mail – Enter the e-mail address of the EOC or person preparing report. This e-mail address will be used for sending the VEOC State Situation Report and Local Situation Summary Report to the jurisdictions and other recipients of the report.

# **Submitting an Initial Damage Assessment Report**

---

An Initial Damage Assessment (IDA) report provide the basis for the state to determine if damages are sufficient to request FEMA to perform a joint Preliminary Damage Assessment(PDA) with the state and localities. In the federal declaration process, IDA results are only the introductory phase of the process; a PDA is performed to verify the significance and overall impact of the disaster as reported in an IDA.

## **Situations Requiring Initial Damage Assessment Reports**

An Initial Damage Assessment (IDA) is required from all jurisdictions that have opened their EOC or declared a local state of emergency. Even if there are not any reportable damages, an IDA should be submitted. If there are not any reportable damages, use the Additional Comment Field to state “No reportable Damages.”

## **Timeline for Submitting an IDA**

*The standard time line for submission is no later than 72 hours from the date of the event.* However, field conditions in a jurisdiction may require a delay in submitting a report. Jurisdictions should call the VEOC and ask for the ESF 14 desk, if it appears an IDA cannot be submitted within 72 hours. Jurisdictions should also indicate the conditions necessitating a request for a delay in submission under the ESF 14 block on the Local Situation Report.

# How to Submit an IDA Report in WebEOC

---

From the menu page of WebEOC, find IDA and click on the + sign.

The report has four major sections:

1. The identification section determines:
  - Who you are (jurisdiction name),
  - When (date and time of report),
  - Who prepared the report (name of preparer),
  - Contact information
2. Private property damage section
3. Public property damage section
4. A free text comments section

## The Identification Section

- ◆ Political Subdivision – Use the drop down box to scroll to and click on your jurisdiction name.
- ◆ Preparer – Only authorized WebEOC users appear in the drop down box. If the person entering the data into the form is not the most knowledgeable person concerning the form contents, please use the Additional Comments field to enter the name of the person who can answer questions about the form content. Also place a telephone number for that person in the Comments field.
- ◆ Phone Back # - Number in local EOC or location of preparer or their representative on a 24-hour basis.
- ◆ Fax # - Fax Number in local EOC (Optional)
- ◆ E-Mail – Enter the e-mail address of the person that you want to receive confirmation that the IDA Report Summary has been received at the VEOC. Alternately, use the e-mail address for the local EOC.

# How to Submit an IDA Report in WebEOC

---

## Part I: Private Property Section (Cumulative Damages)

Do not use dollar signs, decimal points, or percent signs when entering data. If you do, the result will be lost or corrupt data. This restriction applies to Part II as well.

### Property Type:

- ◆ *Single Family*: Use this category for ranchers, colonials, split level, etc. Include townhomes in this category as well. Also use this category for any type of manufactured home, except mobile homes.
- ◆ *Multi-Family*: This category applies mainly to rental apartments, but can include owner-occupied garden style apartment condominiums, duplexes, quadraplexes, etc.
- ◆ *Mobile Homes*: Use this category for single-wide and double-wide mobile homes.
- ◆ *Business/Industry*: Use this category for businesses, such as retail stores and manufacturing plants.
- ◆ *Non-profit Orgs*: Use this category buildings belonging to non-profit organizations, such as electric cooperatives, voluntary Fire and EMS organizations, museums, etc. 501 © status is a requirement.
- ◆ *Agriculture*: Use this category for structures associated with the business, not the personal living space. A dairy barn would be included in this category; if a dairy farmer's personal residence was damaged, record that damage under Single Family.

### Damage Categories

- ◆ The four categories are: Destroyed, Major, Minor, and Affected. Summary numbers for each category should come from totaling the locality's worksheets used by the damage assessment teams. Criteria for the categories are found in Chapter 17)
- ◆ *Inaccessible* is fifth category that does not have a defined field on reporting form.
  - If a locality has a significant number of structures that cannot be evaluated because of high water, debris obstruction, etc., please provide an estimate for the structures in the Additional Comments field.
  - If a locality cannot complete an IDA because of dangerous field conditions or wide-spread inaccessibility to structures, the jurisdiction should call the ESF section at the VEOC to discuss the situation and also indicate the inability to report in its next Local Situation Report under the ESF 14 field. Additionally, giving some geographical information about what areas are inaccessible is desirable, e.g. high water preventing access to evaluate homes in the Bon Air subdivision.

# How to Submit an IDA Report in WebEOC

---

## Other Report Data Elements

- ◆ *Dollar Loss*: This is the estimated cost to replace completely destroyed structures or structures needing repair. For this data element, use total dollar cost, regardless if some or all of the loss will be covered by insurance. For the purposes of this section, do not estimate the loss to personal property for residential homes or rental apartments. For Business/Industry, just include the cost of structural damage. If there is a dollar estimate of business inventory or damaged equipment, report that loss under Additional Comments. Similarly, for Agricultural, just include the cost of structural damage to the buildings. If there is a dollar estimate for crop losses, report the loss under Additional Comments.
- ◆ *Flood Insurance%*: For each major property type an estimate of the percentage of damaged structures covered by flood insurance (if flood was the cause of damage) needs to be reported. For example, if the total number of damaged structures under Single Family is 200 and it is estimated that 40 of the structures are covered under the National Flood Insurance Program, enter 20% in this field.
- ◆ *Other Insurance%*: For each major property type, an estimate of the percentage of structures covered by insurance other than flood needs to be made. Most commonly, this will be homeowner's insurance. For example, if the total number of damaged structures is 200 and all the damage was from wind, wind driven rain, or fallen trees and it is estimated that 180 or 90% of the residences had homeowner's insurance, enter 90% in the Other Insurance% data field.

Failure to enter any percentages in the Flood Insurance and Other Insurance fields will almost certainly result in a call back from the ESF 14 staff at the VEOC.

- ◆ *Owned %*: Enter the percent of structures owned for each property type.
  - For residential structures (single family homes, townhomes, condominiums), this refers to the dwelling where the person lives most of the time. Primary Structures is the name for the category. Except for a few jurisdictions who have concentrations of Secondary or Vacation homes, this category is usually straightforward. For example, if the total number of damages structures under Single Family is 200 and all are owner occupied, enter 100 in the Owned % field.
- ◆ *Secondary%*: This field refers to residences that often are vacation/weekend homes. The owners do not live in them most of the time. If there are damaged structures to Primary and Secondary structures, numbers should be entered into this field and the Owned% field. For example, 200 homes are damaged and 100 are Primary and 100 are Secondary, 50 should be the number entered as the percentage in the Secondary% field and 50 should be the number entered as the percentage in the Secondary% field.
- ◆ *Additional Comments*: Enter any information that will provide meaningful context for the information being submitted.

# How to Submit an IDA Report in WebEOC

---

## Part II: Public Property (Includes Eligible Private Non-Profit Facilities)

### Category A (Debris Removal)

In the Total Estimated Damages field, enter the estimated total (\$) dollar loss amount for debris removal for each of the following:

- ◆ On Public Roads/Streets maintained by your jurisdiction
- ◆ On Other Public Property
- ◆ On Private Property placed at the public right- of-way
- ◆ Structural Demolition (not covered by insurance)
- ◆ Other (Any Other Debris Clearance measures not mentioned)

### Category B (Emergency Protective Measures) –

In the Total Estimated Damages field, enter the estimated total dollar loss by summarizing costs of the following:

- ◆ Life & Safety (PD, Fire, Rescue, Shelter costs)
- ◆ Property (Barricading & Sandbagging)
- ◆ Health (Pumping and rodent/insect control)
- ◆ Stream Drainage Channels
- ◆ Other (Any Other Protective measures not mentioned)

### Category C (Roads and Bridges - Maintained by Local Govn't)–

In the Total Estimated Damages field, enter the estimated total dollar loss attributed to each of the following:

- ◆ Roads/Streets (Locally Maintained)
- ◆ Bridges (Locally Maintained)
- ◆ Culverts (Locally Maintained)
- ◆ Sidewalks
- ◆ Other (Any Other Road Systems not mentioned)

# **How to Submit an IDA Report in WebEOC**

---

## Category D (Water Control Facilities) -

In the Total Estimated Damages field, enter the estimated total dollar loss calculated by summing the dollar loss attributed to each of the following:

- ◆ Dams
- ◆ Dikes, Levies
- ◆ Drainage, Irrigation
- ◆ Other (Any Other Water Control Facilities not mentioned)

## Category E (Public Buildings and Equipment) –

In the Total Estimated Damages field, enter the estimated total dollar loss attributed to each of the following:

- ◆ Publicly Owned Buildings
- ◆ Supplies/Inventory
- ◆ Vehicles/Other Equipment
- ◆ Transportation Systems (Local Busses, Vans, etc.)
- ◆ Other (Any Other Public Buildings and Equipment not mentioned)

## Category F (Public Utilities) –

In the Total Estimated Damages field, enter the estimated total dollar loss attributed to each of the following:

- ◆ Water Systems
- ◆ Sanitary/Sewage Systems
- ◆ Storm Drainage Systems
- ◆ Electrical Power (Owned by Local Government)
- ◆ Other (Any Other Public Utility Systems not mentioned)

## **How to Submit an IDA Report in WebEOC**

---

### Category G (Parks and Recreational Facilities – Owned and maintained by Local Government)–

In the Total Estimated Damages field, enter the estimated total dollar loss attributed to each of the following:

- ◆ Park Facilities
- ◆ Recreational Facilities

### **Comments:**

Enter any additional information to further explain the event. Enter as free text.

Remember this comment field is not to be used for Request for State Assistance – use WebEOC or call the VEOC (804 674-2400) to request assistance or visit our website to obtain a copy of the form and fax it in.

### **Send Request to VEOC**

Click on the Submit button. The report is submitted to the IDA database in the VEOC. You will also receive an e-mail confirming the receipt of the report along with a copy of the submitted data. The e-mail is sent to the e-mail address entered on the online form.

### **Submission of Additional IDAs**

Please refer to instructions provided in WebEOC training on how to submit subsequent updated reports. In general you are able to recall your original submission and only need to change the fields that have new information. It is important that you enter the completely revised number and not an incremental number. For example, the original report listed 25 Single Family Homes Destroyed and you now know there are 75 Single Family Destroyed. Enter 75 as the revised number in the data field.

## Requesting Assistance from the State

---

During an emergency or disaster, local government agencies must understand how to request specific kinds of resources in order to receive proper assistance in a timely manner.

Frequently, requests made to the state are too general, and as a result, victims do not receive the right kind of help or experience extreme delays in receiving it. Being specific in asking for help will ease suffering and directly help victims begin the recovery process.

This form will assist jurisdictions in deciding and requesting needed resources in the SALTT format.

- ◆ Size,
- ◆ Amount,
- ◆ Location,
- ◆ Type, and
- ◆ Time.

A jurisdiction can make a request in one of three ways:

- ◆ Complete the form interactively on VDEM's WebEOC via the Internet.
- ◆ Complete a copy of the form (download from Restricted Access Area) and fax to VEOC at (804) 674-2419.
- ◆ Call the VEOC (804 674-2400) and make a request using the form as a guide to have necessary information available when making a call.

## How are Resources Requests Filled?

---

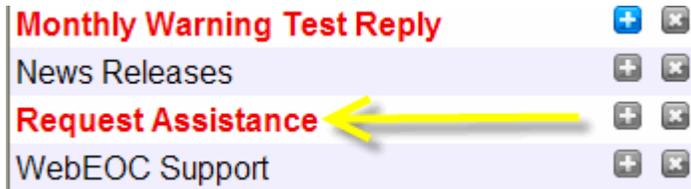
There are several ways that a Resource Request is filled by the Virginia Emergency Operations Center. They are as follows:

- ◆ State Agency Resources – i.e., fire dozers, fire crews, law enforcement, search and rescue assets, etc.
- ◆ Pre-established Contractor Resources – the Commonwealth has nine pre-established Disaster Emergency Services Contracts in place that covers items from water, MREs, pumps, generators to shelter supplies and other needed items.
- ◆ Private Partner Businesses – the Commonwealth has relationships with large business such as Wal-Mart, Kroger, Food City, Home Depot, Lowes, etc.
- ◆ Volunteer Donations – According to what the request consists of, the Donations Section (ESF 17) is consulted to see if someone has donated the items that are being requested. Missions may be assigned to Volunteer Organizations if they agree to work with the requesting entity to fulfill the mission.
- ◆ Statewide Mutual Aid (SMA) – In some instances a locality requests direct SMA assistance for a resource such as an Incident Management Team (IMT) or other. There are some requests that come in the State Logistics Team decides that the best resource will be through SMA and then coordinates with the localities to make this happen.
- ◆ Emergency Management Assistance Compact (EMAC) – EMAC is the mutual aid system that is utilized between states to request and get a resource that may be needed. These requests are normally used for Incident Management Teams, Fire Crews, Law Enforcement Teams, etc. EMAC cannot be utilized by a locality directly to request a resource from another state.
- ◆ Action Request Form (ARF) – This method is the last resort, utilized whenever all other options to get a requested resource have been exhausted. The ARF is normally utilized to request water, MREs, tarps, generators, power teams and other available assets FEMA/DHS can make readily available to an affected state. The decision to utilize this avenue to get resources from FEMA is made at the VEOC after all other avenues have been exhausted. Localities cannot utilize this avenue of resource requesting directly.

For further information, please contact VDEM Resource Management Coordinator, EMAC/SMA Coordinator at (804) 674-2720.

## Submitting a Local Request for Assistance Using WebEOC

1. Go to Request Assistance on the WebEOC Control Panel. Click the menu item name Request Assistance.



2. Click the New Request button. If there are previous requests entered by the locality or state agency for this incident, these will be listed with the current status on the page below the button.

2008-06-19 WebEOC Version 7 Training

**Request Management**

←

Request No.	Originator Date/Time	Request Details	Assigned To Date/Time	Time Due/Completed	Status	Attachments	Details/Update
3	Bath County By: Bath County 06/18/2008 18:50:49	Cots are needed for a shelter in Hot Springs	Assigned To: VERT ESF 01 - Transportation 6/19/2008 12:22:39	06/19/2008 20:38:00 6/19/2008 14:11	In Use		<input type="button" value="Details"/>

3. Enter in the request for each item needed.
  - ◆ The position and username will be automatically added to the request.
  - ◆ Select a Priority for the request. . The priority options are: low, medium, high, and immediate.
  - ◆ Using SALTT format, enter the Size, Amount, Location to be delivered, Type, and Timeframe needed.
  - ◆ Request for Resource Section
    - Resource – Enter what you want – generators, trucks, blankets, sand bags, water, etc.
    - Size – Specify what size – 60 kw, 18-wheelers, large, small, etc.
    - Amount – How much or many do you want -- 2 trucks, 1500 meals, 10,000 gal, etc.
    - Location – Where do you want resource delivered – to the shelter, to the nursing home (give name and address – be specific)

## Submitting a Local Request for Assistance Using WebEOC

---

- Type – Additional information on resource – portable, refrigerated, wool, MRE's, etc.
- Time Desired – When do you want the resource to be available/delivered?
- ◆ The Request Details field provides the ability to enter additional information regarding the request.
- ◆ If there is a document which will assist the VEOC in fulfilling the request such as details about the request requirement or a map of the location to be delivered, please attach it by clicking the Browse button to find the document on your computer. File attachments cannot be larger than 500 MB.

Originator Bath County

Originated by scurran

Request Date/Time: 6/20/2008 09:30:52 

Priority: (Select) 

Size:

Amount:

Location:

Type:

Timeframe Needed:

Request Details:

Attachments:

Contact Name:

Contact Phone:

- ◆ Enter the Contact Name and Phone Number of the person who will be authorizing the request. This person will be contacted if there are any questions about the requirements and to verify that funds can be obligated to fulfill the request.

## Submitting a Local Request for Assistance Using WebEOC

---

- To submit the request, click the Save button.
- Once the request is submitted. Summary information about the request is posted to the request display view. The status defaults to Not Reviewed. The Assigned To information will be blank until the request is reviewed.

Request No.	Originator Date/Time	Request Details	Assigned To Date/Time	Time Due/Completed	Status	Attachments	Details/Update
<u>52</u>	Bath County By: scurran	Bottled water is needed in one gallon size for residents without water.	Assigned To:		Not Reviewed		<a href="#">Details</a>
	06/20/2008 09:30:52	Water will be distributed starting at 0800 at Hot Springs Elem for residents					

- If a changes needs to be made to the request after it has been submitted, contact the VEOC at (804) 674-2400.

---

**Chapter 17:**  
**Recovery Toolkit**

---



## Recovery Checklist

---

- Review responsibilities and authorities with legal counsel and ensure existing laws/ordinances provide the capability to implement the necessary actions to ensure the health, safety and welfare of citizens while addressing critical issues in support of recovery process (e.g., protective measures, access restrictions, reentry policies, curfews, price controls, public nuisance and other emergency rules of operation etc.).
- Review and brief department staff on disaster assistance available under the Stafford Act, SBA and other applicable disaster assistance programs, and explain associated program requirements relating to cost reimbursement, documentation and procurement.
- Review existing financial system policies, procedures and supporting infrastructure to ensure framework is structured to effectively capture and track disaster costs being generated by all departments as soon as response and recovery activities are initiated (e.g., personnel, equipment, supplies, contract services, travel etc.), and facilitates the sorting, retrieving and packaging of this information and associated documentation for cost reimbursement purposes.
- Request all departments review staffing requirements and develop plan to fulfill anticipated needs (e.g., other departments, Mutual aid, statewide mutual aid, volunteers, local hires, contract services).
- Develop/provide the necessary pre-event as well as Just-In-Time training to ensure the effective and timely implementation of disaster recovery plans.
- Review/revise overtime and compensatory time policies to support recovery operations
- Develop pre-scripted announcements to support recovery process
- Review current resource inventories and contracts in place in context of anticipated department needs, and develop resource management plan that defines strategy to fulfill disaster recovery resource needs (e.g., establish additional contracts; mutual aid; Statewide Mutual Aid; donations etc.)
- Develop plan to effectively manage and distribute donations during recovery period.
- Identify staff to support local damage assessment teams and provide the appropriate training to prepare teams to accomplish task in an effective and timely manner.
- Develop the necessary forms, procedures, and plans to support damage assessment process, and identify the necessary resources teams will need to perform work.
- Pre-identify potential sites/facilities that can serve as Disaster Recovery/Assistance Centers following a disaster and coordinate with responsible agencies in regard to utilizing site(s) for that purpose.
- Identify staff that will serve as local liaison to state and federal officials during process of establishing sites.

## Recovery Checklist

---

- Identify local departments and organizations who will be supporting DRCs and evaluate space, equipment, and IT needs utilizing guidance provided by state.
- Develop and provide orientation/training to staff assigned to DRC in regard to purpose, organization, and concept of operations.
- Coordinate with government agencies/departments, voluntary agencies and private sector to pre-establish Long Term Recovery Task Force to assist community in addressing a variety of issues and unmet needs associated with the recovery process
- Prepare debris management plans for community to ensure timely debris clearance of key roads, access to critical facilities/infrastructure pre-identified during planning process, and the elimination of debris-related threats to public health and safety (Note: sample plan, FEMA checklist and guidance found in Recovery Center of VDEM website).
- Pre-establish local debris contracts to enhance capabilities to execute plans and address debris removal needs in a timely and effective manner.
- Include representation from critical facilities/infrastructure, utilities, voluntary organizations and appropriate private sector partners etc. in planning process to ensure effective communications, coordination and interface during recovery operations.
- Develop capability to effectively monitor all contract services employed to support response and recovery operations utilizing internal and external resources (e.g., monitoring contract, mutual aid etc.).
- Coordinate with Planning/GIS department in regard to developing and providing the necessary data/mapping products in support of recovery process.
- Develop access/re-entry plan to area impacted by disaster that addresses health and safety issues as well as resident and business needs.
- Develop plan to facilitate permit/code compliance during recovery period
- Continually assess needs, monitor progress and develop plan to transition back to normal operations at the appropriate time.
- Conduct an After-Action Review (AAR) of Response and Recovery Operations and develop plan to enhance operations and address shortfalls.

## Stafford Act Declaration Process

---

Local jurisdictions impacted by a disaster may declare a local emergency pursuant to the authority provided to them under Section 44-146.21 of the Virginia Code. The declaration allows the locality to request and receive the necessary assistance and support from the state, the federal government and other local government agencies in partnership with private and non-profit organizations, in an expeditious, effective and timely manner.

Once the life-safety issues are addressed, one of the most critical tasks of the community is to effectively develop and submit the necessary information that accurately characterizes the severity and magnitude of a disaster's impact on the community in a timely manner.

This information is **vital** in assisting all levels of government in determining the best course of action for obtaining and providing assistance to disaster victims either under the Stafford Act or from other sources such as the SBA, state agencies and non-governmental private/non-profit organizations etc.

This determination is accomplished through the damage assessment process which is comprised of two components:

- ◆ The Initial Damage Assessment which is performed by the jurisdiction; and
- ◆ The Preliminary Damage Assessment which is performed by a team of federal, state and local officials.

### **Initial Damage Assessment (IDA)**

The damage assessment process must be looked at as a continuum with the initial damage assessment providing the first description of the type and scope of damages and associated impacts sustained by the community from the event. When this information is submitted to the Virginia Emergency Operations Center within 72 hours of the event, it is forwarded to ESF 14 – Long-Term Community Recovery for evaluation.

The information contained in the IDA is reviewed for accuracy, completeness and validated with a local representative by Recovery and Mitigation Division staff, primarily associated with the Individual and Public Assistance programs.

Additional information might be requested as necessary to ensure the information submitted adequately captures what happened, the impact to the communities involved, unmet needs and the areas hardest hit. This information will assist in identifying the types of resources/assistance needed as well as community priorities.

It is critical that the information provided in the IDA accurately reflects the damages and impacts sustained by the community, as the decision to request a Preliminary Damage Assessment and seek a presidential disaster declaration is made on the basis of this information.

# Stafford Act Declaration Process

---

## Preliminary Damage Assessment (PDA)

- ❑ If the information received supports seeking a Presidential declaration, the Commonwealth will make a request to FEMA Region III to conduct a Preliminary Damage Assessment (PDA) in coordination with the state and localities impacted, to verify the damages and estimate the amount of supplemental assistance that will be needed. If FEMA concurs with the state's assessment, teams of inspectors for the potential applicable federal disaster assistance programs available under the Robert T. Stafford Act as amended (e.g., Individual Assistance, Public Assistance and Hazard Mitigation) will be deployed to the state.
- ❑ The localities are responsible for providing a local representative to take the state and federal representatives to the damaged sites. The jurisdiction should have sites identified and illustrated on maps to facilitate the process.
- ❑ Information in regard to applicable insurance in force, cost estimates, site photographs, budget and other supporting documentation should be gathered or developed, to the extent possible between the time of the IDA and the PDA, and made available to the teams to assist them in their assessment process. The tour itinerary should be established prior to the teams arriving beginning with the worst sites first.
- ❑ Once the PDA is completed, the FEMA PDA team representative will submit a report to FEMA Region III with their findings.
- ❑ Declaration Request

If the PDA verifies that there may be sufficient damage to the affected communities to warrant a presidential declaration, the Governor will send a letter to the President through the FEMA Region III Regional Director (RD) requesting an emergency or major disaster declaration. The letter will include, but not be limited to, the following: a description of the disaster event that generated the request; the characteristics of the area; the impact on the affected communities; the protective measures employed; the resources committed; the economic impact precipitated by the event; as well as the preliminary damage assessment results. The RD will review the request and prepare a summary report with a recommendation to the Director of FEMA/FEMA Headquarters, who in turn makes a recommendation to the President.

If the Governor's federal declaration request is approved, the declaration will specify the federal assistance programs that will be made available to the state, as well as the jurisdictions included in the action. After the initial declaration, the individual designated by the Governor as the Governor's Authorized Representative (GAR) may request additional jurisdictions to be eligible for assistance or for additional types of assistance as deemed necessary. In certain circumstances, when the magnitude of the disaster event warrants, the President may expedite the declaration process.

If the federal declaration request is denied, the Governor may file an appeal to the President through the FEMA Regional Director in accordance with federal requirements, within thirty days of the date of the letter denying the request. The appeal must include any new information developed following the initial request to support and justify reconsideration of the denial.

## **Small Business Disaster Declaration**

---

Sometimes when a disaster event is not of sufficient degree to meet the criteria for a Stafford Act Individual Assistance Disaster Declaration, the disaster can meet the criteria for a Small Business Disaster Declaration. The SBA Administrator can approve this type of disaster declaration. FEMA and the Office of the President have no role in the approval process for this type of declaration.

The significant difference between a SBA Declaration and a Stafford Act Declaration is that only loans are available as federal assistance with a SBA Declaration. Low interest loans are available for individuals, households, and businesses.

### **Steps in the SBA Disaster Declaration Process**

Scenario One: There has been a joint Preliminary Damage Assessment done, but either an IA Disaster Declaration is not pursued because of lack of justification, or the president has denied a request for assistance.

SBA then shares its disaster assessment with the Commonwealth and the governor can request a SBA Declaration from the SBA Administrator through the SBA Regional Director in Atlanta, Georgia.

To make the request, the damage must meet SBA's criteria—at least 25 uninsured homes and/or businesses that have sustained 40% or more damage to the fair market value of the property.

Scenario Two: Initial Damage Assessments from a locality or localities indicate sufficient damage for an SBA Disaster Declaration, but not a Stafford Act IA Declaration.

In this case SBA will perform verification visits to the localities to confirm the damages reported in the Initial Damage Assessments. If verified, the governor then submits his request for a declaration in the same manner as outlined in Scenario One.

# Preliminary Damage Assessment

---

Two types of damage assessments must be performed to determine if the Commonwealth can request disaster assistance under the Stafford Act: (1) Initial Damage Assessments (IDAs) and (2) joint Preliminary Damage Assessments (PDAs). IDAs and PDAs for an Individual Assistance Disaster Declaration survey damages to residential and businesses. IDAs and PDAs for a Public Assistance Disaster Declaration survey damages incurred by local government, state government, and certain non-profits.

Localities perform IDAs. PDAs are performed by a state representative and representatives from FEMA, in cooperation with local officials.

IDAs *are always performed* by a locality after a disaster event because it is the process by which the locality determines the extent of damages to the community. PDAs *are only performed* when the evaluation of IDAs by VDEM management indicates that damages are significant enough that it is likely federal assistance will be approved, if requested.

**Not all disaster events will result in the request for or approval of federal assistance under the Stafford Act.**

## Purpose Served by Damage Assessments

IDAs, first and foremost, serve the purpose of informing local officials what kind and how much damage has affected their community. For the purpose of the federal declaration process, IDAs provide information to VDEM management to determine if the damages are substantial enough to request FEMA to perform joint PDAs.

PDAs are verification of the damages reported by localities and an estimate of the amount of supplemental assistance that will be needed. VDEM management and the governor evaluate PDA results to determine if sufficient justification exists to warrant the governor to send a formal request for disaster declarations through FEMA Region III to the President. After FEMA Region III reviews the assessment, the PDA results are used to justify its recommendation by the Director of FEMA to the President concerning whether or not disaster declarations should be approved.

## Probability of Receiving Stafford Act Disaster Declarations

- ◆ Approval of Stafford Act declarations are at the complete discretion of the President. However, there are some indicators within the Stafford Act and in Title 44, Code of Federal Regulations, regarding when it might be reasonable to expect a declaration. Notwithstanding any indicators and guidelines, declarations are not legislative entitlements.
- ◆ Individual Assistance Disaster Declaration – This declaration provides the basis for financial and other forms of aid to private citizens and, to a more limited extent, to businesses. The guidelines for when an IA Disaster Declaration might be approved are less clear than for PA declarations. Recovery and Mitigation personnel discuss the indicators more specifically in damage assessment trainings presented to localities.

## **Preliminary Damage Assessment**

---

- ◆ Public Assistance Disaster Declaration – This declaration provides the basis for financial and other forms of aid to state and local governments, non-profit organizations and federally recognized Indian tribes. The Commonwealth must meet a per capita dollar threshold for the entire Commonwealth and each locality must meet its own per capital dollar threshold for damages. The per capita threshold amount is adjusted annually based off of the Consumer Price Index. However, the law prohibits decisions being made solely on the basis of a numerical standard. Recovery and Mitigation personnel discuss these guidelines more specifically in damage assessment trainings presented to localities.

# Initial Damage Assessment

---

## Administrative Role of Localities

- ◆ Ensure all personnel assigned to the IDA process take the damage assessment training offered through VDEM.
- ◆ Ensure a written plan and procedures for conducting IDAs exists within the local Emergency Operations Plan.
  - Identify all governmental departments that can contribute personnel or special knowledge for the IDA process.
  - Apportion locality into sectors to better be able to perform IDAs.
  - Be able to discuss the major demographics of the jurisdiction as a whole and, more particularly, the demographic characteristics of areas affected by the disaster event.
- ◆ Use table top or functional exercises to increase deployment effectiveness.

## Operational Role of Localities

- ◆ Conduct just in time training or refresher training for PDAs immediately before deployment, time permitting.
- ◆ Conduct a pre-deployment briefing—always- before releasing teams into the field.
- ◆ Perform IDAs throughout the damaged areas in the community.
- ◆ Submit the IDA Summary Report to the VEOC within 72 hours from the time the disaster event occurs. Discuss with ESF 14 personnel at the VEOC if an exception is needed for report submission.
- ◆ Review and refine IDA information as conditions warrant.

## Administrative Role of VDEM Recovery and Mitigation

- ◆ Conduct periodic regional trainings for damage assessment covering both the IA and PA processes. Respond to jurisdictional inquiries regarding any aspect of the IDA process.
- ◆ Inform localities of any changes at the federal or state level that have program or procedural implications for the damage assessment process.

# **Initial Damage Assessment**

---

## **Operational Role of VDEM Recovery and Mitigation as ESF 14**

- ◆ Respond to any inquiries about the IDA process as jurisdictions begin their immediate preparation for performing an IDA or are engaged in implementing an IDA.
- ◆ Review the submission of IDAs for completeness and clarity.
- ◆ Clarify or request additional information from a locality.
- ◆ Review the IDA submissions from all localities and recommend to the State Coordinator whether or not FEMA should be requested to perform joint PDAs with the Commonwealth and localities.

# Joint Preliminary Damage Assessment

---

## Administrative Role of Localities

- ◆ Review and refine IDA information before the arrival of PDA teams.
- ◆ Remain flexible concerning the scheduling of PDAs. Remember that getting or not getting federal disaster assistance depends on PDAs being performed.
- ◆ Decide who besides the Local Coordinator will be able to add important contextual details to the IDA information when the PDA teams visit.

## Operational Role of Localities when PDA Teams Visit

- ◆ Provide a current overview of the disaster situation as it exists at the time of the PDA team visit.
- ◆ Prioritize the route the PDA teams will take so that the worst damage is seen first; PDAs are only a sampling of the incurred damages.
- ◆ Provide a knowledgeable person who knows the damage areas to escort the PDA teams. Ideally, there will be only one IA PDA team and one PA PDA team visiting the locality; however, circumstances may dictate additional teams being deployed.
- ◆ Have paper maps or GIS mapping products that will help guide the PDA team and help them visualize the lay of the land.

## Administrative Role of VDEM Recovery and Mitigation as ESF 14

- ◆ Arrange with FEMA for the execution of PDAs.
- ◆ Schedule the PDAs with the localities.
- ◆ Review results—after PDAs are completed—and recommend to the State Coordinator whether or not sufficient justification exists for requesting federal disaster declarations. If there is sufficient justification, prepare Governor's request letter to the President.

## Operational role of VDEM Recovery and Mitigation as ESF 14

- ◆ Have a knowledgeable state representative on the joint PDA team who can review the damages independently of FEMA and act as an advocate for the locality during the PDA process when appropriate.
- ◆ Provide feedback to the locality once a PDA is completed.

## **Joint Preliminary Damage Assessment**

---

- ◆ Work with the locality to gather additional information, if a governor's request for disaster assistance has been denied and there is an agreement between the state and locality that an appeal should be filed.

## **Disaster Assistance for Citizens and Businesses**

---

The following sections describe the types of assistance potentially available to individuals, families, and businesses after a disaster event. The emphasis is on federal assistance; however, the narrative also covers those instances when federal and state help is not available.

For federal disaster assistance to be available there must be a federal Individual Assistance Disaster Declaration. For a disaster not severe enough to qualify for a Stafford Act IA declaration, federal disaster assistance may be available through a stand-alone Small Business Administration Disaster Declaration. This program has its own criteria. Finally, there are disaster events that do not qualify for a Stafford Act or Small Business Administration stand-alone declaration.

*Local coordinators and officials need to be acutely aware that many disaster events do not qualify for either Stafford Act or SBA disaster declarations. When those declarations are not available, the provision of needed assistance to citizens and businesses becomes a substantial challenge. Possible solutions to this challenge are discussed later in this narrative.*

Local Coordinators should contact VDEM's Human Services Officer at (804) 897-6500, x6538, or at [Larry.Braja@vdem.virginia.gov](mailto:Larry.Braja@vdem.virginia.gov) regarding any questions about disaster assistance for citizens and businesses.

### **Disaster Assistance and Unrealistic Expectations**

Local officials need to be cautious about fostering unrealistic expectations about disaster assistance when talking to citizens and business owners. Federal aid is *limited* and is not designed to restore disaster victims to their pre-disaster condition. There are restrictions on what is eligible for assistance and how much financial assistance will be awarded. The major program for citizens, the Individuals and Households Program under the Stafford Act, has an overall cap of \$28,800 for federal fiscal year 2009.

While voluntary organizations perform extraordinary service during and long after a disaster event has occurred, economic conditions at the time of a particular disaster and the number of disasters occurring close together are two factors that can influence the extent to which these organizations can assist disaster victims.

# Disaster Assistance for Citizens and Businesses

---

## Immediate Disaster Assistance through Voluntary Organizations

Voluntary organizations, such as the American Red Cross, Salvation Army, church based disaster organizations and other non-profit groups are usually the first organizations responding to the needs of disaster victims. In the initial stages of a disaster, typical benefits and services include the provision of:

- ◆ Emergency shelters,
- ◆ Meals,
- ◆ Small amounts of financial assistance, and
- ◆ Volunteers to help citizens “muck out” their residences.

Much later in the disaster, voluntary organizations also help with unmet needs after all other sources of help have been exhausted. For example, they can provide work crews to help repair or rebuild homes. Voluntary organizations are also known for case management services, performed as a comprehensive separate activity or as part of their specialized service.

The Virginia Voluntary Organizations Active in Disaster, most often referred to as the state VOAD, is the major association for non-profit and faith-based organizations. It is a chapter of the National Voluntary Organizations Active in Disaster. The Virginia VOAD has regional chapters throughout the state. The state VOAD coordinates and facilitates the delivery of services by its members.

*To request help from the state VOAD or one of its regional affiliates call VDEM’s Volunteer and Donations Manager at (804) 897-6500, x6554; or VDEM’s Human Services Officer at (804) 897-6500, x6538.*

## Insurance

Homeowners, renters, and businesses need to contact their insurance agent as quickly as possible after a disaster event. This step is important because major federal programs can not duplicate assistance received from other sources.

Disaster victims should always keep records of any insurance proceeds received and receipts for any disaster related expenses they incur.

Taking pictures to document the damages before any clean-up occurs can also be very valuable.

# Disaster Assistance for Citizens and Businesses

---

## Individuals and Household Program

The Individuals and Households Program (IHP) is that section of the Stafford Act that provides the basis for disaster assistance to citizens and to a lesser extent businesses.

Registration occurs by a citizen or business:

- ◆ Calling the Federal Emergency Management Agency (FEMA) at (800) 621-3362, or (800) 462-7585 for the speech and hearing impaired,
- ◆ Registering online with FEMA at [www.fema.gov](http://www.fema.gov)
- ◆ Visiting a Disaster Recover Center.

*Please note: A declaration specifically names the jurisdictions to which the declaration applies. Only citizens within the named jurisdictions are eligible for help.*

For particularly large and severe disaster events, FEMA may institute special registration measures, such as sending registration teams to shelters.

Once registered, a qualified applicant may receive housing and non-housing assistance. Financial assistance may come in the form of grants, which do not have to be paid back, and loans, which do have to be paid back. Listed below are the main categories of federal assistance available under IHP:

- ◆ Rental assistance to help with temporary lodging costs because a home or apartment is unlivable immediately after the disaster.
- ◆ Temporary lodging in the form of a rent-free manufactured housing unit.
- ◆ Home repair grants to help homeowner's pay for basic repairs to their damaged primary residences.
- ◆ Grants to repair or replace damaged or destroyed household furnishings, appliances, and vehicles.
- ◆ Grants to help with disaster related funeral expenses and medical expenses.
- ◆ Grants to help with moving and storage expenses and some other miscellaneous items.
- ◆ Disaster unemployment benefits and services to help those who have lost jobs.
- ◆ Crisis counseling to help overcome emotional stress and strain.
- ◆ Legal advice

# **Disaster Assistance for Citizens and Businesses**

---

## **SBA Loans for Individuals and Households**

Besides help through the Individuals and Households Program, applicants can also apply for low interest loans through the Small Business Administration. Some applicants above a certain income must first apply for a SBA loan and be denied before being considered for grant assistance in categories other than housing. These applicants receive a SBA loan packet as a result of the registration process with FEMA. Many applicants get confused because they think they have received a loan packet meant for a small business. However, in federal disasters, SBA administers the program for loans to individuals as well as business.

## **Disaster Assistance for Businesses**

Under a federal IA Disaster Declaration, the only federal assistance available to businesses is in the form of low interest loans through the Small Business Administration. Loans may be for damage to a business's physical structure, loss of inventory, or to meet current operating expenses.

Registration for businesses is through the same FEMA numbers used by citizens.

In very large declared disasters, other federal assistance may become available. If such assistance becomes available, VDEM and the Secretariat for Commerce and Trade will advertise the availability and details of the programs.

## **Federal Aid — Stand-alone SBA Disaster Declaration**

---

Disaster events that are not severe enough to qualify for an IA declaration under the Stafford Act may qualify for a stand-alone disaster declaration through the SBA. Often the scope of a disaster for this declaration affects less than 100 citizens and businesses. Assistance is available not only to the jurisdictions that reached required disaster thresholds, but also to applicants in contiguous jurisdictions. *Only loan assistance—not grant assistance—is available with this declaration type.* Additionally, it is important to understand that loans are available to individuals and not just businesses.

Registration is through SBA's two toll free telephone numbers: (800) 659-2955 and (800) 877-8339 for the speech and hearing impaired. Applicants need to fill out and return a loan application. Alternatively, applicants may register through the internet at [www.sba.gov](http://www.sba.gov).

With the cooperation of the state and the affected locality, SBA will set up disaster assistance centers where citizens and businesses can get information about the loans and sometimes an immediate indication if they will meet the qualifications for a loan.

## **Federal Aid — Farmers**

---

The U. S. Department of Agriculture through its Farm Service Agency administers a number of disaster programs relating to natural disaster losses, resulting from drought, flood, fire, freeze, tornadoes, pest infestations, and other calamities. Information about disaster assistance and location of state and county offices can be found at [www.fsa.usda.gov](http://www.fsa.usda.gov). To find the nearest local office, click on the state offices tab, then Virginia, then the county offices tab on the left hand side of the page.

## **Role of Long-Term Recovery Task Forces**

---

Disaster experience in Virginia as well as nationally indicates there are many cases where federal disaster assistance and the disaster victims own resources fall short of meeting the actual need. A proven resource to address unmet needs is the Long Term Recovery Task Force. Another name often used for this function is Unmet Needs Committee.

Long-Term Recovery Task Forces are often developed when there is an IA disaster declaration. However, local coordinators are encouraged to develop a Long-Term Recovery Task Force before a disaster strikes. As noted previously, many disaster events do not meet the threshold for federal disaster declarations. In such instances, the primary responsibility for helping citizens and businesses recover is local government. Jurisdictions with an existing Task Force can move quickly and with better effectiveness to address the needs of its citizens and businesses.

A part-time employee within the Virginia Department of Housing and Community Development is responsible for the development and maintenance of Long Term Recovery Task Forces. That person is available year round to consult with localities on how best to create a Task Force.

Call VDEM's IA Program Manager at (804) 897-6500, x6538, or send an e-mail to [Larry.Braja@vdem.virginia.gov](mailto:Larry.Braja@vdem.virginia.gov) to request a presentation by the Task Force coordinator.

## Disaster Recovery Centers/Disaster Assistance Centers

---

The purpose of a Disaster Recovery Center (DRC) or Disaster Assistance Center (DAC) is to provide a location where disaster victims can receive timely information about recovery resources through face-to face interaction with various subject matter experts. The goal is to minimize the need for disaster victims to call many offices or travel to many locations to get the answers or service they need. For example, a disaster victim might be able to:

- ◆ Get up-to-date information from a FEMA representative about the status of their application for assistance;
- ◆ Apply for or get information about a building permit from a representative from the office of the local building official;
- ◆ Apply for disaster unemployment insurance with a representative from the Virginia Employment Commission; and
- ◆ Get advice from a local Community Service Board counselor on how to manage the nightmares their son is having since the disaster event.

Professional staffing for a center can come from FEMA, state and local government agencies, as well as volunteer organizations. The exact staffing composition of a DRC varies by disaster and the personnel resources of each organization.

Historically, the term DRC refers to centers set up, in cooperation with FEMA, when there is a Stafford Act IA Declaration.

DAC is a term often used for resource centers set up by local government, in cooperation with the state, when there has been a local disaster event that will not qualify for federal disaster assistance. Damage occurring in a community as a result of a tornado is one example where a DAC could prove useful.

*Fixed* DRC sites are located in buildings and typically stay open for 10 days or more. However, FEMA now has a fleet of 60 mobile units that can be deployed *mobile* DRCs. When used, the mobile unit usually stays a matter of days at one location before moving on to a new location.

# **Disaster Recovery Centers/Disaster Assistance Centers**

---

## **DRC Responsibilities of Local Coordinators**

- ◆ Pre-identify potential fixed and mobile sites within their community.
- ◆ Include information about identified sites in the local EOP and communicate the location of sites to the VDEM Human Services Officer.
- ◆ Establish protocols with key departments within local government regarding when those department will be called upon to staff a DRC or DAC. Some examples of key agencies are social services, housing and redevelopment, and Community Service Board.
- ◆ Decide who will be the primary contact with state and federal staff regarding the actual establishment of a DRC during a disaster event. This person will, most likely, not be known until the disaster occurs and the decision about opening a DRC made.

(Criteria for selecting a DRC site will be posted on the VDEM website under the Recovery tab. Any questions about DRC site selection may be directed to the VDEM Human Services Officer.)

## **When Federal Disaster Assistance Programs Not Available**

---

Already mentioned in the disaster assistance narrative is that not all disasters will result in either a federal Stafford Act IA declaration or a more limited stand-alone SBA declaration. Yet, there will always be some citizens and businesses that have been severely affected by non-declared disasters. Who will help these disaster victims and what resources may be available for the recovery efforts?

*For the IA program, it is important to note that there is no state legislated equivalent to the Individuals and Households Program at the federal level. Frankly speaking, disaster events not qualifying for the special federal programs are always challenging situations.*

Hard work, creativity, and energy have to be the personal characteristics of those charged with a helping role in these difficult situations. Three common resources used in these situations are:

1. The state VOAD or one of its regional affiliates. Some of the same activities that state VOAD members perform in federally declared disasters can be performed in non-declared disaster situations. For example, member organizations can provide volunteer crews to assist in the clean out of damaged homes or they can provide crews to repair damaged homes. Additionally, they may have access to funds or solicit funds for the specific disaster in question.
2. A second general resource is federal, state, or local government programs that are not designated disaster programs, but have a benefit that may be used in a disaster situation. For example, the Community Development Block Grant Program, which the U. S. Housing and Urban Development funds to the states, has a provision that allows states to set some portion of the grant for emergency purposes. It can be possible, although not guaranteed, that those funds can be used to rebuild houses that were completely destroyed in a disaster.
3. At the local government level, government may do something from a relatively low level, such as waiving building permit fees, to something much more dramatic, such as finding ways within its existing budget to fund temporary lodging assistance for displaced homeowners and renters.

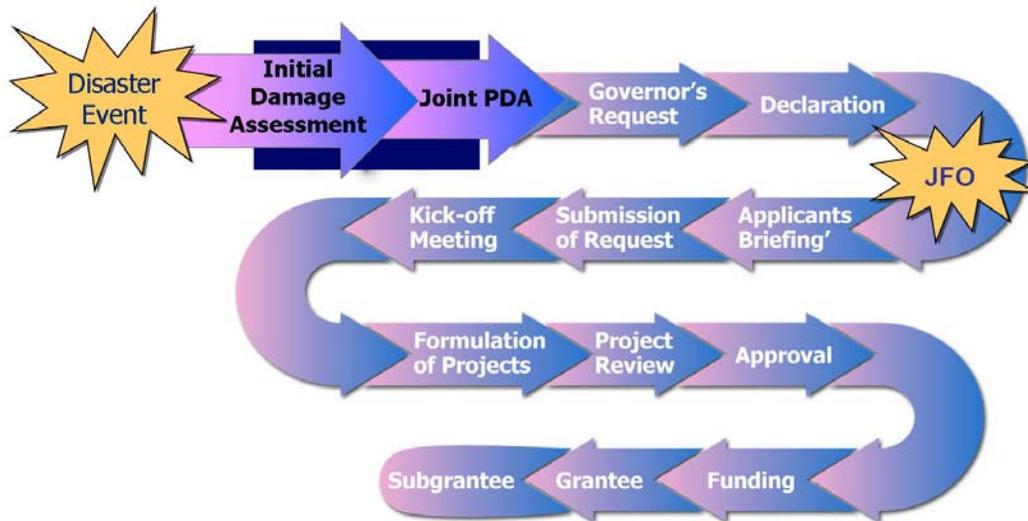
Local Coordinators should start a dialogue with key managers in their jurisdiction to identify what existing programs might have components that can be tapped to help provide assistance when there are not any federal disaster declarations.

## Public Assistance Process

---

Public Assistance is a grant program funded by FEMA that assists state and local government and certain private non-profit (PNP) entities with the response to and recovery from disasters.

Once a disaster occurs, each locality should do an initial damage assessment. This information will help the state determine if there is enough damage to begin the public assistance process. Below the steps of the process are outlined.



### Preliminary Damage Assessment

The Preliminary Damage Assessment (PDA) is a joint assessment used to determine the magnitude and impact of an event's damage. A FEMA/state team will usually visit local applicants and view their damage firsthand to assess the scope of damage and estimate repair costs. The state uses the results of the PDA to determine if the situation is beyond the combined capabilities of the state and local resources and to verify the need for supplemental federal assistance. The PDA also identifies any unmet needs that may require immediate attention.

### Presidential Disaster Declaration

Once a disaster has occurred, and the state has declared a state of emergency, the state will evaluate the recovery capabilities of the state and local governments. If it is determined that the damage is beyond their recovery capability, the Governor will normally send a request letter to the President, directed through the Regional Director of the appropriate FEMA region. The President then makes the decision whether or not to declare a major disaster or emergency.

After a presidential declaration has been made, FEMA will designate the area eligible for assistance and announce the types of assistance available. FEMA provides supplemental assistance for state and local government recovery expenses, and the federal share will always be at least 75 percent of the eligible costs.

# Public Assistance Process

---

## Applicants' Briefing by Grantee

The Applicants' Briefing is a meeting conducted by the State to inform prospective applicants of available assistance and eligibility requirements for obtaining Federal assistance under the declared event. The meeting is held as soon as practicable following the President's declaration.

- ◆ During the briefing, the State will present the incident period and a description of the declared event.
- ◆ The State will also discuss funding options, record keeping and documentation requirements, and Special Considerations issues.
- ◆ Applicant, work, and cost eligibility will be reviewed and the project formulation process will be introduced.
- ◆ Typically, applicants will prepare and submit their Requests for Public Assistance form during the briefing.

## Submission of Request for Public Assistance by Applicant

The Request for Public Assistance is FEMA's official application form that public and private nonprofit organizations use to apply for disaster assistance. It is a simple, short form with self-contained instructions. "The Request" (FEMA form 90-49) asks for general information which identifies the applicant, starts the grant process and opens the Case Management File, which contains general claim information as well as records of meetings, conversations, phone messages and any special issues or concerns that may affect funding.

The Request must be submitted to the State Public Assistance Officer within 30 days of the date of designation of an area. The form may be delivered in person at the Applicants' Briefing, sent by mail, faxed.

## Kick-off Meeting with Public Assistance Coordinator (PAC)

The first meeting between the applicant, the Public Assistance Coordinator (PAC) and Applicant Liaison is called the Kick-off Meeting. A Kick-off Meeting is held with each applicant to assess the applicant's individual needs, discuss disaster related damage, and set forth a plan of action for repair of the applicant's facilities. The Liaison will provide State specific details on documentation and reporting requirements. Both the PAC and Liaison help in identifying Special Considerations.

# **Public Assistance Process**

---

## **Project Formulation and Cost Estimating**

Project formulation is the process of documenting the damage to the facility, identifying the eligible scope of work and estimating the costs associated with that scope of work for each of the applicant's projects.

Project formulation allows applicants to administratively consolidate multiple work items into single projects in order to expedite approval and funding, and to facilitate project management. A project is a logical method of performing work required as a result of the declared event. More than one damage site may be included in a project.

## **Project Review and Validation**

The purpose of validation is to confirm the eligibility, compliance, accuracy, and reasonableness of small projects formulated by an applicant, and to ensure that the applicant receives the maximum amount of assistance available under the law.

The process reviews approximately 20% of the small projects formulated by the applicant. This 20% sampling applies to all small projects, including emergency work, permanent work, and small projects with Special Considerations. All aspects of the projects are reviewed including the sites, estimating methods, and documentation related to the project.

The process of approval, as outlined above, begins with the PAC's review of PWs for completeness. Once the PWs are reviewed and processed through validation and Special Considerations review as appropriate, the PWs are ready for approval and funding.

The PAC has the authority to approve projects up to \$100,000. Therefore, any project below this threshold will be approved by the PAC and forwarded for funding. Projects over this threshold will be forwarded by the PAC to the PAO with a recommendation for approval. Once the PAO has approved the PW, it will then be forwarded for funding.

## **Obligation of Federal Funds and Disbursement to Subgrantees**

FEMA and the grantee share responsibility for making Public Assistance Program funds available to the subgrantees. FEMA is responsible for approving projects and making the Federal share of the approved amount available to the grantee through a process called obligation.

Through obligation FEMA notifies the grantee that the federal funds are available but reside in a Federal account until the grantee is ready to award grants to the appropriate subgrantees. The grantee is responsible for providing the grantee portion of the non-federal share of the grant amount and for notifying the subgrantee that funds are available.

Payment for small projects is made on the basis of the estimate prepared at the time of project approval. The grantee is required to make payment of the Federal share to the subgrantee as soon as practicable after FEMA has obligated the funds.

## **Public Assistance Process**

---

Large projects are funded on documented actual costs. Because of the nature of most large projects, work typically is not complete at the time of project approval; therefore, FEMA will obligate grants based on an estimated cost. Such monies may not be immediately drawn down by the State. Instead, progress payments are made to the applicant as actual costs are documented.

Upon completion of a large project, an applicant must submit documentation to account for all incurred costs to the grantee. The grantee is responsible for ensuring that all incurred costs are associated with the approved scope of work and for certifying that work has been completed in accordance with FEMA standards and policies. The grantee then submits documentation of project costs to FEMA for review. FEMA may conduct a final inspection as part of this review. Once the review is complete, FEMA determines whether funds should be obligated or deobligated for the project.

### **Appeals and Closeout**

The appeals process is the opportunity for applicants to request reconsideration of decisions regarding the provision of assistance. There are two levels of appeal:

- ◆ The first level appeal is to the Regional Director.
- ◆ The second level appeal is to the Assistant Director at FEMA Headquarters.

The applicant must file an appeal with the Grantee within 60 days of receipt of a notice of the action that is being appealed. The applicant must provide documentation to support the appeal. This documentation should explain why the applicant believes the original determination is wrong and the amount of adjustment being requested.

The purpose of closeout is to certify that all recovery work has been completed, appeals have been resolved and all eligible costs have been reimbursed. Closeout is an important last step in the Public Assistance Program process.

# Categories of Work

---

To facilitate the processing of Public Assistance Program grants, FEMA has divided disaster related work into seven, Categories of Work. These categories are listed below.

## **Emergency Work**

### Category A: Debris Removal

Clearance of trees and woody debris; building wreckage; sand, mud, silt, and gravel; vehicles; and other disaster-related material deposited on public and, in very limited cases, private property.

### Category B: Emergency Protective Measures

Measures taken before, during, and after a disaster to save lives, protect public health and safety, and protect improved public and private property.

## **Permanent Work**

### Category C: Roads and Bridges

Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting and signs.

### Category D: Water Control Facilities

Repair of irrigation systems, drainage channels, and pumping facilities. Repair of levees, dams, and flood control channels fall under Category D, but the eligibility of these facilities is restricted.

### Category E: Buildings and Equipment

Repair or replacement of buildings, including their contents and systems; heavy equipment; and vehicles.

### Category F: Utilities

Repair of water treatment and delivery systems; power generation facilities and distribution lines; and sewage collection and treatment facilities.

### Category G: Parks, Recreational Facilities, and Other Items

Repair and restoration of parks, playgrounds, pools, cemeteries, and beaches. This category also is used for any work or facility that cannot be characterized adequately by Categories A-F/

## Checklist for PA Preliminary Damage Assessment

---

Damage assessments identifying Public Assistance (PA) program requirements focus on damage to facilities belonging to a state or local government, eligible private non-profit organization, public entity, unincorporated town, village, tribal government, or rural community.

The following items may be considered in developing a profile of the damage and the impact on the community, as well as in translating impact into PA requirements:

### Debris (Category A)

- Type and Volume. Estimate the amount and type of debris (may include building materials, trees, mud, temporary disposal sites, etc).
- Affected Property. Identify types of property affected by debris; such as farmland, roads, schools, commercial centers, and public or private property.
- Affected Services. Identify local transportation, communication, water supply, or sewage disposal affected by debris problems.
- Distribution/Density. Describe the size of the area over which the debris is distributed and its density within that area.
- Removal Requirements. Identify requirements for special equipment needed to remove debris. Identify the requirements for and availability of debris disposal sites, both temporary and permanent.
- Local Response. Describe the progress of local debris removal activities (by state and local governments, as well as voluntary efforts). Identify sites of total infrastructure destruction over a wide spread area with potential for large-scale demolition and debris removal.

### Emergency Protective Measures (Category B)

- Nature of the Threat. Note the conditions, which threaten public health, safety, and property, and describe the threat.
- Nature of Protective Work. Identify such measures as pumping, sandbagging, vector control, and stream clearance, and describe the requirements.
- Impact. Determine essential services affected by the threatening situation.
- Local Response. Describe actions by the local and state governments and private voluntary groups to deal with the problem, and the need, if any, for additional resources to combat it.

# Checklist for Preliminary Damage Assessment

---

## Roads (Category C)

- Maintenance Responsibility. Identify maintenance responsibility (state, county, or local government; private; Federal Aid System; or other Federal agency, e.g., Forestry Service; Bureau of Indian Affairs (BIA). Note the county location for roads. Note the county location even for roads that are the responsibility of the State Highway Department.
- Road Description. List name or route number, road width, pavement type, etc.
- Damage Description. Describe types of damage including road material, shoulder erosion, culvert washouts, debris (including slides), and the size of each type of damage.
- Alternate Routes. Identify alternate routes, their lengths, and the amount of traffic.
- History. Describe the type, cost, and frequency of damage from previous incidents.
- Impact. Describe the social and economic effect the damage has had on local activities.

## Bridges (Category C)

- Maintenance Responsibility. Identify maintenance responsibility (state, county, or local government, private; Federal Aid System; or other Federal agency, e.g., Forestry Service, BIA).
- Bridge Description. Identify the length, type, location, historical significance and specify the number of lanes or width, number of spans, and construction material.
- Damage Description. Describe the type of damage and the approximate extent of damage, especially when the bridge was not completely destroyed. Specify damage to piers, parapets, surfaces, abutments, superstructures, and approaches.
- Impact. Describe the effect the loss of this bridge has on local traffic flow and circulation, particularly if it isolates the community or an essential service, such as a hospital or major employer.
- Alternate Routes. Estimate the number of days out of service, the length of any available detours or alternate routes, or the need for an emergency replacement structure.

# Checklist for Preliminary Damage Assessment

---

## Water Control Facilities (Category D)

- Maintenance Responsibility. Identify the organization responsible for maintenance. Identify potential flood control works that are the responsibility of other Federal agencies, i.e. USACE or NRCS.
- Facility Description. Provide the approximate pre-disaster height and length of the facility and its construction material (e.g., earth, concrete, rock, and wood).
- Function. Describe the purpose of the facility.
- Damage Description. Describe specific damage to major components and give the location, extent and type of damage (seepage, overtopping, erosion, or actual breaks).
- Impact. Describe the threat existing because of the damage and note any need for evacuation and the approximate timeframe.

## Building and Equipment (Category E)

- Functions of Damaged Buildings and Equipment. Describe the uses of major buildings and equipment damaged, such as schools, hospitals, government buildings, and commercial structures.
- Prevalent Construction Types. Identify the construction material (e.g., masonry, steel and glass, brick, and wood) and give dimensions.
- Damage Description. Indicate the type of damage (e.g., windows broken, roof blown off, height of flood water), indicate if the item was destroyed or is repairable, and describe equipment and content damage.
- Impact. Report the availability of alternate facilities, and the general consequences of interruption of activities carried on in the damaged major buildings when such buildings are no longer usable.
- Insurance Coverage. Estimate the percentage of damaged buildings covered by general and/or flood insurance, along with the extent of coverage, if available.
- Historical Issues. Identify if structure is potentially subject to 36 CFR.
- Historical Preservation. Identify if structure is in floodplain or coastal barrier area.

## Utilities (Category F)

1. For Damage to Physical Plants Function and Location of the Utility.

## Checklist for Preliminary Damage Assessment

---

Identify the type of (water, gas, electric, or sewage treatment) and its organization (e.g., public, private nonprofit cooperative).

- Damage Description. Describe the damage to each major component or subsystem; (e.g., buildings, filters, generators, or other equipment affected by fires, short-circuiting, water damage, structural damage, and underground breaks).
- Operating Status. Estimate the number of days out of service and the approximate time until service resumption.
- Impact. Describe health and safety problems caused by the damage and specify any need for an alternate or emergency system.
- History. Obtain a description from the local utility operator of any previous damage history and then compare with the severity of current damages.
- Local Response. Describe the state and local response to the situation.

### 2. For Damage to Distribution and Collection Systems.

- Damage Description. Describe the nature of the damage, supplemented by an estimate of the important dimensions of the damaged portion (e.g., size of, length, and number of manholes).
- Interim Restoration. Estimate the feasibility of bypassing the damaged section and, if so, describe the bypass.
- Impact. Describe health and safety problems caused by the damage.
- History. Identify the extent and frequency of damage due to previous incidents.

### Parks and Recreation, Other (Category G)

- Facility Description. Identify the type of facility, which has sustained damage.
- Function. Give the purpose of the facility.
- Maintenance Responsibility. Identify the organization responsible for maintenance. Note the county location even for facilities, which are the responsibility of a State agency such as Department of Natural Resources.
- Damage Description. Describe the specific damage; if the item was destroyed or is repairable; location, dimensions, and other applicable information.
- Impact. Describe any threat, or health and safety problems, resulting from the damage, and the general impact the loss of the facility has on the community.

## **Subgrantee**

---

The subgrantee (applicant) is accountable to the grantee for the use of the funds provided by FEMA.

It is the subgrantee's responsibility to attend the Applicants' Briefing to learn about the necessary paperwork to apply for Federal assistance and documentation required for the Project Worksheet process. Subgrantees should submit a Request for Public Assistance at the Applicants' Briefing or not later than 30 days after designation of the County.

Subgrantees should provide documentation and personnel to work with FEMA and the State in the damage assessment and project application processes. In order to be reimbursed for all eligible disaster recovery costs, subgrantees must identify all damages to the State and FEMA.

## **Authorized Agent**

---

The Authorized Agent is responsible for ensuring the PA Program is administered properly by the subgrantee. Local governments and PNP's shall designate/appoint a person to act as their Authorized Agent. This person is the point of contact for the State and is responsible for all administrative duties, monitoring of work to be completed, and ensuring appropriate documentation is maintained for tracking costs, appeals and audits. In addition, the Authorized Agent is the recipient of all correspondence and information relating to the subgrant.

This individual is responsible for ensuring that all federal and state Program requirements are met. The Authorized Agent should have the full cooperation of other local officials who are assisting in disaster recovery. Assuring that this individual is aware of all facets of the recovery process will enable the subgrantee to receive all assistance available.

### **Designating Authorized Agent**

There are two actions that must be taken in order to designate an Authorized Agent. These are referred to as your administrative requirements. The information must be received prior to release of any funds:

1. Resolution/Letter of Appointment
2. State/Local Agreement and Audit Compliance/Standards.

Each subgrantee must also submit a W-9 Request for Taxpayer Identification Number and Certification. The state needs your federal tax identification number in order to make payment request.

In the event the Authorized Agent changes prior to closure of the subgrant, a new appointment must be made and submitted to the Public Assistance Office.

Attached is a sample letter of resolution, the State/Local Agreement signature page and a blank W-9.

## **Designation of Application Agent Letter**

---

Below is an example of the letter of appointment designating your Application Agent.

### **EXAMPLE – DESIGNATION OF APPLICANT’S AGENT**

October 3, 2006

Ms. Nealia Dabney  
State Public Assistance Officer  
Joint Field Office  
4800 Cox Road  
Glen Allen, Virginia 23060

Dear Ms. Dabney:

Mr. John Doe, Finance Director, is authorized to execute on behalf of the Virginia Department of Social Services the request for disaster assistance for FEMA-1661-DR-VA (Severe Storms and Flooding, Including Severe Storms and Flooding Associated with Tropical Depression Ernesto) that occurred between August 29, 2006 and September 7, 2006. Mr. Doe is authorized to file such application in the appropriate State office for purposes of obtaining Federal financial assistance under the Disaster Relief Act (PL 288), or relief otherwise available from the President’s Disaster Relief Fund.

Mr. Doe is also authorized to provide necessary documentation and materials to the State and the Federal Emergency Management Agency for matters pertaining to FEMA-1655-DR-VA and to fulfill assurances and agreements contained in MA Form 90-63, Mar 81 as provided by the Virginia Department of Emergency Management Public Assistance Branch.

Jack Green  
City Manager

### **EXAMPLE – DESIGNATION OF APPLICANT’S AGENT**

# Designation of Applicant's Agent Form

DESIGNATION OF APPLICANT'S AGENT PUBLIC ASSISTANCE Commonwealth of Virginia Department of Emergency Management	
Organization Name (hereafter named Organization)	
Primary Agent	Secondary Agent
Agent's Name	Agent's Name
Organization	Organization
Official Position	Official Position
Mailing Address	Mailing Address
City, State, Zip	City, State, Zip
Daytime Telephone	Daytime Telephone
Facsimile Number	Facsimile Number
Pager or Cellular Number	Pager or Cellular Number
<p>The above Primary and Secondary Agents are hereby authorized to execute and file Application for Public Assistance on behalf of the Organization for the purpose of obtaining certain state and federal financial assistance under the Robert T. Stafford Disaster Relief &amp; Emergency Assistance Act, (Public Law 93-288 as amended) or otherwise available. This agent is authorized to represent and act for the Organization in all dealings with the State of _____ for all matters pertaining to such disaster assistance required by the agreements and assurances printed on the reverse side hereof.</p>	
Chief Financial Officer	Certifying Official
Name	Official's Name
Organization	Organization
Official Position	Official Position
Mailing Address	Mailing Address
City, State, Zip	City, State, Zip
Daytime Telephone	Daytime Telephone
Facsimile Number	Facsimile Number
Pager or Cellular Number	Pager or Cellular Number
Applicant's State Cognizant Agency for Single Audit purposes (If a Cognizant Agency is not assigned, please indicate):	
Applicant's Fiscal Year (FY) Start	
<b>Month:</b> <b>Day:</b>	
Applicant's Federal Employer's Identification Number	
Applicant's State Payee Identification Number	
<b>Certifying Official's Signature</b>	

# Designation of Applicant's Agent Form

## APPLICANT ASSURANCE

The applicant hereby assures and certifies that he will comply with the FEMA regulations, policies, guidelines and requirements including OMB's Circulars No. A-95 and A-102, and 44 Code of Federal Regulations, Part 13, as they relate to the application, acceptance and use of Federal funds for this Federally-assisted project. Also, the Applicant gives assurance and certifies with respect to and as a condition for the grant that:

1. It possesses legal authority to apply for the grant, and to finance and construct the proposed facilities; that a resolution, motion or similar action has been duly adopted or passed as an official act of the applicant's governing body, authorizing the filing of the application, including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of the applicant to act in connection with the application and to provide such additional information as may be required.
2. It will comply with the provisions of: Executive Order 11988, relating to Floodplain Management and Executive Order 11990, relating to Protection of Wetlands.
3. It will have sufficient funds available to meet the non-Federal share of the cost for construction projects. Sufficient funds will be available when construction is completed to assure effective operation and maintenance of the facility for the purpose constructed.
4. It will not enter into a construction contract(s) for the project or undertake other activities until the conditions of the grant program(s) have been met.
5. It will provide and maintain competent and adequate architectural engineering supervision and inspection at the construction site to insure that the completed work conforms with the approved plans and specifications; that it will furnish progress reports and such other information as the Federal grantor agency may need.
6. It will operate and maintain the facility in accordance with the minimum standards as may be required or prescribed by the applicable Federal, State and local agencies for the maintenance and operation of such facilities.
7. It will give the grantor agency and the Comptroller General, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the grant.
8. It will require the facility to be designed to comply with the "American Standard Specifications for Making Buildings and Facilities Accessible to, and Usable by the Physically Handicapped," Number A117.1-1961, as modified (41 CFR 101-17-7031). The applicant will be responsible for conducting inspections to insure compliance with these specifications by the contractor.
9. It will cause work on the project to be commenced within a reasonable time after receipt of notification from the approving Federal agency that funds have been approved and will see that work on the project will be prosecuted to completion with reasonable diligence.
10. It will not dispose of or encumber its title or other interests in the site and facilities during the period of Federal interest or while the Government holds bonds, whichever is the longer.
11. It agrees to comply with Section 311, P.L. 93-288 and with Title VI of the Civil Rights Act of 1964 (P.L. 83-352) and in accordance with Title VI of the Act, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives Federal financial assistance and will immediately take any measures necessary to effectuate this agreement. If any real property or structure is provided or improved with the aid of Federal financial assistance extended to the Applicant, this assurance shall obligate the Applicant, or in the case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits.
12. It will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by a desire for private gain for themselves or others, particularly those with whom they have family, business, or other ties.
13. It will comply with the requirements of Title II and Title III of the Uniform Relocation Assistance and Real Property Acquisitions Act of 1970 (P.L. 91-646) which provides for fair and equitable treatment of persons displaced as a result of Federal and Federally assisted programs.
14. It will comply with all requirements imposed by the Federal grantor agency concerning special requirements of law, program requirements, and other administrative requirements approved in accordance with OMB Circular A-102, P.L. 93-288 as amended, and applicable Federal Regulations.
15. It will comply with the provisions of the Hatch Act which limit the political activity of employees.
16. It will comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act, as they apply to hospital and educational institution employees of State and local governments.
17. (To the best of his knowledge and belief) the disaster relief work described on each Federal Emergency Management Agency (FEMA) Project Application for which Federal Financial assistance is requested is eligible in accordance with the criteria contained in 44 Code of Federal Regulations, Part 206, and applicable FEMA Handbooks.
18. The emergency or disaster relief work therein described for which Federal Assistance is requested hereunder does not or will not duplicate benefits received for the same loss from another source.
19. It will (1) provide without cost to the United States all lands, easements and rights-of-way necessary for accomplishments of the approved work; (2) hold and save the United States free from damages due to the approved work or Federal funding.
20. This assurance is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, reimbursements, advances, contracts, property, discounts of other Federal financial assistance extended after the date hereof to the Applicant by FEMA, that such Federal Financial assistance will be extended in reliance on the representations and agreements made in this assurance and that the United States shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the applicant, its successors, transferees, and assignees, and the person or persons whose signatures appear on the reverse as authorized to sign this assurance on behalf of the applicant.
21. It will comply with the flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973, Public Law 93-234, 87 Stat. 975, approved December 31, 1973. Section 102(a) requires, on and after March 2, 1975, the purchase of flood insurance in communities where such insurance is available as a condition for the receipt of any Federal financial assistance for construction or acquisition purposes for use in any area that has been identified by the Director, Federal Emergency Management Agency as an area having special flood hazards. The phrase "Federal financial assistance" includes any form of loan, grant, guaranty, insurance payment, rebate, subsidy, disaster assistance loan or grant, or any other form of direct or indirect Federal assistance.
22. It will comply with the insurance requirements of Section 314, PL 93-288, to obtain and maintain any other insurance as may be reasonable, adequate, and necessary to protect against further loss to any property which was replaced, restored, repaired, or constructed with this assistance.
23. It will defer funding of any projects involving flexible funding until FEMA makes a favorable environmental clearance, if this is required.
24. It will assist the Federal grantor agency in its compliance with Section 106 of the National Historic Preservation Act of 1966, as amended, (16 U.S.C. 470), Executive Order 11593, and the Archeological and Historic Preservation Act of 1966 (16 U.S.C. 469a-1 et seq.) by (a) consulting with the State Historic Preservation Officer on the conduct of investigations, as necessary, to identify properties listed in or eligible for inclusion in the National Register of Historic places that are subject to adverse effects (see 36 CFR Part 800.8) by the activity, and notifying the Federal grantor agency of the existence of any such properties; and by (b) complying with all requirements established by the Federal grantor agency to avoid or mitigate adverse effects upon such properties.
25. It will, for any repairs or construction financed herewith, comply with applicable standards of safety, decency and sanitation and in conformity with applicable codes, specifications and standards; and, will evaluate the natural hazards in areas in which the proceeds of the grant or loan are to be used and take appropriate action to mitigate such hazards, including safe land use and construction practices.

## STATE ASSURANCES

The State agrees to take any necessary action within State capabilities to require compliance with these assurances and agreements by the applicant or to assume responsibility to the Federal government for any deficiencies not resolved to the satisfaction of the Regional Director.

# Authorized Agent Checklist

---

This checklist is the key to ensuring that the process of applying for, receiving and administering disaster assistance is as easy as possible. **You** play a **vital** role in this process. Use the checklist as your guide, but address any questions to the State Public Assistance Office.

## Administration

- Ensure designation by local governing body (resolution of appointment);
- Ensure a copy of the appropriate Project Worksheet (PW) is provided to the person (s) responsible for the scope of work;
- Follow proper bid and contract procedures;
- Document repair costs at each work site as they occur;
- Submit **timely** requests for final inspection of large projects including a **Summary of Expenditures**;
- Maintain supporting **documentation** for work completed;
- Ensure proper handling of disaster funds;
- Ensure completion of **required** Quarterly Progress reports and Certification of Completion (P.4), Project Listings, and;
- Ensure compliance with the state/Local Agreement and Audit Compliance/Standards.

## Project Worksheets

- Provide local officials for Project Worksheet formulation;
- Have knowledge of all damaged facilities;
- Have photographs of all damages;
- Know if repairs are made by force account (local forces) or contract;
- Have a copy of local codes and standards, and;
- Make sure all damages are identified and written in the “scope of work” of the PW
- Ensure all required permits are obtained;
- Provide copies of Loss Statement submitted to your Insurance Carrier and settlement information
- Adhere to all environmental and historical preservation requirements

## Authorized Agent Checklist

---

- Report any additional damages within **60 days** of the date of your “Kick-off” meeting
- Report any changes or significant cost overruns to the Public Assistance Office

### Work Monitoring

- Review each PW to become familiar with the actual **approved** work;
- Make approved repairs only;
- Submit a Request an Improved Project or an Alternate Project before you start or change the **“approved” scope of work**;
- Request approval of cost overruns for large projects (interim inspections);
- Complete work within the time limits allowed, and;
- Justify time extension requests, by PW, if required

### Documentation

- Maintain a separate folder for each Project Worksheet;
- Prepare Daily Activity Reports from supervisor’s daily logs;
- Keep these documents for each PW by Force Account:
  - Daily Activity Reports for labor, equipment and materials to be tracked by PW.
  - Invoices.
  - Payroll journals.
  - Cancelled checks or other forms of proof of payment.
  - Daily logs from supervisors.
- Keep these documents for each PW done by Contract:
  - Bid advertisement and list of bidders.
  - Contract awarded.
  - Invoices.
  - Cancelled checks

## **Authorized Agent Checklist**

---

- Record of work inspections.
- Engineering documentation, if applicable on a project listing form per PW.

## Public Assistance Project Worksheets

---

Here is a checklist for each project.

- Completed *Project Worksheet*
- Completed *Special Considerations Questions* form
- Estimated and actual costs
- Force account labor
- Force account equipment
- Rented equipment
- Materials and purchases
- Photographs of damage, work underway, work completed
- Insurance information
- Environmental and/or historic alternatives and hazard mitigation opportunities considered for large, improved or alternate projects
- Environmental Review Documents
- Records of donated goods and services

## Public Assistance Forms

---

- ◆ Request for Public Assistance (FEMA Form 90-49)
- ◆ Project Worksheet (FEMA Form 90-91)
- ◆ PW-Damage Description and Scope of Work Continuation (FEMA Form 90-91A)
- ◆ PW-Cost Estimate Continuation Sheet (FEMA Form 90-91B)
- ◆ PW-Maps and Sketches Sheet (FEMA Form 90-91 C)
- ◆ PW-Photo Sheet (FEMA Form 90-91 D)
- ◆ Special Considerations Questionnaire (FEMA Form 90-120)
- ◆ PNP Facility Questionnaire (FEMA Form 90-121)
- ◆ Historic Review for Determination of Adverse Effect (FEMA Form 90-122)
- ◆ Force Account Labor Summary (FEMA Form 90-123)  
Used to record your personnel costs
- ◆ Force Account Equipment Summary (FEMA Form 90-127)  
Used to record your equipment use costs
- ◆ Materials Summary Record (FEMA Form 90-124)  
Used to record the supplies and materials that you take out of stock or purchase
- ◆ Rented Equipment Summary Record (FEMA Form 90-125)  
Used to record the costs of rented or leased equipment
- ◆ Contract Work Summary Record (FEMA Form 90-126)  
Used to record the costs of work you have done by contractor
- ◆ Applicant's Benefits Calculation Worksheet (FEMA Form 90-128)  
Used to record fringe benefit pay for employees

## Debris Management

---

The Recovery and Mitigation Division, Public Assistance Branch, has been involved in several initiatives in coordination with state and federal partner agencies to enhance debris management capabilities within the Commonwealth. These initiatives include the following:

- ◆ Having a debris management sample plan available on the VDEM Website in the Recovery Center to jurisdictions interested in developing a plan. The sample plan has been revised to comply with the FEMA plan checklist.
- ◆ To enhance the quantity and quality of debris management plans, VDEM in coordination with FEMA conducted Debris Plan Workshops in 2007 and 2008.
- ◆ Debris Management Workshops have been conducted to ensure the effective and efficient execution of these plans.
- ◆ To maximize federal reimbursement to applicants, Public Assistance Eligibility and Grants Management Workshops have been conducted in coordination with FEMA. Localities can arrange for these workshops by contacting the Recovery and Mitigation Division's Public Assistance Branch
- ◆ Pre-established state debris removal contracts are in the process of being established to expedite debris operations and ensure the effective management and disposal of disaster debris.
- ◆ An effort is continuously being made to strengthen partnerships with support agencies to improve on the interface, as well as the delivery of technical assistance and support for debris management during recovery operations.

# Fire Management Assistance Program

---

## Declaration Process

Declarations operate on a 24-hour real-time basis and are frequently conducted over the telephone and with written follow-up. The Governor of a State submits request for a fire management assistance declaration to the Regional Director while the fire is burning uncontrolled. The Regional Director gathers State's information, calls upon the Principal Advisor for an assessment, and develops a Regional summary and recommendation to be forwarded to the Under Secretary, or designee.

The Under Secretary, or designee, approves or denies requests based on:

- ◆ The conditions that existed at the time of the request;
- ◆ Whether or not the fire or fire complex threatens such destruction as would constitute a major disaster.

There are four criteria that the Under Secretary, or designee, evaluates the threat posed by a fire or fire complex:

- ◆ Threat to lives and improved property, including threats to critical facilities/infrastructure, and critical watershed areas;
- ◆ Availability of State and local firefighting resources;
- ◆ High fire danger conditions, as indicated by nationally accepted indices such as the National Fire Danger Ratings System;
- ◆ Potential major economic impact.

After making a determination, the Under Secretary, or designee, notifies the Regional Director who in turn notifies the State. A State has one opportunity to appeal any FEMA declaration turn down. The Recovery Division Director will render the determination on the appeal, which will be the final administrative decision for FEMA.

## Cost Share

The FMAGP provide a 75 percent Federal cost share for actual eligible costs incurred.

# Fire Management Assistance Program

---

## Fire Cost Threshold

Before an initial grant award to the State under a FMAGP declaration can be approved, the State must demonstrate that total eligible costs for the declared fire meet or exceed either the individual fire cost threshold, which is applied to a single fire, or the cumulative fire cost threshold, which recognizes numerous smaller fires burning throughout a State. Under the cumulative fire cost threshold, assistance will only be provided for the declared fire responsible for meeting or exceeding the cumulative fire cost threshold and any future declared fires for that calendar year.

The individual fire cost threshold for a State is the greater of:

- ◆ \$100,000, or
- ◆ Five percent x \$1.14\* x the State population.

\*FY 2005. This dollar amount is adjusted annually for inflation using the Consumer Price Index for All Urban Consumers published by the Department of Labor.

The cumulative fire cost threshold for a State is the greater of the following:

- ◆ \$500,000; or
- ◆ Three times the five percent x \$1.14\* x the State population.

\*FY 2005. This dollar amount is adjusted annually for inflation using the Consumer Price Index for All Urban Consumers published by the Department of Labor.

## Eligible Entities

- ◆ States and Indian tribal governments may act as the Grantee
- ◆ State, Indian tribal, and local entities may apply to the Grantee for subgrants

# Fire Management Assistance Program

---

## Eligible Costs

- ◆ Costs for equipment and supplies (less insurance proceeds);
- ◆ Costs for emergency work (evacuations and sheltering, police barricading and traffic control, arson investigation);
- ◆ Costs for State emergency operations center (when used as a Unified Command Center);
- ◆ Costs for the pre-positioning of Federal, out-of State, and international resources for up to 21 days;
- ◆ Cost of personal comfort and safety items for firefighter health and safety;
- ◆ Costs for field camps and meals in lieu of per diem;
- ◆ Costs for mobilization and demobilization costs;
- ◆ Costs for the temporary repair of damage cause by firefighting activities;
- ◆ Costs for the mitigation, management, and control of declared fires burning on co-mingled Federal land, when such costs are not reimbursable by another Federal agency.

## **What if No Stafford Act Declaration**

---

The State Public Assistance Program is a reimbursement mechanism to provide emergency relief to assist when localized major emergencies or disasters lack sufficient damages to warrant a Presidential Declaration

Eligible costs are defined in the Public Assistance Component of the Stafford Act

### **Eligibility Criteria – Cities and Counties**

- ◆ Declare a local emergency.
- ◆ Sustained total eligible costs of \$4 per capita.
- ◆ Maintain property insurance on full replacement cost basis or be self insured.
- ◆ Certify not capable of covering disaster-related costs through any other means.

### **Eligibility Criteria for Towns**

- ◆ Population: 3,500 or less - eligible damages of \$15,000 or greater.
- ◆ Population: 3,500 or more or less than 5,000 - eligible damages of \$20,000 or greater.
- ◆ Population: 5,000 or greater -total eligible costs of \$4 or more per capita.

### **Program Eligibility Requirements**

- ◆ Notice of Interest must be submitted within 30 days.
- ◆ Minimum cost per site or facility - \$1,000.
- ◆ Must obtain and maintain adequate flood insurance.
- ◆ Source documentation required to include proof of payment.

### **Eligible costs:**

- ◆ Overtime,
- ◆ Debris Removal, or
- ◆ Protective measure.

## What if No Stafford Act Declaration

---

### Ineligible costs:

- ◆ Regular time,
- ◆ Insurance Deductibles, or
- ◆ Business Interruption.

### Financial Assistance

- ◆ Based on local government's fiscal stress index.
- ◆ Eligibility range: **50 to 75% of total eligible costs.**
- ◆ Funds approved based on **completed projects only**.

---

**Chapter 18:**  
**Mitigation Toolkit**

---



# Hazard Mitigation

---

Hazard mitigation has been called the cornerstone of emergency management. It is defined as any sustained actions that reduces or eliminates injury to people, damages to property and supports continuity of critical societal operations during natural or human-caused disasters.

Mitigation involves keeping homes away from floodplains, flood proofing flood-prone structures, installing shutters in hurricane and wind zones, and creating and enforcing effective zoning ordinances and building codes. It also includes elevating homes and items within the homes to keep them dry in case of flooding.

The Commonwealth's hazard mitigation program is directed through the Enhanced All-Hazard Mitigation Plan (Volume 6 of COVEOP) and local, regional and university mitigation plans. The program consists of four distinct activities:

- ◆ Hazard Mitigation Grants
- ◆ Hazard Mitigation Planning
- ◆ Technical Support, Workshops and Education; and
- ◆ Disaster Recovery

# Hazard Mitigation Grants

---

Through the enhanced and local plans, Virginia state agencies, colleges, universities, local governments and some private nonprofits are eligible for mitigation grants.

FEMA now has five hazard mitigation grant programs directed by the Robert T. Stafford Act, the Disaster Mitigation Act of 2000, the Bunning-Bereuter-Blumenauer Flood Insurance Reform Act of 2004 and through 44 CFR (Code of Federal Regulations).

Four of the programs are available through set financial allocations to the Commonwealth or are nationally competitive if Congress allocates funds annually. The fifth grant program is a post-disaster program directed by the Robert T. Stafford Act and 44CFR.

All FEMA-Commonwealth Mitigation grant programs are administered by VDEM Mitigation Program Staff. VDEM serves as the grant applicant to FEMA, local governments, state agencies, state colleges and universities and other eligible applicants apply as “sub-grantee” applicants through VDEM.

A property owner interested in structural mitigation must apply for funding through their local government. The Commonwealth and VDEM cannot directly fund projects directly to property owners.

## Flood Mitigation Assistance Program (FMA)

The FMA program was created as part of the National Flood Insurance Reform Act (NFIRA) of 1994 (42 U.S.C. 4101) with the goal of reducing or eliminating claims under the **National Flood Insurance Program** (NFIP). FEMA provides FMA funds to assist States and communities implement measures that reduce or eliminate the long-term risk of flood damage to buildings, manufactured homes, and other structures insurable under the National Flood Insurance Program. Two types of FMA grants are available to States and communities:

- ◆ Technical Assistance Grants for the State to help administer the FMA program and activities. Up to 10 percent of project grants may be awarded to states for Technical Assistance Grants.
- ◆ Project Grants to implement measures to reduce flood losses, such as elevation, acquisition, or relocation of NFIP-insured structures. States are encouraged to prioritize FMA funds for applications that include repetitive loss properties; these include structures with two or more losses each with a claim of at least \$1,000 within any 10-year period since 1978. A 10% non-federal match is required and structural projects must be cost-beneficial using FEMA’s benefit-cost analysis software.

# Hazard Mitigation Grants

---

## Pre-Disaster Mitigation Grant Program (PDM)

The Pre-Disaster Mitigation (PDM) program provides funds to states, territories, Indian tribal governments, communities, and universities for hazard mitigation planning and the implementation of mitigation projects prior to a disaster event. Funding these plans and projects reduces overall risks to the population and structures, while also reducing reliance on funding from actual disaster declarations. PDM grants are to be awarded on a competitive basis and without reference to state allocations, quotas, or other formula-based allocation of funds. A 25% non-federal match is required and structural projects must be cost-beneficial using FEMA's benefit-cost analysis software.

This nationally competitive program is somewhat unique in that a panel is convened to review projects. Evaluators review applications based on qualitative factors, including feasibility, staff and resources, implementation timeline and expectations, and consistency with the national priorities of repetitive loss. The national evaluation process is rigorous in design and implementation, ensuring that all applications compete fairly and that only proven, cost-effective applications are recommended for selection.

## Repetitive Flood Claims Program

The Repetitive Flood Claims (RFC) grant program was authorized by the Bunning-Bereuter-Blumenauer Flood Insurance Reform Act of 2004 (P.L. 108-264), which amended the National Flood Insurance Act (NFIA) of 1968 (42 U.S.C. 4001, et al). Up to \$10 million is available annually for FEMA to provide RFC funds to assist States and communities reduce flood damages to insured properties that have had one or more claims to the National Flood Insurance Program (NFIP).

Eligible Mitigation Activities:

- ◆ Acquisition of properties, and either demolition or relocation of flood-prone structures, where the property is deed restricted for open space uses in perpetuity.
- ◆ Elevations
- ◆ Dry Floodproofing of non-residential structures
- ◆ Minor localized flood control projects (funding limited to \$1M per project)

FEMA may contribute up to 100 percent of the total amount approved under the RFC grant award to implement approved activities, if the Applicant has demonstrated that the proposed activities can not be funded under the Flood Mitigation Assistance (FMA) program due to lack of local capacity, which includes either inability to manage the subgrant or lack of 25% match. The Commonwealth does not provide match for this program.

# Hazard Mitigation Grants

---

## Severe Repetitive Loss Program (SRL)

The Severe Repetitive Loss (SRL) grant program was authorized by the Bunning-Bereuter-Blumenauer Flood Insurance Reform Act of 2004, which amended the National Flood Insurance Act of 1968 to provide funding to reduce or eliminate the long-term risk of flood damage to severe repetitive loss (SRL) structures insured under the National Flood Insurance Program (NFIP). The definition of severe repetitive loss as applied to this program was established in section 1361A of the National Flood Insurance Act, as amended (NFIA), 42 U.S.C. 4102a. An SRL property is defined as a residential property that is covered under an NFIP flood insurance policy and:

1. That has at least four NFIP claim payments (including building and contents) over \$5,000 each, and the cumulative amount of such claims payments exceeds \$20,000; or
2. For which at least two separate claims payments (building payments only) have been made with the cumulative amount of the building portion of such claims exceeding the market value of the building. For both (a) and (b) above, at least two of the referenced claims must have occurred within any ten-year period, and must be greater than 10 days apart.

### Eligible flood mitigation project activities:

- ◆ Acquisition and relocation of at risk structures and conversion of the property to open space;
- ◆ Elevation of existing structures to at least the Base Flood Elevation (BFE) or an Advisory Base Flood Elevation (ABFE) or higher. For the SRL program only, mitigation reconstruction is permitted only when traditional elevation cannot be implemented;
- ◆ Minor physical localized flood reduction projects; and
- ◆ Dry floodproofing (historic properties only).

Federal / Non-Federal cost share: 90 % Federal cost-share funding for Commonwealth of Virginia projects.

## Hazard Mitigation Grant Program

The Hazard Mitigation Grant Program (HMGP) is a post-disaster mitigation grant program that supports education, planning and structural mitigation projects. It provides grants to states and local governments to implement long-term hazard mitigation measures after a major disaster declaration by the President of the United States.

## **Hazard Mitigation Grants**

---

The purpose of the HMGP is to reduce the loss of life and property due to natural disasters and to enable mitigation measures to be implemented during the immediate recovery from a disaster. The HMGP was authorized under Section 404 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 1988.

Immediately following the declaration of major disaster, a Mitigation Strategy is developed to target post-disaster mitigation activities to reduce natural hazards in the impacted communities. Twenty percent of eligible federal post-disaster costs become available through HMGP.

Cost-effective structural mitigation such as residential property acquisition, elevation and non-residential flood-proofing are examples of structural mitigation projects typically funded through the HMGP program.

Up to 88% of the funds must be allocated to structural mitigation projects. Up to 7% can support mitigation planning. As much as 5% can support “initiative projects,” which can be structural projects that failed benefit cost analysis, or projects such as educational programs and activities, warning systems or technical workshops.

While the Mitigation Strategy targets the types of mitigation projects the program will encourage in the region impacted by the disaster, funds are available statewide.

FEMA provides 75% funding, a non-federal match is required. Since the mid-1990s, the Commonwealth has matched the program. Since 1999, Virginia has provided 20% of project funds, with the local sponsor responsible for the remaining 5% of a project’s costs. Structural projects must prove cost-beneficial.

## Hazard Mitigation Planning

---

The Disaster Mitigation Act of 2000, in Section 322, created a mitigation planning program targeted at sustainable mitigation of all natural hazards. Interim final guidance was promulgated some months after passage of this landmark legislation. (February 26, 2002 Interim Final Rule).

The law required states to develop three-year all-hazard mitigation plans for states and local governments to remain eligible for the post-disaster Public Assistance and HMGP grant programs as well as the newly created Pre-disaster Mitigation Program. Specifics regarding the plan requirements can be found in 44CFR part 201.

Guidance and plan crosswalks were issued and were revised for State Standard and Enhanced Plans during 2006 and 2007.

Local plan guidance is currently under revision. Local governments must have developed and adopted a FEMA-approved plan to remain eligible for all FEMA Hazard Mitigation grant programs.

Virginia is an Enhanced Plan state, which provides HMGP post-disaster mitigation grant funding of 20% of all eligible post-disaster federal costs.

Virginia developed 27 regional and local plans. Most plans encompassed planning district commission boundaries, although there was some variation.

Chesapeake, Poquoson, Franklin cities as well as Amelia and Southampton counties have single jurisdiction plans.

Disaster Resistant University Plans have been approved or are underway for eight Virginia Universities:

- ◆ George Mason,
- ◆ Old Dominion,
- ◆ Virginia State,
- ◆ Virginia Tech,
- ◆ University of Virginia,
- ◆ University of Mary Washington,
- ◆ Radford, and
- ◆ Virginia Commonwealth University.

Local and regional plans must be revised on a five-year cycle to maintain mitigation grant eligibility.

## **Technical Support, Workshops and Education**

---

VDEM mitigation program staff sponsor numerous training and technical workshops for local governments and others pro-active in structural mitigation and mitigation planning.

The G-318 “Mitigation Planning Workshop” course is offered through the Office of Training and Exercises as part of FEMA's Advanced Professional Series.

Two-day technical workshops in benefit-cost analysis, residential retrofitting and coastal construction can be offered regionally after a disaster with support from the FEMA Hazard Mitigation Technical Assistance Program (HMTAP).

In addition, in partnership with the Department of Conservation and Recreation (DCR) Floodplain Management Program and FEMA, a four day NFIP course entitled Managing Development in the NFIP has been offered.

Furthermore, mitigation staff is constantly available to provide technical and programmatic presentations to conferences and meetings, and are available to consult on project development.

## **Disaster Recovery**

---

Following a disaster, VDEM Mitigation staff serve in various capacities in the VEOC and in the field. They support damage assessment and serve within the Operations Section at the Joint Field Office with our FEMA Region III Mitigation Partners and the Department of Conservation & Recreation Flood Plain Management colleagues.

Once the Joint Field Office is established, a disaster-specific Mitigation Strategy is developed that outlines priorities for Hazard Mitigation Grant Program delivery and targeting, planning, technical assistance, training, workshops, general population and targeted audience mitigation education and development of best practices.

This strategy becomes the work plan for the mitigation team during the immediate post-disaster recovery period. It is signed by the State Coordinating Officer and the Federal Coordinating Officer.

For more information, please reference [www.vaemergency.com](http://www.vaemergency.com) and check both the Recovery Center and the Grants sections on the left side of the home page. [www.fema.gov](http://www.fema.gov) also provides a wealth of information on all-hazard mitigation.

---

**Chapter 19:**  
**External Affairs**  
**Toolkit**

---



## External Affairs Checklist

---

- Reach out for assistance in your community for PIO assistance.
- Write news releases and hold news conferences as needed.
- Develop talking points for call centers, interviews and news conferences.
- Coordinate publicly released information within your organization and with your partners.
- Share publicly released information with the state JIC.
- Videotape and photograph on-scene damage as needed.
- Monitor the TV news and Internet for rumors, trends and inaccuracies.

## **PIO Assistance**

---

Every emergency manager should become familiar with the resources in their own communities.

Send personnel to the Basic PIO class, reach out to partner organizations and regional counterparts to learn how they can help you with public information during a crisis.

VDEM's PAO might be able to help in certain situations, depending on availability.

## News Releases

---

A news release is one way to get information to the public. News releases are written in the form of a newspaper article, using the inverted pyramid style (most important information first).

Whether during routine or disaster operations, a news release is proactive way to establish a relationship with members of the media, and it can get the message to the widest audience, generate follow-up coverage and establish your credibility as a source of information.

All VDEM news releases are available on the agency's Web site, [www.vaemergency.com](http://www.vaemergency.com).

### Writing Tips

- ◆ Use simple words. Say “best use,” not “optimum utilization.”
- ◆ Use words that best describe exactly what you want to say. These often are concrete rather than abstract words. If you are writing about a fire truck, call it a fire truck, not an emergency response vehicle.
- ◆ If you must use a technical term, explain it.
- ◆ Write in a conversational style.
- ◆ Use short sentences.
- ◆ Start with your conclusion or a summary that tells the whole story. Tell the reader up front who, what, when, where, why and how, and then spend the rest of the writing expanding on those facts.
- ◆ When you come to the end, stop. There is no need for a conclusion at the end.
- ◆ Write in the active voice. Say, “The hurricane caused more than a million dollars in damage,” not “More than a million dollars in damage was caused by the hurricane.”
- ◆ Avoid imprecise words like “substantial” or “significant.”
- ◆ Use expressive, meaningful verbs. Say, “Tax revenues decreased 10 percent” rather than “Tax revenues were negatively impacted.”

# News Release Clearance Sheet

---

(Keep with draft and original release at all times.)

Number \_\_\_\_\_

Release \_\_\_\_\_ Media Advisory \_\_\_\_\_ Flyer \_\_\_\_\_ PSA \_\_\_\_\_

Fact Sheet \_\_\_\_\_ Backgrounder \_\_\_\_\_ Talking Points \_\_\_\_\_ Alert \_\_\_\_\_

Other \_\_\_\_\_

TITLE/TOPIC: \_\_\_\_\_

WRITER: \_\_\_\_\_

Please review for technical accuracy, make changes you consider necessary, and initial:

DEPARTMENT/ ROLE

APPROVAL SIGNATURE  
(name, time, date)

Lead PIO

\_\_\_\_\_

Agency Leadership

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date

## **Talking Points**

---

Talking points are a reference sheet that outlines the main messages a speaker wants to cover, usually formatted as a bulleted list of one or two lines per point. They are helpful guidelines for news conferences, call centers and interviews.

## Preparing For Media Interviews

---

- ◆ **Do your homework.**  
Anticipate likely questions, develop answers and practice your responses.
- ◆ **Put it in writing.**  
Prepare a handout that explains your position.
- ◆ **Know your message.**  
Develop talking points - several key items you want to stress during the interview.
- ◆ **Be ready to jump in.**  
Anticipate ways to bridge from likely questions to your talking points.
- ◆ **Say it with gusto.**  
Cite examples and personal experiences. Show emotion. Gesture and maintain eye contact.
- ◆ **Expect to be quoted.**  
Avoid off-the-record comments. Also, treat all microphones as "live."
- ◆ **State your conclusions up front.**  
News stories are structured with the most important facts first. You should do the same.
- ◆ **Use familiar language.**  
Talk in terms that public can understand. Avoid jargon and technical terms.
- ◆ **Be positive.**  
Don't repeat negative language used in a question.
- ◆ **It's OK to say "I don't know."**  
If you don't know the answer, say so. Offer to find the answer and follow up with the reporter quickly.
- ◆ **Tell your story first.**  
In case of negative news, get your facts out fast. In a controversy, try to be the first side interviewed.
- ◆ **Keep employees informed.**  
Employees shouldn't get news about their organization from the media.
- ◆ **Tell the truth.**  
The public will tolerate a lot of things, but dishonesty is not one of them.

## **77 Questions Often Asked by Journalists During a Crisis**

---

Experience shows that journalists are likely to ask six types of questions in a crisis (who, what, where, when, why, how) that relate to three broad topics: (1) what happened? (2) What caused it to happen? (3) What does it mean?

You can use these questions as a start to develop simple questions and answers or full message maps. These questions were developed by a research team at the Center for Risk Communication (V. T. Covello, J. Wojtecki, and R. Peters).

Specific questions that may apply to any type of crisis include the following.

1. What is your name and title?
2. What are your job responsibilities?
3. What are your qualifications?
4. Can you tell us what happened?
5. When did it happen?
6. Where did it happen?
7. Who was harmed?
8. How many people were harmed?
9. Are those that were harmed getting help?
10. How certain are you about this information?
11. How are those who were harmed getting help?
12. Is the situation under control?
13. How certain are you that the situation is under control?
14. Is there any immediate danger?
15. 15. What is being done in response to what happened?
16. 16. Who is in charge?
17. What can we expect next?
18. What are you advising people to do?
19. How long will it be before the situation returns to normal?

## **77 Questions Often Asked by Journalists During a Crisis**

---

20. What help has been requested or offered from others?
21. What responses have you received?
22. Can you be specific about the types of harm that occurred?
23. What are the names of those that were harmed?
24. Can we talk to them?
25. How much damage occurred?
26. What other damage may have occurred?
27. How certain are you about damages?
28. How much damage do you expect?
29. What are you doing now?
30. Who else is involved in the response?
31. Why did this happen?
32. What was the cause?
33. Did you have any forewarning that this might happen?
34. Why wasn't this prevented from happening?
35. What else can go wrong?
36. If you are not sure of the cause, what is your best guess?
37. Who caused this to happen?
38. Who is to blame?
39. Could this have been avoided?
40. Do you think those involved handled the situation well enough?
41. When did your response to this begin?
42. When were you notified that something had happened?
43. Who is conducting the investigation?

## **77 Questions Often Asked by Journalists During a Crisis**

---

44. What are you going to do after the investigation?
45. What have you found out so far?
46. Why was more not done to prevent this from happening?
47. What is your personal opinion?
48. What are you telling your own family?
49. Are all those involved in agreement?
50. Are people over reacting?
51. Which laws are applicable?
52. Has anyone broken the law?
53. How certain are you about whether laws have been broken?
54. Has anyone made mistakes?
55. How certain are you that mistakes have not been made?
56. Have you told us everything you know?
57. What are you not telling us?
58. What effects will this have on the people involved?
59. What precautionary measures were taken?
60. Do you accept responsibility for what happened?
61. Has this ever happened before?
62. Can this happen elsewhere?
63. What is the worst case scenario?
64. What lessons were learned?
65. Were those lessons implemented?
66. What can be done to prevent this from happening again?
67. What would you like to say to those that have been harmed and to their families?

## **77 Questions Often Asked by Journalists During a Crisis**

---

68. Is there any continuing the danger?
69. Are people out of danger? Are people safe?
70. Will there be inconvenience to employees or to the public?
71. How much will all this cost?
72. Are you able and willing to pay the costs?
73. Who else will pay the costs?
74. When will we find out more?
75. What steps need to be taken to avoid a similar event?
76. Have these steps already been taken? If not, why not?
77. What does this all mean?

## **Planning a News Conferences**

---

A news conference or press conference is an opportunity to invite members of the media to one location, so that you can release important information to all of them at the same time.

- ◆ Choose a place that is large enough to hold all of the reporters and their cameras.
- ◆ Decide who will speak and for how long.
- ◆ Distribute a news release listing who is speaking, the time, place and reason for the conference.

For reporters who arrive for the conference, prepare a packet that contains all the pertinent information about the event.

### **Determine whether a news conference is necessary**

- ◆ Are there a substantial number of media calls that could best be handled at one time in a news conference?
- ◆ Is the situation such that the governor and/or key state officials should address the public through the media?
- ◆ Would a news conference best meet the public information objectives of the state?

### **Determine time and location**

- ◆ Late morning to early afternoon is often the best time period
- ◆ Consider when significant information will be available
- ◆ Location will be driven by the number of media expected, media needs, access and security requirements, weather, etc.
- ◆ Consider special needs such as TV remote truck parking, telephone access, etc.
- ◆ Individual interviews or small news conferences may be held in the JIC
- ◆ Larger news conferences often are best accommodated in a State Police Training Academy conference room

# News Conferences Checklist

---

## Notify media

- Time and location
- Specific topics to be discussed, if appropriate
- Who will participate, i.e. governor, VDEM, state police
- Notify by phone or faxed media advisory

## Prepare press kit as needed

- News releases
- Situation reports
- Information on participants
- Agenda of news conference
- Additional information

## Set up facilities

- Podium
- Backdrop
- Microphone
- Multi-box for TV and radio microphones
- Seating for participants and media
- Direction signs to location
- Use signage to direct media to briefing center
- Roped off parking area for media, live trucks & satellite trucks

## **Coordinate with the State JIC**

---

In the event that the VERT stands up the JIC, it is extremely important to keep the JIC apprised of the public information you are giving to your local media and the community.

This coordination is helpful to prevent conflicting messages and to inform the JIC about your situation. Sharing your news releases with the JIC is in no way intended to be an approval process, simply information sharing.

The JIC will share their news releases with local governments as well.

## Media Access to Crime/Disaster Scenes

---

For your reference, below are two excerpts from the Code of Virginia concerning media access to crime and disaster scenes.

### **§ 27-15.1. Authority of chief, director or other officer in charge when answering alarm or operating at an emergency incident; penalty for refusal to obey orders.**

While any fire/EMS department or fire/EMS company is in the process of answering an alarm or operating at an emergency incident where there is imminent danger or the actual occurrence of fire or explosion or the uncontrolled release of hazardous materials which threaten life or property and returning to the station, the chief, director, or other officer in charge of such fire/EMS department or company at that time shall have the authority to: (i) maintain order at such emergency incident or its vicinity, (ii) direct the actions of the fire fighters or emergency medical services personnel at the incident, (iii) notwithstanding the provisions of §§ 46.2-888 through 46.2-891, keep bystanders or other persons at a safe distance from the incident and emergency equipment, (iv) facilitate the speedy movement and operation of emergency equipment and fire fighters or emergency medical services personnel, (v) cause an investigation to be made into the origin and cause of the incident, and (vi) until the arrival of a police officer, direct and control traffic in person or by deputy and facilitate the movement of traffic. The fire chief, director, or other officer in charge shall display his fire fighter's or emergency medical services personnel's badge, or other proper means of identification. Notwithstanding any other provision of law, this authority shall extend to the activation of traffic control signals designed to facilitate the safe egress and ingress of emergency equipment at a fire/EMS station. Any person or persons refusing to obey the orders of the chief, director, or his deputies or other officer in charge at that time shall be guilty of a Class 4 misdemeanor. The chief, director, or other officer in charge shall have the power to make arrests for violation of the provisions of this section. The authority granted under the provisions of this section may not be exercised to inhibit or obstruct members of law-enforcement agencies or rescue squads from performing their normal duties when operating at such emergency incident, nor to conflict with or diminish the lawful authority, duties and responsibilities of forest wardens, including but not limited to the provisions of Chapter 11 of Title 10.1. Personnel from the news media, such as the press, radio and television, when gathering the news may enter at their own risk into the incident area only when the officer in charge has deemed the area safe and only into those areas of the incident that do not, in the opinion of the officer in charge, interfere with the fire/EMS department or fire fighters or emergency medical services personnel dealing with such emergencies, in which case the chief or other officer in charge may order such person from the scene of the emergency incident.

(1970, c. 187; 1977, c. 326; 1984, c. 644; 2001, c. 142; 2008, c. 410.)

## **Media Access to Crime/Disaster Scenes**

---

### **§ 15.2-1714. Establishing police lines, perimeters, or barricades.**

Whenever fires, accidents, wrecks, explosions, crimes, riots or other emergency situations where life, limb or property may be endangered may cause persons to collect on the public streets, alleys, highways, parking lots or other public area, the chief law-enforcement officer of any locality or that officer's authorized representative who is responsible for the security of the scene may establish such areas, zones or perimeters by the placement of police lines or barricades as are reasonably necessary to (i) preserve the integrity of evidence at such scenes, (ii) notwithstanding the provisions of §§ 46.2-888 through 46.2-891, facilitate the movement of vehicular and pedestrian traffic into, out of and around the scene, (iii) permit firefighters, police officers and emergency services personnel to perform necessary operations unimpeded, and (iv) protect persons and property.

Any police line or barricade erected for these purposes shall be clearly identified by wording such as "Police Line - DO NOT CROSS" or other similar wording. If material or equipment is not available for identifying the prohibited area, then a verbal warning by identifiable law-enforcement officials positioned to indicate a location of a police line or barricade shall be given to any person or persons attempting to cross police lines or barricades without proper authorization.

Such scene may be secured no longer than is reasonably necessary to effect the above-described purposes. Nothing in this section shall limit or otherwise affect the authority of, or be construed to deny access to such scene by, any person charged by law with the responsibility of rendering assistance at or investigating any such fires, accidents, wrecks, explosions, crimes or riots.

Personnel from information services such as press, radio and television, when gathering news, shall be exempt from the provisions of this section except that it shall be unlawful for such persons to obstruct the police, firemen and rescue workers in the performance of their duties at such scene. Such personnel shall proceed at their own risk.

(1984, c. 533, § 15.1-140.1; 1990, c. 327; 1997, c. 587.)



---

# **APPENDIX**

---



# Virginia Emergency Management Association

---

VEMA promotes and supports the goals of saving lives and protecting property during times of emergencies and disasters in Virginia. VEMA is an organization of over 200 professional emergency managers of local, state and private organizations. The organization pursues their goals through promoting education for our members, providing networking opportunities, and working on issue of interest to our members at the state and federal level.

## Goals

- ◆ Promoting the development and maintenance of disaster preparedness and response programs and activities throughout Virginia.
- ◆ Working to obtain the highest quality federal, state and local programs, services and assistance for disaster preparedness and response activities.
- ◆ Serving as a clearinghouse for ideas, suggestions, experiences and courses of action between members.
- ◆ Working in a professional advisory capacity with other organizations regarding emergency management and emergency preparedness matters.
- ◆ Setting examples of professional leadership by promoting involvement of non-member jurisdictions in association activities.
- ◆ Working with and assisting Virginia's State Coordinator of Emergency Services and the Regional Director of the Federal Emergency Management Agency (FEMA) on any matter of mutual interest and benefit.

## Who Should Join?

- |                                 |                                  |
|---------------------------------|----------------------------------|
| ◆ Building and Zoning Officials | ◆ Industrial Representatives     |
| ◆ City and County Managers      | ◆ Insurance Officials            |
| ◆ Communications Officials      | ◆ Law Enforcement Officials      |
| ◆ Emergency Managers            | ◆ Meteorologists                 |
| ◆ Emergency Medical Officials   | ◆ Military Officials             |
| ◆ Environmental Officials       | ◆ Planners                       |
| ◆ Fire Department Officials     | ◆ Public Works/Utility Officials |
| ◆ Hospital/Medical Officials    | ◆ Voluntary Agency Officials     |

# Virginia Emergency Management Association

---

## Newsletter

VEMA's newsletter, "ViewPoint," is published twice yearly and includes articles of interest to those in the emergency management field. "ViewPoint" keeps members updated on upcoming events, legislative matters, noteworthy emergency responses and other topics of interest.

## Legislative Representation

VEMA has joined with several other emergency-oriented organizations to employ the services of a lobbyist. This person keeps membership informed concerning legislative issues of importance to the emergency management community.

## Jurisdictional Interaction

Many members remark that one of the most valuable aspects of VEMA membership is the information exchange between colleagues. The conference, the training session, and the newsletter offer members the opportunity to learn and benefit from one another.

## Awards

VEMA recognizes outstanding contributors to emergency management in Virginia through its individual and group awards. Each year, the "Warren E. Trent Award" is presented to an outstanding individual and the "Clarence 'Pete' Rea Award" is presented to an outstanding group. Awards are presented at a ceremony held during the winter conference.

## Addison E. Slayton, Jr. Scholarship Program

The Addison E. Slayton, Jr., Scholarship will be awarded annually to a deserving student of emergency management. For more information, visit the [VEMA website](#).

## Professional Certification

The Virginia Emergency Management Certification Program provides a structured certification program for professional development by support staff, administrative personnel, volunteers, technical specialists, and program managers in local jurisdiction, agency, or state government emergency management programs. For more information on these certifications, visit the [VEMA website](#).

## How to Join

For more information on joining VEMA, visit the [VEMA website](#).

## Virginia Emergency Management Conference

---

VEMA and VDEM together sponsor a multi-day each spring. The conference features nationally known speakers and presentations to enhance the knowledge and skills of those in the emergency management field. The conference also offers networking and information sharing opportunities.

At VEMA's annual conference, a variety of training courses are offered. In addition, conference speakers and presentations showcase innovations in the field of emergency management as well as lessons learned from some of the nation's most recent disasters.

For more information on the conference, visit the [VDEM website](#).

## **Virginia Public Outreach Conference**

---

The Virginia Department of Emergency Management and Virginia Citizen Corps co-sponsor an annual Virginia Public Safety Outreach Conference in the fall.

Each year the conference has a different theme and speakers and classes will focus on how government, nonprofit, for-profit and volunteer resources can incorporate that theme.

For more information on the conference, visit the [VDEM website](#).

## **Annual Virginia Hazardous Materials Conference and Expo**

Co-sponsored by the Virginia Association of Hazardous Materials Response Specialist and the Virginia Department of Emergency Management, this two-and-a-half day annual event held in the fall (Sept.-Oct. timeframe) in the Tidewater area of the state, attracts approximately 800 response specialist from Virginia and other states.

The intended audience includes local and state government officials – appointed and elected, HAZMAT responders and other associated emergency response groups.

Offering more than 72 workshops, this conference utilizing nationally recognized speakers providing a wide range of topics that includes:

- ◆ Current technological advances,
- ◆ Guidance on regulatory requirements,
- ◆ Hands-on practical training,
- ◆ Specific areas of concern in selected topics, and
- ◆ Much more.

For more information on the conference, visit the [VDEM website](#).

## Virginia Voluntary Organizations Active in Disasters

---

The VAVOAD consists of more than 50 non-profit organizations who participate in response and recovery during an emergency within the Commonwealth of Virginia. The Virginia VOAD coordinates the interaction between voluntary disaster relief agencies and government disaster response activities in accordance with the local, state and federal disaster response plans to insure that assistance is provided to Virginians during and following disasters.

The VAVOAD, established in 1992, is one of the oldest and strongest state programs in the country. Currently the VAVOAD has no paid staff or office but is maintained entirely by volunteers provided by the various member agencies.

The VAVOAD is represented in the state EOC and its members are part of the Donation and Volunteer Management teams in ESF 17, although they provide a connection to and services to several other ESFs.

Members of VAVOAD include the major voluntary organizations that have resources, developed plans and preparatory actions to provide assistance in disasters. The capabilities of these organizations include:

- ◆ Sheltering,
- ◆ Mobile and fixed feeding,
- ◆ Food delivery,
- ◆ Repair and reconstruction of homes,
- ◆ Clean-up,
- ◆ Counseling,
- ◆ Storage and distribution of bulk food,
- ◆ Clothing and household goods,
- ◆ Child care. and
- ◆ Many other services.

Member organizations are called upon by their parent organizations to respond to disasters across the nation and often provide services and relief for disaster victims worldwide.

VAVOAD is a member of National VOAD (NVOAD) and reflects its structure. NVOAD coordinates planning efforts by many voluntary organizations responding to disaster. Member organizations provide more effective and less duplication in service by getting together before disasters strike.

# Virginia Voluntary Organizations Active in Disasters

---

Once disasters occur, NVOAD encourages members and other voluntary agencies to convene on site. This cooperative effort has proven to be the most effective way for a wide variety of volunteers and organizations to work together in a crisis.

NVOAD serves member organizations through:

- ◆ Communication - disseminating information through electronic mechanisms, its Newsletter, the directory, research and demonstration, case studies, and critique.
- ◆ Cooperation - creating a climate for cooperation at all levels (including grass roots) and providing information.
- ◆ Coordination - coordinating policy among member organizations and serving as a liaison, advocate, and national voice.
- ◆ Education - providing training and increasing awareness and preparedness in each organization.
- ◆ Leadership Development - giving volunteer leaders training and support so as to build effective state VOAD organizations.
- ◆ Mitigation - supporting the efforts of federal, state, and local agencies and governments and supporting appropriate legislation.
- ◆ Convening Mechanisms - putting on seminars, meetings, board meetings, regional conferences, training programs, and local conferences.
- ◆ Outreach - encouraging the formation of and giving guidance to state and regional voluntary organizations active in disaster relief.

During normal operations, the VAVOAD liaisons with Volunteer Coordination Branch to participate in training and exercises and assist in the development of local and state disaster response and recovery capabilities.

When disaster strikes, VAVOAD receives all situation reports, weather briefings, notifications and alerts that are distributed by the Virginia Emergency Operation Center (VEOC) to state agencies. A VAVOAD assigned representative(s) communicates with ESF 17 and reports to the VEOC if required.

VAVOAD member organizations include:

- |                                |   |
|--------------------------------|---|
| ◆ Adventist Community Services | ◆ Catholic Charities of Eastern Virginia  |
| ◆ American Disaster Reserve    | ◆ Catholic Church                         |
| ◆ American Red Cross           | ◆ Central Virginia Health Planning Agency |

## Virginia Voluntary Organizations Active in Disasters

---

- ◆ Christian Church (DOC)
- ◆ Christian Reformed World Relief Committee – Disaster Response Services (CRWRC-DRS)
- ◆ Church of Jesus Christ of Latter Day Saints
- ◆ Church of the Brethren
- ◆ Church World Service
- ◆ Cooperative Baptist Fellowship of Virginia
- ◆ Episcopal Church
- ◆ Evangelical Lutheran Church in America
- ◆ Federal Emergency Management Agency
- ◆ Federation of Virginia Food Banks
- ◆ Friends Disaster Service
- ◆ Hope Animal Assisted Crisis Response
- ◆ Humane Society of the United States
- ◆ Jewish Community Federation
- ◆ Knights of Columbus
- ◆ Lutheran Disaster Response/Lutheran Family Services of Virginia
- ◆ Mennonite Disaster Service
- ◆ Mercy Chefs, Inc.
- ◆ Mercy Medical Airlift
- ◆ Mt. Gilead Full Gospel Int. Ministries
- ◆ Operation Blessing International
- ◆ Presbyterian Church (U.S.A.)
- ◆ Psychiatric Society of Virginia
- ◆ The Salvation Army
- ◆ Southern Baptist Conservatives of Virginia
- ◆ Southwest Virginia Medical Reserve Corps
- ◆ Tzu-Chi Foundation
- ◆ United Animal Nations Emergency Animal Rescue Service
- ◆ United Church of Christ
- ◆ United Methodist Church
- ◆ United States Air Force Auxiliary
- ◆ United Way of Virginia
- ◆ Virginia Baptist Mission Board
- ◆ Virginia Corps
- ◆ Virginia Council of Churches
- ◆ Virginia Dept. of Emergency Management
- ◆ Virginia Dept. of Health
- ◆ Virginia Dept. of Housing and Community Development

## **Virginia Voluntary Organizations Active in Disasters**

---

- ◆ Virginia Dept. of Social Services
- ◆ Virginia Emergency Management Assoc.
- ◆ Virginia Federation of Humane Societies
- ◆ Virginia Jaycees
- ◆ Virginia Roundtable
- ◆ Virginia State Animal Response Team

## Other Useful Websites

---

### Federal Government

Federal Emergency Management Agency (<http://www.fema.gov>)

NIMS: National Incident Management System (<http://www.fema.gov/nims/>)

NIC: National Incident Management System (NIMS) Integration Center  
(<http://www.fema.gov/nims/nims.shtm>)

National Response Framework Resource Center  
(<http://www.fema.gov/emergency/nrf/mainindex.htm>)

Occupational Safety and Health Administration (<http://www.osha.gov>)

Department of Homeland Security (<http://www.dhs.gov>)

Ready.gov (<http://www.ready.gov>)

Centers for Disease Control and Prevention (<http://www.cdc.gov>)

National Weather Service (<http://www.weather.gov>)

Federal Bureau of Investigation (<http://www.fbi.gov>)

Small Business Administration (<http://www.sba.gov>)

Internal Revenue Service (<http://www.irs.gov>)

### State Government

Official Site of the Governor of Virginia (<http://www.governor.virginia.gov>)

Commonwealth of Virginia (<http://www.virginia.gov>)

Office of Commonwealth Preparedness (<http://www.ocp.virginia.gov/>)

Virginia Department of Health (<http://www.vdh.virginia.gov>)

Virginia Department of Transportation (<http://www.virginiadot.org/>)

Virginia Department of Fire Programs (<http://www.vafire.com>)

Virginia Department of Criminal Justice Services (<http://www.dcjs.virginia.gov>)

Virginia State Police (<http://www.vsp.state.va.us>)

Virginia Fusion Center (<http://www.vsp.state.va.us/FusionCenter/index.shtm>)

## Other Useful Websites

---

Virginia Capitol Police (<http://www.vcp.state.va.us>)

Virginia Department of Forestry (<http://www.dof.virginia.gov>)

Virginia Department of Mines, Minerals and Energy (<http://www.mme.state.va.us/>)

Virginia Department of Environmental Quality (<http://www.deq.state.va.us/>)

Virginia Department of Business Assistance (<http://www.dba.state.va.us/>)

## Nonprofit and Professional Organizations

American Institute of Architects: Building Security Through Design  
(<http://www.aia.org/security/>)

American Red Cross (<http://www.redcross.org>)

- ◆ Foreign language materials from American Red Cross

America's Second Harvest (<http://www.secondharvest.org>)

Council for Excellence in Government: What's Your RQ? (<http://www.whatsyourrq.org/>)

Institute for Business & Home Safety (<http://www.ibhs.org>)

International Association of Emergency Managers (<http://www.iaem.com/>)

National Association of Town Watch (<http://www.nationaltownwatch.org/natw/>)

National Crime Prevention Council (<http://www.ncpc.org>)

National Emergency Management Association (<http://www.nemaweb.org/>)

National Fire Protection Association (<http://www.nfpa.org>)

National Organization on Disability (<http://www.nod.org>)

National Voluntary Organizations Active in Disasters (NVOAD) (<http://www.nvoad.org>)

Prepare Hampton Roads (<http://www.preparehr.org/>)

Public Entity Risk Institute (<http://www.riskinstitute.org>)

Salvation Army (<http://www.salvationarmyusa.org/>)

United Way (<http://www.unitedway.org>)

## Other Useful Websites

---

USAonwatch (<http://www.usaonwatch.org>)

Virginia Association of Counties & Cities (<http://www.vaco.org/>)

Virginia Association of Hazardous Materials Response Specialists  
(<http://www.virginiahazmat.org/>)

Virginia Blood Services (<http://www.vablood.org/>)

Virginia Chamber of Commerce (<http://www.vachamber.com/>)

Virginia Crime Prevention Association (<http://www.vcpa.org>)

Virginia Emergency Management Association (<http://www.vemaweb.org/>)

Virginia Fire Chiefs Association (<http://www.vfca.us>)

Virginia Municipal League (<http://www.vml.org/>)

Virginia Public Safety Foundation (<http://www.vpsf.us/>)

## Weather

National Weather Service (<http://www.weather.gov>)

- ◆ NWS/FEMA/Red Cross Brochures (<http://www.nws.noaa.gov/om/brochures.shtml>)
- ◆ Aviation Weather Center (<http://www.aviationweather.gov/>)
- ◆ NWS Real-time Radar ([http://radar.weather.gov/Conus/index\\_lite.php](http://radar.weather.gov/Conus/index_lite.php))
- ◆ National Hurricane Center (<http://www.nhc.noaa.gov>)
- ◆ Storm Prediction Center (<http://www.spc.noaa.gov>)
- ◆ NWS offices serving Virginia. Each of these sites includes a NWS weather map.
  - NWS Wakefield (<http://www.weather.gov/akq>)
  - NWS Sterling (<http://www.weather.gov/lwx>)
  - NWS Blacksburg (<http://www.weather.gov/rnk>)
  - NWS Charleston, WV (<http://www.weather.gov/rlx>)
  - NWS Morristown, TN (<http://www.srh.noaa.gov/mrx>)

## **Emergency Management Acronyms**

---

ACO	Assistant Coordinator – Operations
AG	Attorney General
AMEX	American Express
ARC	American Red Cross
BES	Benefit Eligibility System
CARS	Commonwealth Accounting and Reporting System
CERCLA	Comprehensive Environmental Response, Compensation, and Liability Act
CFR	Code of Federal Regulations
CIPPS	Commonwealth Integrated Payroll Processing System
COOP	Continuity of Operations Plan
COV	Commonwealth of Virginia
CPC	Chemical Protective Clothing
CVC	Combined Virginia Campaign
DCE	Department of Correctional Enterprise
DCP	Deferred Compensation Plan
DECON	Decontamination
DEDR	Department of Employee Dispute Resolution
DFO	Disaster Field Office
DFP	Department of Fire Programs
DGS	Department of General Services
DHRM	Department of Human Resource Management
DMA	Department of Military Affairs
DMME	Department of Mines, Minerals and Energy
DO	Duty Officer

## **Emergency Management Acronyms**

---

DOA	Department of Accounts
DOC	Department of Corrections
DOF	Department of Forestry
DRC	Disaster Recovery Center
DSCO	Deputy State Coordinating Officer
DSS	Department of Social Services
EMA	Emergency Management Assistance
EMI	Emergency Management Institute
EMT	Emergency Management Training
EOP	Emergency Operating Procedures
EPA	Environmental Protection Agency
ERG	Emergency Response Guidebook
EWP	Employee Work Profile
FS	Field Services
FEMA	Federal Emergency Management Agency
FLSA	Fair Labor Standards Act
FMLA	Family Medical Leave Act
HAZMAT	Hazardous Materials
HMO	Hazardous Materials Officer
HMRT	HAZMAT Response Team
HRO	Human Resources Office
IA	Individual Assistance
IAT	Inter-Agency Transaction
IC	Incident Commander

## **Emergency Management Acronyms**

---

IFG	Individual and Family Grants
JIC	Joint Information Center
LPA	Local Planning Assistance
LPPA	Local Performance Partnership Agreement
MBP	Member Benefits Profile
MIS	Management Information Systems
MIST	Management Information Systems Team
MOU	Memorandum of Understanding
NWS	National Weather Service
OCP	Office of Commonwealth Preparedness
OPS	Operations
OSHA	Occupational Safety and Health Administration
PA	Public Assistance
PAO	Public Affairs Office/Public Affairs Officer
PAW	Pay Action Worksheet
PC	Petty Cash
PDA	Preliminary Damage Assessment
PIC	Public Inquiry Center
PIO	Public Information Officer
PMD	Preparedness and Mitigation Division
PMIS	Personnel Management Information System
PO	Purchase Order
PSB	Payroll Service Bureau
RACES	Radio Amateur Civil Emergency Services

## **Emergency Management Acronyms**

---

RASD/RAS	Recovery and Administrative Services Division
RC	Regional Coordinator
RCRA	Resource Conservation and Recovery Act
RERP	Radiological Emergency Response Planning
RRT	Regional Response Team
SAR	Search and Rescue
SBA	Small Business Administration
SCBA	Self-Contained Breathing Apparatus
SCC	State Corporation Commission
SCO	State Coordinating Officer
SHMERAC	State Hazardous Materials Emergency Response Advisory Council
SITREP	Situation Report
SOP	State Operating Procedures
SSN	Social Security Number
TCF	Trade Court Facility
THD	Technological Hazards Division
TWA	Telecommuting Work Agreement
UIC/UC	Unified Incident Command
USDA	United State Department of Agriculture
VAOSHA	Virginia Occupational Safety and Health Administration
VDEM	Virginia Department of Emergency Management
VDOH	Virginia Department of Health
VDOT	Virginia Department of Transportation
VEC	Virginia Employment Commission

## **Emergency Management Acronyms**

---

VEMA	Virginia Emergency Management Association
VEOC	Virginia Emergency Operations Center
VERC	Virginia Emergency Response Council
VOAD	Voluntary Organizations Active in Disaster
VRS	Virginia Retirement System
VSDP	Virginia Sickness and Disability Program
VSP	Virginia State Police
WMD	Weapons of Mass Destruction

Can't find the acronym you are looking forward, check out the FEMA Acronyms, Abbreviations and Terms at the [FEMA website](#).