City of Richmond
Emergency Operations Plan (EOP)

Updated April 2017

PREFACE

The City of Richmond is vulnerable to a variety of hazards such as flooding, hurricanes, winter storms, hazardous materials incidents, acts of terrorism, and resource shortages. A planned and coordinated response can save lives, protect property, and more quickly restore essential services.

The *Virginia Emergency Services and Disaster Laws* require that state and local governments develop and maintain current emergency operations plans (EOPs) in order to be prepared for a variety of natural and man-made hazards.

The City of Richmond Emergency Operations Plan provides the structure and mechanisms for the coordination of support to impacted communities and affected individuals and businesses. It is compatible with the National Response Framework and provides the structure for coordinating with the state government in the delivery of disaster assistance. The plan improves the City of Richmond's capability to respond to and recover from threatened or actual natural disasters, acts of terrorism, or other man-made disasters.

COMPONENTS OF THE CITY OF RICHMOND EMERGENCY OPERATIONS PLAN

The Basic Plan, using an all-hazards approach to incident management, describes the concepts and structures of response and recovery operation; identifies agencies with primary and support emergency management functions; and defines emergency prevention, preparedness, response and recovery duties and responsibilities. There are 12 appendices to the plan that give definition to the terms and acronyms used throughout the Plan, and provide supporting figures, maps, and forms.

The Emergency Support Functions (ESFs) provide the structure for interagency emergency operations in support of disaster-affected communities. ESF annexes describe the roles and responsibilities for departments and agencies and non-governmental organizations (NGOs). The Plan identifies sixteen (15) emergency support functions; assigns primary, support, and cooperating agencies and organizations for each function; and explains in general terms how the City of Richmond will organize and implement those functions. ESF #5, Emergency Management, is the lead ESF in any activation or augmentation of the Emergency Operations Center (EOC) and responsible for command and control and overall coordination of all assets and resources.

Support Annexes address those functions that are applicable to every type of incident and that provide support for all ESFs. They describe the framework through which departments and agencies, volunteer organizations and nongovernmental organizations coordinate and execute the common functional processes and administrative requirements necessary to ensure efficient and effective incident management.

Incident Annexes address contingency or hazard situations requiring specialized response and recovery procedures. They describe policies, situations, concepts of operations and responsibilities pertinent to incidents such as hurricanes, winter storms or acts of terrorism.

This page is intentionally left blank.

LETTER OF AGREEMENT

The City of Richmond Emergency Operations Plan (EOP) establishes a single, comprehensive framework for the management of emergencies and disasters within the City. The plan is implemented when it becomes necessary to mobilize the resources of the identified departments and agencies to save lives and protect property and infrastructure. In order for the city to respond effectively, the plan requires planning, training, and exercising prior to a real world event. Concurrence with this plan represents a major commitment by each agency's leadership.

By signing this letter of agreement city departments and agencies agree to:

- Perform assigned emergency roles and responsibilities as identified in this plan;

- Conduct operations in accordance with the Incident Command System, applicable Homeland Security Directives, National Disaster Recovery Framework and the National Response Framework;

- Familiarize and train all personnel with their emergency responsibilities and procedures on a regular basis.

- Conduct planning and training in cooperation with identified agencies (Emergency Support Function (ESF) coordinating and cooperating agencies) and the Office of Emergency Management (OEM);

- Maintain financial records in accordance with guidance from the Department of Finance and the Department of Procurement (ESF 7);

- Establish, maintain and exercise emergency notifications;

- Provide senior representatives to the Emergency Operations Center (EOC), command post or other identified emergency locations when activated and requested;

- Participate in approved tests, drills and exercises;

- Maintain an approved agency-specific Continuity of Operations (COOP) Plan in accordance with city guidelines and standards, including identifying and preparing an alternate site(s) for the efficient relocation of operations;

- Safeguard vital records including computer digital data at all times;

- Establish stand-by contracts for services, equipment, and other resources with private industry IAW using Procurement guidelines and procedures; and

- Periodically review all emergency plans, polices, and procedures.

Signatories

Bobby Vincent – Interim Director, Department of Public Works

_____

Chip Decker – CEO, Richmond Ambulance Authority

_____

Charles Todd – Interim Director, Department Information Technology

_____

Robert Steidel – Director, Department of Public Utilities

_____

David Daniels – Interim Chief, Fire and Emergency Services

_____

Albert Durham – Chief, Police Department

_____

C.T. Woody – Sheriff, Richmond Sheriff's Office

_____

Shunda Giles - Director, Department of Social Services

_____

Stephen Willoughby – Director, Department of Emergency Communications

_____

James Nolan – Press Secretary to the Mayor

_____

John Wack – Director, Department of Finance

_____

C. Edward Gibbs – Director, Procurement Office

_____

Christie Peters – Director Animal Care and Control

_____

Dr. Danny Avula - Director, Richmond City Health District

_____

Lee Downey – Deputy Chief Administrative Officer, Economic Community Development

_____

Deborah Morton – Deputy Director, Parks Recreation and Community Facilities

_____

Mark Olinger – Director, Planning and Development Review

_____

John P. Lindstrom, Ph.D. – CEO, Richmond Behavioral Health Authority

_____

City of Richmond Emergency Operations Plan

City of Richmond Emergency Operations Plan
Table of Contents

This page is intentionally left blank.

Basic Plan

Approval and Implementation

The Code of Virginia, § 44-146.19, requires each local jurisdiction and inter-jurisdictional agency to prepare and keep current a local emergency operations plan (EOP). Every four years, each local agency will conduct a comprehensive review and revision of its emergency operations plan to ensure that the plan remains current. The revised plan shall be formerly adopted by the locality's governing body.

Each instance in which the plan is used, whether it be in training/exercises or an incident, the plan shall be reviewed by the Emergency Management (EM) staff to identify any corrective actions to be implemented.

Purpose

The purpose of this plan is to establish the legal and organizational basis for emergency and disaster operations in the City of Richmond. All essential entities are to utilize any and all available resources when preventing, protecting and mitigating against, preparing for, responding to and recovering from an all-hazards incident. At the direction of the Mayor, the EOP may be revised and amended as needed to conform with any changes in local, state and/or federal laws, or when the plan is used (ex: exercise or incident) and corrective actions are identified.

Scope and Applicability

This plan and all of its contents apply to the entire jurisdiction and its citizens, to include those with access and functional needs. All city departments who have an identified role in the plan will have access to and be knowledge of the EOP.

It is the responsibility of the City of Richmond to protect life, property and the environment from the effects of an all-hazards incident as a function of public safety. Local government has the primary responsibility for emergency management activities, however, when the emergency exceeds the resources of local government to respond, assistance can be requested from the state or federal government as appropriate.

The city incorporates the National Incident Management System (NIMS) and the Incident Command System (ICS) to manage an all-hazards incident. The Emergency Operations Center (EOC) will be activated for major emergencies and disasters, as directed by the Emergency Management Director or his/her designee. The EOC staff will act as a coordination function and assist in the determination of priorities throughout the city. The on-scene Incident Commander(s) (IC) will provide reports to, and coordinate with the EOC. The EOC staff will provide support to the on-scene IC and coordinate required support from other localities, state and federal agencies as needed in support of the incident.

City of Richmond Emergency Operations Plan

Planning Assumptions

- The Plan is based on the planning assumptions, situations, considerations, and risk assessments presented in this section.
- Incidents are typically managed at the local level.
- Incident management activities will be initiated and conducted using the principles contained in the National Incident Management System (NIMS).
- Departments' capabilities to carry out response and recovery tasks are enhanced through the creation and testing of adequate department continuity of operations (COOP) plans and procedures.
- The combined expertise and capabilities of government at all levels, the private sector, and the nongovernmental organizations will be required to prevent, prepare for, respond to, and recover from incidents of major or catastrophic proportions.
- Incidents including major emergencies or catastrophic events will require full coordination of operations and resources, and might:
- Occur at any time with little or no warning;
    - Require significant information-sharing across multiple jurisdictions and between the public and private sectors;
    - Involve single or multiple jurisdictions and/or geographic areas;
    - Require significant inter-governmental resource coordination and/or assistance;
    - Span the spectrum of incident management to include prevention, preparedness, response, recovery, and mitigation;
    - Involve multiple, highly varied hazards or threats on a local, regional, statewide or national scale;
    - Result in numerous casualties, fatalities, displaced people, property loss, significant damage to the environment, and disruption of economy and normal life support systems, essential public services, and basic infrastructure;
    - Impact critical infrastructures across sectors;
    - Overwhelm capabilities of the city and private-sector infrastructure owners and operators;
    - Attract a sizeable influx of independent, spontaneous volunteers and supplies;
    - Require extremely short-notice asset coordination and response timelines; and
    - Require prolonged, sustained incident management operations and support activities requisite to long term community recovery and mitigation.
- Top priorities for incident management are to:
    - Save lives and protect the health and safety of the public, responders, and recovery workers;
    - Ensure security of the city;
    - Protect and restore critical infrastructure and key resources;
    - Protect property and mitigate damages and impacts to individuals, communities, and the environment;
    - Facilitate recovery of individuals, families, businesses, communities, and the environment; and
    - Manage public expectations regarding response activities.
- Requests for assistance from entities including, but not necessarily limited to, nursing homes, colleges and universities, and authorities will be submitted to the Coordinator of

Emergency Management. Requests for assistance will be submitted to the Virginia Emergency Operations Center by the Coordinator only when the city's capabilities are exceeded.

- The severity of the impact on state and local resources might necessitate a request for federal assistance; factors that might determine the need for federal involvement in response and recovery might include:
    - State or local needs that exceed available resources;
    - The economic ability of the state and the affected localities to recover from the incident;
    - The type or location of the incident;
    - The severity and magnitude of the incident; and
    - The need to protect the public health or welfare or the environment.
- Special facilities (schools, nursing homes, adult day care and child care facilities) are required to develop emergency plans.
- Regulated facilities (Superfund Amendments and Re-authorization Act sites) posing a specific hazard will develop, coordinate, and furnish emergency plans and procedures to local, county and state departments and agencies as applicable and required by codes, laws, regulations or requirements.

Situation

Occupying 62.55 square miles and home to an estimated population of 220,289 (2015 U.S. Census estimate) citizens, the City of Richmond is the capital of the Commonwealth of Virginia and the cultural and commercial center of a Metropolitan Statistical Area (MSA) with more than 1.2 million people. Additionally, Richmond, because of its location in the middle of the eastern seaboard, is within 750 miles of two-thirds of the nation's population and less than 100 miles from the nation's capital. The City is intersected by Interstates 95, 64 and 295, two major freight lines and Amtrak passenger service. The Port of Richmond and Richmond International Airport provide water and air services to both the City and surrounding areas. The James River which travels through Richmond has made the City the only urban U.S. city with a conservation easement along its downtown river.

The City of Richmond is within 50 miles of both the Surry and North Anna Power Stations. If an accident were to occur at either of the stations, the area within 50 miles of the facility would be assessed to determine if there has been any impact on the environment. The City maintains a Radiological Response Plan.

This creates a diverse economic base, including research and development, manufacturing, retail services, tourism, banking and state government. Richmond is home to the Fifth District Federal Reserve Bank and the Fourth Circuit U.S. Court of Appeals. Richmond is also home to several Fortune 500 company headquarters and many Fortune 1000 companies.

Several higher education institutions, including Virginia Union University, Union Theological Seminary & Presbyterian School of Christian Education, J. Sergeant Reynolds Community College, University of Richmond and Virginia Commonwealth University (VCU) including its health system schools, are located within the City. Additionally, the VCU Health System is the

largest Level 1 Trauma Center in the Commonwealth. The Office of Emergency Management houses copies of each of the institutions Emergency Operations Plans (EOPs).

The following population and housing characteristics are ones that affect plan implementation or the emergency response effectiveness (all data are from the U.S. Census, 2015 American Community Survey 1-year estimates):
- The city has 87,224 total households, of which:
  - 43,627 (49.2%) are family households
  - 18,190 family households include children (under 18), and 9,890, or 54%, of family households with children have only one parent present
  - 11,053 of households (13.8%) are 65+ householders living alone
  - 17,768 of all households (20.4%) have children (under 18) present
  - 21,481 of all households (26.7%) have at least one member age 65+
  - Average person per household is 2.33; average family household is 3.22
- The median age in Richmond is 32.6, which is younger than the state and national median ages
- 20.0% or 40,938 of the population are under 18
- 26,491 of the population are 65+
- 15.9% or 32,007 of the population has some form of disability (emotional, behavioral, intellectual, or physical)
- 48.1% or 12,275 of those 65+ have a disability
- The median household income is $40,758, about 1/3 less than state or national median incomes
- 25.5% or 46,100 of the population live in poverty
- 32.4% or 5,894 of families with children live in poverty
- 35.7% or 28,023 of households earn less than $25,000 annually
- 1955 is the median year built for all structures in Richmond
- 28.3% of all structures were built in 1939 or earlier
- The city has 92,282 total housing units;
- 91.6% or 84,549 housing units were occupied, leaving 8.4% vacant
- 53.86% of occupied housing units were occupied by renters, 46.14% by owners
- 21.6% of occupied housing units had no vehicle available; 42.2% of occupied housing units had only one vehicle available

Additional features that could affect the plan implementation include:
- A number of environmentally sensitive areas and features including wetlands, floodplains, streambanks, subaqueous bottomlands and diverse geological features such as steep slopes and soils of high erodibility.
- Much of the City fabric predates the Civil War and large areas were almost completely developed by the early 20th Century.
- Twenty-three National Register Districts with over 200 structures listed on the National Register of Historic Places.
- There are approximately 24 miles of James River waterfront within the City, most of which remains in a natural state. Development along the river is confined to areas within Downtown and portions of the western bank, south to the City limits.

City of Richmond Emergency Operations Plan

Hazard Identification and Risk Analysis

Preparedness, response, recovery, and mitigation strategies are largely based on analyses of the known hazards in Virginia.

1. Natural Hazards – Based on the *Richmond-Crater Multi-Regional Hazard Mitigation Plan.*[1]

Hazard Type	Planning Consideration
Flooding	Moderate
Wind	Limited
Tornado	Significant
Hurricane	Significant
Winter Weather	Moderate
Thunderstorms (hail and lightning)	Moderate
Droughts (with extreme heat)	Limited
Mass evacuation	Limited
Wildfires	Limited
Earthquakes	Limited
Landslides/shoreline erosion	Limited
Land subsidence/karst/sinkholes	Limited

2. Human Caused Hazards - In addition to the natural hazards identified in the Hazard Identification and Risk Assessment, the City of Richmond has the potential for impact from human caused events.

---

[1] The *Richmond-Crater Multi-Regional Hazard Mitigation Plan* used historical analysis and data from the National Climatic Data Center's (NCDC) Storm Event Database to complete the Hazard Identification and Risk Assessment (HIRA) for the region.

Organization and Assignment of Responsibilities

The Code of Virginia, § 44-146.19 designates powers and duties for emergency management to political subdivisions. Each entity shall have a director of emergency management. As an independent city, the City of Richmond Mayor is the Director of Emergency Management. The Chief Administrative Officer (CAO) is the Deputy Director of Emergency Management.

Local authorities have primary responsibility for managing emergencies. In some cases, state and federal assets may be used to advise or assist. Additionally, mutual aid agreements provide mechanisms to mobilize and employ resources from neighboring jurisdictions to support the incident command.

When City of Richmond resources and capabilities are overwhelmed, assistance from neighboring jurisdictions may be requested. When local resources are overwhelmed, assistance from the state may be requested. When state resources are overwhelmed, the Governor may request federal assistance under a Presidential disaster or emergency declaration.

City of Richmond City Council

- Collectively reviews and ratifies local declaration of emergency.
- Collectively works in conjunction with the Emergency Management Director or Deputy Director to provide guidance to citizens concerning the response and recovery phase.
- Individually, host community meetings to ensure needs are being addressed and to provide information to residents.
- Individually, serve as advocates for constituent recovery efforts.
- Individually, maintains notification for their respective office and staff.

Emergency Management Director or Deputy Director

- May declare a local emergency.
- May suspend local laws and ordinances, such as, but not limited to, establish a curfew and direct evacuations.
- Provide leadership and play 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 City.
- Negotiate and enter into mutual aid agreements with other jurisdictions to facilitate resource-sharing.
- Coordinate with other elected officials at the regional, state and federal levels including the Congressional Delegation.

Policy Group

- Consists of the Emergency Management Deputy Director (CAO), Deputy Chief Administrative Officers, Command Staff and the Directors of departments responding to or aiding in the recovery from the incident.

City of Richmond Emergency Operations Plan

- Provides policy guidance on priorities and objectives based on situational needs and the Emergency Operations Plan.
- Oversees resource coordination and support to the on-scene command from the Emergency Operations Center (EOC).

Coordinator of Emergency Management

- Serves as the lead for ESF #5 – Emergency Management.
- Coordinates 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.
- Receives and fulfills requests for assistance from entities including, but not necessarily limited to, nursing homes, colleges and universities, and authorities within the City until capabilities have been exceeded or exhausted.
- Activates and manages the Emergency Operations Center to coordinate response to disasters and ensure the most effective and efficient integration and utilization of activated assets to address the situation at hand.
- Develops standard operating procedures to facilitate the communications and operational interface during all phases of disaster management.
- Develops and maintain plans and procedures to address the full spectrum of hazards.
- Coordinates needs assessment and damage assessment operations.
- Coordinates disaster assistance and recovery operations.
- Requests state assistance when local capabilities have been exceeded or exhausted.
- Coordinates with state and federal officials after a disaster to implement recovery strategies and programs.

Department of Public Works

- Serves as the co-lead for ESF #1 – Transportation and ESF #3 – Public Works & Engineering.
- Develop and maintain plans and procedures to support ESF #1 in coordination with GRTC and ESF #3 in coordination with Department of Public Utilities.
- Support the implementation of traffic control measures.
- Support initial and, as necessary, more detailed damage assessments.
- Provide emergency engineering services.
- Coordinate evacuation needs.
- Coordinate and provide debris clearance and removal.

Department of Information Technology

- Serves as the co-lead for ESF #2 – Communication
- Develop and maintain plans and procedures to support ESF #2.
- Ensure the continuation and restoration of IT infrastructure.

Department of Emergency Communications

- Serves as the co-lead for ESF #2 – Communication
- Develop and maintain plans and procedures to support ESF #2.
- Ensure adequate communications throughout the city in support of response and recovery operations

Department of Public Utilities

- Serves as the co-lead for ESF #3 – Public Works and Engineering and lead for ESF #12 – Energy.
- Develop and maintain plans and procedures to support ESF #3 in coordination with Department of Public Works and ESF #12.
- Coordinate the conservation of resources, as necessary.
- Maintain and restore gas, water, wastewater and street light services.
- Provide utilities and power outage reports.

Department of Parks, Recreation and Community Facilities

- Serves as a support agency for ESF #3 – Public Works and Engineering and ESF #6 – Mass Care.
- Develop and maintain plans and procedures to support ESFs #3 and #6.
- Assist with damage assessments.

Department of Fire and Emergency Services

- Serves as the lead for ESF #4 – Firefighting, ESF # 9 – Search and Rescue and ESF #10 – Oil and Hazardous Materials.
- Develop and maintain plans and procedures to support ESFs #4, #9 and #10.
- Provide for the management and coordination of all activities as they relate to the prevention and suppression of fires.
- Develop specialized response resources and crews according to capabilities including hazardous materials response, search and rescue and other specialized equipment.
- Assist with damage assessments.
- Continually monitor the fire potential, on-going fire situation, and resources committed and available.

Department of Social Services

- Serves as the lead for ESF #6 – Mass Care.
- Develop and maintain plans to establish and manage mass care human services operation sites in a timely manner, in coordination with the Office of Emergency Management, Richmond Public School Systems and American Red Cross.

City of Richmond Emergency Operations Plan

- Coordinate with the appropriate local, state and federal agencies and private partners, to facilitate the exchange of information and the provision of services to relatives of victims in a mass casualty event.
- As necessary, determine requirements for temporary housing.

Department of Finance/Department of Procurement Services

- Serve as the leads for ESF #7 – Resource Management.
- Develop and maintain plans and procedures to support ESF #7.
- Coordinate the framework for City resource management activities.
- Activate contracts with internal and external agencies to provide resources.
- Assist in overseeing and expediting the purchase of emergency equipment.

Richmond City Health District

- Serve as the co-lead for ESF #8 – Public Health and Medical Services.
- Develop and maintain plans and procedures to support ESF #8 in coordination with Richmond Ambulance Authority.
- Provide for Prevention of Disease to include surveillance and investigation of diseases.
- Assist Mass Fatality Management operations and coordination.
- Provide guidance and technical assistance regarding emergency evacuation of People with Access and Functional Needs.
- Dispense life-saving pharmaceuticals and medical supplies including the activation of the Strategic National Stockpile.

Richmond Ambulance Authority

- Serve as the co-lead for ESF #8 – Public Health and Medical Services.
- Develop and maintain plans and procedures to support ESF #8 in coordination with Richmond City Health District.
- Provide basic and advanced life support care.
- Transport patients to hospital facilities.
- Support the evacuation of patients with special needs.

Richmond Police Department

- Serve as the co-lead for ESF #13 – Public Safety and Security.
- Develop and maintain plans and procedures to support ESF #13 in coordination with the Sheriff's Office.
- Coordinate law enforcement component of incident response and recovery operations.
- Assist in evacuating areas at risk in coordination with other law enforcement authorities and emergency support functions.
- Implement traffic control actions in and around site.
- Establish the necessary security and accessibility policies around incident and evacuated areas.

City of Richmond Emergency Operations Plan

- Coordinate the collection and preservation of evidence to support a criminal investigation during the response and recovery phases of an incident.

Sheriff's Office

- Serve as the co-lead for ESF #13 – Public Safety and Security.
- Develop and maintain plans and procedures to support ESF #13 in coordination with the Richmond Police Department.

City Security

- Provide security services at the Emergency Operations Center (EOC) and shelters.
- Develop and maintain plans and procedures to support ESF #13 in coordination with the Richmond Police Department and Sheriff's Office.

Department of Economic Development

- Serve as the lead for ESF #14 – Long Term Recovery.
- Develop and maintain plans and procedures to support ESF #14 in coordination with the Department of Planning and Development Review.
- Assess the social and economic consequences in the impacted area and coordinate state and Federal efforts to address long-term community recovery issues.
- Partner with disaster assistance agencies to implement short term recovery programs for private individuals and businesses as well as public services authorities and certain non-profit organizations.

Department of Planning and Development Review

- Serve as the lead for ESF #14 – Long Term Recovery.
- Develop and maintain plans and procedures to support ESF #14 in coordination with the Department of Economic Development.
- Support initial and, as necessary, more detailed damage assessments.
- Identify ways to support projects that mitigate further damage to redeveloped structures.

Office of the Press Secretary

- Serve as the lead for ESF #15 – External Affairs.
- Develop and maintain plans and procedures to support ESF #15.
- Coordinate the preparation and dissemination of public information releases.

Richmond Animal Care and Control

- Serve as the lead for ESF #16 – Animal Care and Control.
- Develop and maintain plans and procedures to support ESF #16.
- Provide and operate pet shelters.

- Coordinate animal search and rescue operations.
- Match lost animals with proper owners.
- Coordinate the evacuation of animals, if necessary.

Nongovernmental and Volunteer Organizations

Nongovernmental and voluntary organizations (NGOs) collaborate with first responders, governments at all levels, and other agencies and organizations providing relief services to sustain life, reduce physical and emotional distress, and promote recovery of disaster victims. Within the City of Richmond, designated non-government organizations, such as the American Red Cross, provide specific disaster relief services during response and recovery in cooperation with City departments.

The Virginia Voluntary Organizations Active in Disaster (VAVOAD) is a statewide consortium of faith-based and non-profit organizations that are active in disaster relief. The VAVOAD communicates with the many voluntary organizations that provide significant capabilities to incident management and response and recovery efforts at all levels. The Office of Emergency Management, in partnership with the Department of Social Services, will coordinate VAVOAD activities to address unmet needs during a declared local emergency. The City of Richmond operates through the Virginia Capital Area VOAD (VCAVOAD) in conjunction with the VAVOAD.

Private Sector

The roles, responsibilities, and participation of the private sector during major incidents vary based on the nature of the organization and the type and impact of the incident. They support the Emergency Operations Plan by sharing information with the various city departments, identifying risks, performing vulnerability assessments, developing emergency response and business continuity plans, enhancing their overall readiness, implementing appropriate prevention and protection programs, and donating or otherwise providing goods and services through contractual arrangement or government purchases to assist in response to and recovery from an incident.

Citizen Involvement

During an emergency, citizens within a community are the first to arrive and the last to leave the scene in response to the needs of their neighbors. Strong partnerships with citizen groups and organizations enable preparedness, response, recovery, and mitigation efforts within the City. Additionally, citizen groups can provide capabilities and expand available resources to augment the City's response and recovery activities. Organizations such as Community Emergency Response Teams (CERTs) and the Medical Reserve Corps (MRC) provide for public education, outreach, and training; represent volunteers interested in helping to make their communities safer; and/or offer volunteer service opportunities to support first responders, disaster relief activities, and community safety efforts.

City of Richmond Emergency Operations Plan

Prepared citizens are a priority of the City of Richmond. Outreach programs promote awareness of personal and community risks and also the principles of individual and family preparedness. Preparedness information is available to Richmond residents through many sources including www.richmondgov.com, Twitter and other local media outlets. Crisis emergency information is disseminated immediately when a threat or incident occurs.

Citizens groups are also critical to the community recovery process after a disaster. The programs designed and implemented by federal, state and local governments, insurance providers and NGOs can never completely meet the needs of every individual. Communities can provide an effective and efficient forum for pooling and coordinating the delivery of available resources to individuals and families in need. To date the City of Richmond CERT Program has trained more than 400 volunteers available to assist with emergency preparedness, response and recovery activities.

Concept of Operations

The City of Richmond EOP is based on the idea that emergency operations will begin at the city level and that outside assistance will be requested only when an emergency or disaster exceeds the city's capabilities. Situations in which several localities are threatened or impacted concurrently will usually involve requests for state assets from the onset.

In the event that an incident may exceed local capabilities and/or threaten public safety, the city can declare a local state of emergency. This declaration will be made by the Director of Emergency Management with the consent of the City Council. The local emergency activates the EOP and authorizes the provision of aid and assistance there under. It should be declared when a coordinated response among several local agencies/organizations must be directed or when it becomes necessary to incur substantial financial obligations in order to protect the health and safety of persons and property or to provide assistance to the victims of a disaster.

In the event the governing body cannot convene due to the disaster or other exigent circumstances, the Director, or in his/her absence, the Assistant Director, or in the absence of both the Director and Assistant Director, the Emergency Management Coordinator may declare the existence of a local emergency, subject to confirmation by the City Council at its next regularly scheduled meeting or at a special meeting within 45 days of the declaration, whichever occurs first.

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 and other commodities, materials, goods, services and resource systems which fall only within the boundaries of the City of Richmond 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;

City of Richmond Emergency Operations Plan

- 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) pertaining to the performance of public work; and
- Entering into contracts, incurring of obligations, employment of temporary workers, rental of equipment, purchase of supplies and materials, and other expenditures of public funds, provided such funds in excess of appropriations in the current approved budget, unobligated, are available.

The Director of Emergency Management, when in his/her judgment all emergency actions have been taken, shall take appropriate action to end the declared emergency. Confirmation should be accomplished at either a special meeting of the City Council or during a regularly scheduled meeting that will occur within the 45-day period following a declaration. The declaration of local emergency must be in accordance with Section 44-146.21, Chapter 3.2 – Code of Virginia. Preceding the declaration of emergency, the Emergency Management Coordinator should advise VDEM of this action as soon as possible through telephone, email or WebEOC.

Coordination of the Emergency Operations Center

During normal operations, it is the responsibility of the Office of Emergency Management (OEM) to manage the EOC from which the Mayor, or designee, can direct and control emergency operations. The Coordinator of Emergency Management is the Mayor's designee to manage the EOC and to coordinate the city's response to all emergencies and disasters. OEM develops detailed procedures for EOC operations, manages an ongoing training program and maintains adequate facilities and equipment for EOC operations. Departments assigned responsibilities in the EOC designate staff to respond to the EOC and to participate in training.

In time of emergency, OEM provides centralized emergency operations in order to coordinate resources, advice and counsel to the Mayor, or the Mayor's designee, to formulate policy, establish priorities, collect and analyze information, and disseminate information, and communications with the state government related to conditions or developing situations related to the emergency.

The Director of Emergency Management, the Deputy Director of Emergency Management, the Emergency Management Coordinator or their designees implement the EOP.

The implementation of the EOP and activation of the EOC may occur simultaneously. The level of EOC and EOP activation will be based upon the severity and scope of the incident. The Incident Command System integrated with Emergency Support Functions (ESF's) and various annexes established by this plan may be selectively activated based upon initial or anticipated requirements.

The EOC will be under the control of the Coordinator of Emergency Management, who reports directly to the Deputy Director of Emergency Management (CAO) or designee. The supporting EOC staff is comprised of employees of OEM, other designated departments, representatives of VAVOAD, and designated private sector entities. Departments assigned primary, support, and/or

cooperating emergency response or recovery duties and responsibilities must develop and maintain their designated part(s) of the City of Richmond Emergency Operations Plan.

Activation of the Emergency Operations Center (EOC)

The Coordinator of Emergency Management may activate the EOC based on discussions with the Deputy Director if:
- There is an imminent threat to public safety or health on a large scale;
- An extensive multiagency/jurisdiction response and coordination will be required to resolve or recover from the emergency or disaster event; and/or
- The disaster affects multiple political subdivisions within counties or cities that rely on the same resources to resolve major emergency events.

Availability of staff and operational needs may allow or require positions to be combined or positions to not be filled (responsibilities held by the next higher position).

Leadership from partner agencies or organizations may request that the EOC be activated to support emergencies that are being managed by their agency or organization. Any municipal police or fire chief, county administrator, manager or executive or city manager or their designee, from a jurisdiction adjacent to the city of Richmond may make a request to activate the EOC to support an emergency occurring in or affecting their jurisdiction directly to, or through, the Department of Emergency Communications. In addition, the Governor or his designee may request that the city of Richmond EOC be activated to support emergency events occurring with the Commonwealth.

All department and agency points-of-contact to include members of City Council will be notified of the EOC activation by OEM through the most appropriate method. In turn, agency EOC representatives will be notified through their agency's internal notification process.

Upon notification, identified EOC representatives shall report to the EOC at the appointed time and be prepared to carry out their roles and responsibilities. Departments and agencies will provide appropriate representation to the EOC based upon the level of activation. Agency representatives shall be prepared to staff the EOC until they are relieved by other personnel or the incident is terminated.

The EOC may be partially or fully activated depending upon the nature and scope of the incident or potential incident. The EOC may also be activated for a planned event. The Director Emergency Management or Deputy Director of Emergency Management, in cooperation with the Coordinator of Emergency Management, will designate the level of emergency and ensure appropriate notifications are made.

Preparatory Actions for City Departments (ESF's) will consist of but are not limited to the following:

- Review plans and procedures including response and individual agency emergency action plans.

- Check critical equipment and supplies.
- Backup critical data and address how to protect vital records.
- Consider your role in recovery.
- What critical resources will you need to maintain a service level.
- Stay informed, monitor all possible sources of weather information.
- Prepare for a possible change in our readiness level later in the week. If that occurs, departments will be expected to:
    - Report daily on departmental preparedness actions.
    - Report on critical resources and issues.
    - Report on departmental priorities, and activities.
    - Identify staffing for the EOC should an activation occur.

The levels of emergency, operation category and minimum required actions are listed in the following table.

City of Richmond Emergency Operations Plan

Level of Emergency

Category	Minimal Actions
Routine Operations - Daily operations at normal staffing level.	1. Public information and educational materials will be provided via municipal newsletters, brochures, municipal web-sites and other media. 2. Maintain, update and exercise the Emergency Operations Plan. 3. Assure the viability and accuracy of emergency contact lists, resource lists and emergency contracts.
Increased Readiness - Coordinator of Emergency Management receives notice of a potential emergency from the Virginia Department of Emergency Management, National Weather Service watches and/or warnings or other reliable sources.	1. Monitor the situation. 2. Provide updates as necessary via text or email. 3. Alert emergency response personnel and develop a staffing pattern for a minimum of 72 hrs, as necessary. 4. Issue Preparatory Actions to ESF's. 5. Disseminate preparatory actions to members of City Council and emergency response personnel. 6. Determine any protective action measures that need to be implemented in preparation for the situation. 7. Discuss activation of the EOC with the Deputy Director. 8. **When Central Virginia is in the National Weather Service five day forecast zone begin disseminating preparedness information to citizens via ESF# 15 in preparation for possible power outage**. 9. Participate in State level conference calls, as necessary 10. Brief Policy Group, as necessary
Response Operations - Coordinated response to preserve life, property, the social, economic, and political structure of the City.	1. Partial or full activation of ESFs within the EOC. Partial activation will be dependent on the incident or event. 2. Daily functions that do not contribute directly to the emergency operation may be suspended for the duration of the emergency response. 3. Efforts and resources may be redirected to accomplish an emergency task. 4. Implement evacuation orders as needed. 5. Open and staff emergency shelters as needed. 6. Conduct daily EOC briefings. 7. Develop periodic Situation Reports (SitRep). 8. Brief Policy Group, as necessary 9. Produce daily situation report for dissemination.
Recovery Operations - After the initial response is completed assist affected individuals and communities return to a normal state.	1. Within 72 hours of incident stabilization, complete an Initial Damage Assessment and submit to the VEOC. 2. Assess infrastructure and determine viability for re-entry of residents. 3. Begin repairs to electric, water and sewer lines and stations. 4. Implement Initial Damage Assessment (IDA) procedures to support 72 hour submission request of the IDA Report to the Virginia Emergency Operations Center (VEOC). 5. Support State/Federal Preliminary Damage Assessment visit, as necessary.
Mitigation - Reduce or eliminate long-term risk to people and property from hazards and their side effects.	1. Review Regional Hazard Mitigation Plan and update as necessary any mitigation actions that could be of assistance in preventing similar impacts for a future disaster. 2. Work with the Virginia Department of Emergency Management Mitigation Program to develop mitigation grant projects to assist in areas most at risk. 3. Implement mitigation measures in the rebuilding of infrastructure damaged in the event.

Plan Development and Maintenance

The City of Richmond Emergency Operations Plan, including all annexes, is the core plan for emergency operations, and provides the structures and processes for coordinating incident management activities for natural disasters and other emergencies. Following the guidance provided by the National Response Framework, President Preparedness Directive 8, National Incident Management System, Incident Command System and other supporting documents.

Accordingly, departments must incorporate key concepts and procedures for working interfacing with the plan's organizational elements when developing or updating incident management and emergency response plans. All additional emergency response and recovery plans and procedures developed by departments should be compatible with the plan.

The Office of Emergency Management maintains the EOP. The plan is reviewed on a continuous basis and updated periodically as required to incorporate policy changes, new directives, legislative changes, and procedural changes based on lessons learned from exercises and actual events. The plan will be reviewed and adopted in its entirety by the Mayor and City Council every five years.

The section below establishes procedures for interim changes and full updates of the plan.

- Changes include additions of new or supplementary material and deletions. No proposed change should contradict or override authorities or other plans.
- Any department may propose and develop a change to the Plan. OEM is responsible for coordinating review of the proposed change among the primary and support agencies of each affected ESF and any associated department program areas as required.
- OEM developed and will maintain a procedure for changes that will include:
  - o Obtaining the official written approval for the change from the appropriate officials of the affected departments; and
  - o A process to notify and receive approval from the Mayor or designee for all requested changes.
  - o Ensure appropriate notification is made about the changes and maintain a record of changes.
- Prior to the four-year revision, OEM may revise areas of the plan. OEM will send the final draft of the revised Plan to the Chief Administrative Officer (CAO) for review and concurrence prior to submitting the plan to the Mayor for approval and promulgation.

The Coordinator of Emergency Management will ensure that this document is subject to annual maintenance, review, and update based on selective evaluations, after-action reports, and new guidance.

City of Richmond Emergency Operations Plan

Training and Exercises

The purpose of the Multi-year Training and Exercise Plan (TEP) is to document the city's overall training and exercise program priorities for a specific multi-year time period. It is considered to be a living document that can be updated and refined annually. These priorities are linked to corresponding core capabilities, and, if applicable, a rationale based on existing strategic guidance, threat assessments, corrective actions from previous exercises, or other factors. This Multi-year TEP identifies the training and exercises that will help Richmond build and sustain the core capabilities needed to address its training and exercise program priorities.

The Multi-year TEP will lay out a combination of progressively building exercises – along with the associated training requirements – which address the priorities identified in the Training and Exercise Planning Workshop (TEPW). A progressive, multi-year exercise program will enable the city to participate in a series of beneficial exercises, with each successive exercise building upon the previous one. Further, by including training opportunities in the planning process, the city can address known gaps and areas of improvement prior to exercising capabilities.

OEM will conduct at least one exercise annually to improve the overall emergency response organization and capability of the city. The exercise will test not only the EOP but also train the appropriate officials, emergency response personnel and City of Richmond employees. Dependent upon the scenario, private sector partners will be encouraged to participate. Any planning deficiencies, findings, areas recommended for corrective action or improvement arising from the exercise will be considered and corrected by appropriate training, plan update, and/or demonstration in any subsequent exercise or postulated event.

Additionally after each real-world incident, a hot wash and/or after-action review will take place. Any findings from these post-event reviews will be incorporated into an update of the plan.

City of Richmond Emergency Operations Plan

This page is intentionally left blank.

City of Richmond Emergency Operations Plan

Appendix 1 – Glossary

For the purposes of the City of Richmond Emergency Operations Plan, the following terms and definitions apply:

Amateur Radio Emergency Services - Public service organization of licensed amateur radio operators who have voluntarily registered their qualifications and equipment to provide emergency communications for public service events as needed.

American Red Cross - Humanitarian organization led by volunteers, that provides relief to victims of disasters and helps prevent, prepare for, and respond to emergencies. It does this through services that are consistent with its Congressional Charter and the Principles of the International Red Cross Movement.

Area Command – Organization established to oversee the management of multiple incidents that are each being handled by an ICS organization or to oversee the management of large or multiple incidents to which several incident management teams have been assigned.

Biological Agent – Living organisms or the materials derived from them (such as bacteria, viruses, fungi and toxins) that cause disease in or harm to humans, animals or plants or cause deterioration of material.

Catastrophe (catastrophic incident) – Any natural or human caused incident, including acts of terrorism, that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy and/or government functions.

Command Staff – In an incident management organization, the Command Staff consists of the Incident Commander and the special staff positions of the Public Information Officer, Safety Officer, and other positions as required that report directly to the Incident Commander.

Command Post - That location at which primary Command functions are executed; usually collocated with the Incident Base. Also referred to as the Incident Command Post.

Community Emergency Response Team (CERT) - Component of the national Citizen Corps program, which aims to make communities safer, stronger and better prepared through education, training and volunteer service. The Community Emergency Response Team (CERT) program trains you to prepare for and respond to emergencies in your community.

Community Recovery – The process of assessing the effects of a disaster or catastrophic event, defining resources, and developing and implementing a course of action to restore and revitalize the socioeconomic and physical structure of the community.

Consequence Management – A predominantly emergency management function that includes measures to protect public health and safety, restore essential government services and provide emergency relief to individuals, businesses and governments affected by the consequences of terrorism. (See also Crisis Management)

Continuity of Government (COG) – A process of identifying the essential functions of government, including the critical

functions of government offices and departments, and developing and implementing plans to ensure the continuation of those functions in the face of disruptions from any cause.

Continuity of Operations (COOP) – A process of identifying the essential functions - including staff, systems and procedures - that ensure the continuation of the department's ability to operate.

Comprehensive Resource Management - Maximizes the use of available resources, consolidates like resources and reduces the communications load on the Incident Command Operation.

Crisis Management – A predominantly law enforcement function that includes measures to identify, acquire and plan the use of resources needed to anticipate, prevent, and/or resolve a threat or act of terrorism.

Critical Infrastructure – Systems and assets, whether physical or virtual, so vital to the community, the Commonwealth, or the nation that the incapacity or destruction of such systems and assets would have a debilitating impact on security, economic security, public health or safety, or any combination of those matters.

Decontamination – The physical or chemical process of reducing and preventing the spread of contaminants from persons and equipment used at a hazardous materials incident.

Department – A division of government with a specific function offering a particular kind of assistance.

Department Representative – A person assigned by a primary, supporting or cooperating department or nongovernmental

organization or private entity who has been delegated authority, in consultation with the leadership of that department, to make decisions affecting that department's or organization's participation in incident management activities.

Emergency - Any occurrence, or threat, whether natural or man-made, which results or may result in substantial injury or harm to the population or substantial damage to or loss of property or natural resources.

Emergency Alert System (EAS) – A network of broadcast stations interconnecting facilities authorized by the Federal Communications Commission to operate in a controlled manner to inform the public of needed protective actions in the event of an emergency or disaster situation**.**

Emergency Management – The coordination of efforts to prepare for and carry out the functions to prevent, minimize, respond to and recover from incidents caused by natural hazards, man-made hazards and acts of terrorism.

Emergency Operations Center (EOC) – The physical location at which the coordination of information and resources to support incident management activities takes place.

Emergency Operations Plan (EOP) – The plans for managing all-hazards incidents. The *Code* requires the Commonwealth and its jurisdictions to prepare and maintain emergency operations plans.

Emergency Responder – Includes local, state and federal emergency services, public safety, law enforcement, emergency medical services (prehospital and hospital), search and rescue, fire services, and related personnel, agencies and authorities.

Emergency Services – The preparation for and carrying out of the functions to prevent, minimize and repair injury and damage resulting from natural or man-made disasters, together with all other activities necessary or incidental to the preparation for and carrying out of the forgoing functions.

Emergency Support Function (ESF) – A grouping of government and certain private and voluntary organization capabilities into an organizational structure to provide the support, resources, program implementation and services that are most likely to be needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal, when feasible, following incidents.

Evacuation – Organized and supervised withdrawal, dispersal or removal of people from dangerous or threatened areas, and their reception and care in safe areas.

Federal Disaster Assistance - Aid to disaster victims and/or state and local governments by federal agencies under provisions of the Robert T. Stafford Relief and Emergency Assistance Act of (PL 93-288).

Federal Emergency Management Agency (FEMA) – Component of the U.S. Department of Homeland Security responsible for providing technical support to states and local governments to respond to and recover from emergencies and disasters caused by any hazard.

First Responder – Skilled personnel who in the early stages of an incident are responsible for the protection and preservation of life, property, evidence and the environment, such as government and non-governmental police, fire, emergency medical, search and rescue,

emergency management, public health, public works and others.

Geographic Information System (GIS) - A computer system capable of assembling, storing, manipulating, and displaying geographically referenced information, i.e.-data identified according to their locations.

Hazard Mitigation – Any action taken to reduce or eliminate the long-term risk to human life or property.

Hazardous Material (hazmat) – A substance or material, including a hazardous substance that has been determined to be capable of posing an unreasonable risk to health, safety and property when released into the environment.

Incident – An occurrence or event, natural or human caused that requires an emergency response to protect life or property.

Incident Action Plan (IAP) – An oral or written plan containing general objectives reflecting the overall strategy for managing an incident.

Incident Command Post (ICP) – The field location at which the primary tactical-level, on-scene incident command functions are performed.

Incident Command System (ICS) – A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents. ICS is the combination of facilities, equipment, personnel, procedures and communications operating within a common organizational structure. It is designed to aid in the management of resources during incidents.

Incident Commander (IC) – The individual responsible for all incident activities. The IC has overall authority and responsibility for the management of all incident operations and is responsible for the management of all incident operations at the incident site.

Incident Management Team (IMT) – The Incident Commander and appropriate command and general staff personnel assigned to an incident.

Infrastructure – The manmade physical systems, assets, projects, and structures publicly and privately owned, that are used by or provide benefit to the public. Examples of infrastructure include utilities, bridges, levees, water systems, roads, etc.

In-kind Donations – Donations other than cash, usually materials or volunteer service, for people and communities impacted by disasters.

Integrated Flood Observing and Warning System (IFLOWS) – An information system that collects and analyzes real-time data from rain and stream gages placed throughout the City of Richmond watersheds. IFLOWS is a federal-state-local partnership that links the National Weather Service and local governments in order to provide flood alerts and warnings.

Joint Field Office (JFO) – A temporary federal facility established near a declared disaster area to provide a central point for federal, state, voluntary and local officials with responsibilities for incident oversight, direction and assistance.

Joint Information Center (JIC) – A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media for information related to the incident. Public information officials from all participating federal and state agencies will collocate at the JIC.

Joint Operations Center (JOC) – The JOC is the focal point for all federal investigative law enforcement activities during a terrorist or potential terrorist incident or any other significant criminal incident, and is the point of coordination with state and local law enforcement officials. The JOC becomes a component of the JFO when the National Response Framework (NRF) is activated.

Local Emergency – The condition declared by the local governing body when in its judgment the threat of 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 thereby.

Local Emergency Planning Committee (LEPC) - Appointed representatives of local government, private industry, business, environmental groups, and emergency response organizations responsible for ensuring that localities comply with the hazardous materials planning requirements of the Superfund Amendments and Reauthorization Act of 1986 (SARA Title III).

Mitigation - Activities that actually eliminate or reduce the chance occurrence or the effects of a disaster. Examples of mitigation measures include, but are not limited to, the development of zoning laws and land use ordinances, State building code provisions, regulations and licensing for handling and storage of hazardous materials, and the inspection and enforcement of such ordinances, codes and regulations.

Mutual Aid Agreement - Written agreement between agencies, organizations and/or jurisdictions that they will assist one another on request by furnishing personnel, equipment and/or expertise in a specified manner.

National Incident Management System (NIMS) – A system mandated by the federal Homeland Security Presidential Directive (HSPD) #5 that provides a consistent, nationwide approach for governments (federal, state and local), voluntary agencies and the private sector to work effectively and efficiently together to prepare for, respond to, and recovery from incidents, regardless of cause, size or complexity. NIMS uses a core set of concepts, principles and terminology.

National Response Framework (NRF) - Is a guide to how the Nation conducts all-hazard response. It is built upon scalable, flexible and adaptable coordinating structures to align key roles and responsibilities across the nation.

National Weather Service (NWS) - The federal agency which provides localized weather information to the population, and during a weather-related emergency, to state and local emergency management officials.

Nongovernmental Organization (NGO) – A nonprofit entity that is based on interests of its members, individuals or institutions and that is not created by the government, but may work cooperatively with government. Such organizations serve the public purpose, not a private benefit.

Preparedness - As defined in the NRF, preparedness is the range of deliberate, critical tasks and activities necessary to build, sustain and improve the operational capability to prevent, protect against, respond to, and recover from incidents. Preparedness is a continuous process involving efforts by and among governments and other organizations and by the general public.

Public Information Officer (PIO) - A member of the Command Staff in the VEOC and the JFO responsible for interfacing with the public and media with incident related information.

Radio Amateur Civil Emergency Services (RACES) – An amateur radio communications system organized to provide temporary emergency communications support to federal, state, and local governments during periods of imminent or actual emergency.

Recovery – Activities that address the short-term and long-term needs and the resources to assist, restore, strengthen and rebuild affected individuals and communities.

Response – Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property and meet basic human needs.

Stafford Act, The – *The Robert T. Stafford Disaster Relief and Emergency Assistance Act, 93 Pub. L. No.288 Stat. 143 as amended*, establishes the programs and processes for the federal government to provide disaster and emergency assistance to states, local governments, tribal nations, individuals and qualified private nonprofit organizations. The provisions cover all hazards including natural disasters and terrorist events.

State of Emergency – The condition declared by the Governor when, in his judgment, the threat or actual occurrence of an emergency or a disaster in any part of the Commonwealth is of sufficient severity and magnitude to warrant disaster assistance by

the Commonwealth to supplement the efforts and available resources of the several localities and relief organizations in preventing or alleviating the damage, loss, hardship or suffering threatened or caused thereby and is so declared by him. (*Code* § 44-146.16)

Statewide Mutual Aid (SMA) – A program to assist cities, counties and eligible towns to more effectively and efficiently exchange services and resources, especially in response to a major disaster wherein assistance needs to be provided from one area or region of the state to another.

Threat –Any indication of possible violence, harm or danger.

Unaffiliated Volunteer – An individual who is not formally associated with a recognized voluntary disaster relief organization; also known as a "spontaneous" or "emergent" volunteer.

Unified Command – An application of the Incident Command System (ICS) used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command to establish their designated Incident Commanders at a single Incident Command Post.

Unsolicited Goods – Donated goods offered by or sent to the incident site by the public or a private source that have not been requested by government or nonprofit disaster relief coordinators of that incident. State and local plans include procedures to manage unsolicited goods.

VDEM – Virginia Department of Emergency Management – The state agency responsible for coordinating the preparations and actions required to prevent and minimize the impact of hazards and to respond to and recover from emergencies and disasters.

VAVOAD – Virginia Voluntary Organizations Active in Disasters – A statewide organization, affiliated with the National VOAD, composed of voluntary organizations, faith-based and sectarian, that have developed specific disaster response and/or recovery programs as part of their overall mission.

Volunteer – Any individual accepted to perform services by any agency that has authority to accept volunteer services when the individual performs services without promise, expectation, or receipt of compensation for services performed.

City of Richmond Emergency Operations Plan

Appendix 2 – List of Acronyms

ARC	American Red Cross
ARES	Amateur Radio Emergency Services
CAO	Chief Administrative Officer
CDC	Center for Disease Control
CEM	Civil Emergency Message
CERT	Community Emergency Response Team
CICF	Criminal Injury Compensation Fund
COG	Continuity of Government
COOP	Continuity of Operations
COVEOP	Commonwealth of Virginia Emergency Operations Plan
DCPD	Department of Community Planning and Development
DHS	Department of Homeland Security
DIT	Department of Information Technology
DPU	Department of Public Utility
DPW	Department of Public Works
DSS	Department of Social Services
EAP	Emergency Action Plan
EAS	Emergency Alert System
ECC	Emergency Communications Center
EM	Emergency Management
EMAC	Emergency Management Assistance Compact
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPCRA	Emergency Planning and Community Right to Know Act
ESF	Emergency Support Function
FAC	Family Assistance Center
FEMA	Federal Emergency Management Agency
GIS	Graphic Information System
GRTC	Greater Richmond Transit Company
HHS	Health and Human Services

IA	Individual Assistance
IAP	Incident Action Plan
ICP	Incident Command Post
ICS	Incident Command System
IDA	Initial Damage Assessment
IFG	Individual and Family Grants
IMT	Incident Management Team
IFLOWS	Integrated Flood Observation and Warning System
JFO	Joint Field Office
JIC	Joint Information Center
JOC	Joint Operations Center
LEPC	Local Emergency Planning Commission
MMRS	Metropolitan Medical Response Network
MOA	Memorandum of Agreement
MRC	Medical Reserve Corps
MSA	Metropolitan Statistical Area
NCP	National Contingency Plan
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NRF	National Response Framework
NWR	NOAA Weather Radio
NWS	National Weather Service
OCME	Office of the Chief Medical Examiner
OEM	Office of Emergency Management
OPS	Office of the Press Secretary
PA	Public Assistance
PDA	Preliminary Damage Assessment
PIO	Public Information Officer
PSAP	Public Safety Answering Point
RAA	Richmond Ambulance Authority
RACES	Radio Amateur Civil Emergency Services
RCHD	Richmond City Health District

City of Richmond Emergency Operations Plan

RFD	Richmond Fire Department and Emergency Services
RHMO	Regional HazMat Officer
RPD	Richmond Police Department
RPSS	Richmond Public School System
RSS	Remote Storage Site
SAR	Search and Rescue
SARA	Superfund Amendments and Reauthorization Act
SMA	Statewide Mutual Aid
SME	Subject Matter Expert
SNS	Strategic National Stockpile
SOP	Standard Operating Procedures
TEP	Training and Exercise Plan
TEPW	Training and Exercise Planning Workshop
USG	United States Government
VAVOAD	Virginia Voluntary Organizations Active in Disaster
VCAVOAD	Virginia Capital Area Voluntary Organizations Active in Disaster
VCU	Virginia Commonwealth University
VDEM	Virginia Department of Emergency Management
VDH	Virginia Department of Health
VEOC	Virginia Emergency Operations Center
VERC	Virginia Emergency Response Council
VSP	Virginia State Police
WHO	World Health Organization

Appendix 3 – Emergency Support Function Matrix

Emergency Support Function (ESF)	Scope
ESF #1 – Transportation **Primary Agencies:** Department of Public Works (Traffic Engineer), Greater Richmond Transit Company (GRTC) **Support Agencies and Organizations:** Richmond Public School System, Richmond Police Department, Port of Richmond, CSX, Amtrak, Greyhound, Private Charter Bus Companies	• Report damage to transportation infrastructure as a result of the incident • Coordinate alternate transportation services • Coordinate the restoration and recovery of the transportation infrastructure • Assist ESF #13 with evacuation of impacted areas within the City of Richmond • Coordinate traffic control measures
ESF #2 – Communication **Primary Agencies:** Department of Information Technology, Department of Emergency Communication	• Coordination with telecommunications industry • Restoration/repair of telecommunications infrastructure. • Protect, restore, and maintain cyber and information technology resources • Assist with GIS capability during EOC operations.
ESF #3 – Public Works & Engineering **Primary Agencies:** Department of Public Works, Department of Public Utilities **Support Agencies and Organizations:** Department of Planning and Development Review, Richmond City Health District, Department of Parks, Recreation and Community Facilities	• Conduct pre and post incident assessments of public facilities and infrastructure • Execute emergency contract support for life-saving and life-sustaining services • Provide technical assistance to include engineering expertise, construction management, and real estate services • Providing emergency repair of damaged infrastructure and critical facilities • Implement and manage the cost recovery programs for public works and infrastructure • Lead for debris management (including snow removal)
ESF #4 – Firefighting **Primary Agencies:** Department of Fire and Emergency Services **Support Agencies and Organizations:** Department of Public Utilities, Community Emergency Response Team (CERT), Salvation Army, American Red Cross, Fire Corps	• Manages and coordinate firefighting activities, including detection and suppression • Provide training, guidance and assistance to citizens, the private/business sector and local governments in the promulgation and maintenance of appropriate fire protection programs and systems
ESF #5 – Emergency Management **Primary Agencies:** Office of Emergency Management **Support Agencies and Organizations:** Fire and Emergency Services Department, Richmond Police Department, Department of Public Works, Department of Public Utilities, Department of Social Services, Richmond City Health District, Finance Department, Department of Information Technology, Richmond Animal Care & Control, Richmond Ambulance Authority, Richmond Sherriff's Office, Economic and Community Development, Department of Planning and Development Review	• Directs, controls and manages emergency operations • Coordinates with neighboring jurisdictions and the Virginia Emergency Operations Center • Coordinates the response of all departments within the City and the use of City resources to provide emergency response • Supports use of the Mobile Command Post
ESF #6 – Mass Care, Housing, Human Services **Primary Agencies:** Department of Social Services **Support Agencies and Organizations:** American Red Cross, Richmond City Health District, Richmond Public School Systems, Virginia Voluntary Organizations Active in Disasters, Department of Parks, Recreation and Community Facilities	• Mass care and sheltering • Temporary housing • Recovery assistance to individuals and households • Family Assistance Center
ESF #7 – Resource Management **Primary Agencies:** Department of Finance, Department of Procurement	• Resource Support (facility space, office equipment and supplies, contracting services, etc.) • Statewide Mutual Aid
ESF #8 – Public Health and Medical Services **Primary Agencies:** Richmond City Health District, Richmond Ambulance Authority	• Public health services • Medical services

City of Richmond Emergency Operations Plan

Support Agencies and Organizations: American Red Cross, Capital Area Health Network, Community Emergency Response Team (CERT), Crossover Ministries, Department of Social Services, Local Hospitals and Pharmacies, Central Virginia Healthcare Coalition, Office of the Chief Medical Examiner (OCME), Richmond Academy of Medicine, Richmond Behavioral Health Authority, Richmond City Medical Reserve Corp (MRC), Richmond Public School System (RPSS), Rubicon Rehab, Inc., The Daily Planet, Virginia Department of Health (VDH), Virginia Funeral Directors' Association, Virginia Hospital and Healthcare Association, Virginia Veterinary Medical Association, Richmond Behavioral Health Authority	• Mental health services • Mortuary services
ESF #9 – Search and Rescue **Primary Agencies:** Richmond Fire and Emergency Services Department **Support Agencies and Organizations:** Richmond Police Department, Richmond Ambulance Authority, Department of Community Planning and Development, Department of Public Works, Civil Air Patrol, Volunteer Search and Rescue Groups, GIS Department, Virginia State Police, OEM, VDEM	• Rescue Company 1 – Swift Water and Dive Rescue • Rescue Company 2 – Trench Rescue, Confined Space Rescue, Structural Collapse Rescue and High Angle Rescue • Rescue Company 3 – Hazardous Materials Response (See ESF #10)
ESF #10 – Oil and Hazardous Materials **Primary Agencies:** Richmond Fire and Emergency Services Department **Support Agencies and Organizations:** Richmond City Health District	• Oil & hazardous materials (chemical, biological, radiological, etc.) response • Environmental safety and short- and long-term cleanup • Health and safety of emergency workers
ESF #12 – Energy **Primary Agencies:** Department of Public Utilities **Support Agencies and Organizations:** Dominion Virginia Power	• Energy infrastructure assessment, repair, and restoration • Energy industry utilities coordination • Energy forecast
ESF #13 – Public Safety and Security **Primary Agencies:** Richmond Police Department, Sheriff's Office **Support Agencies and Organizations:** City Security, Division of Capital Police, Federal Law Enforcement Agencies, J. Sergeant Reynolds Police Department, University of Richmond Police Department, U.S. Marshall, Virginia Commonwealth University Police Department, Virginia State Police, Virginia Union University Police Department	• Maintain law and order • Coordinate public warning • Provide security of community facilities • Control traffic under normal conditions and for special events or disruptive incidents • Provide security of unsafe areas or potential crime scenes • Assist with evacuation of buildings or the City • Provide security at City managed shelters
ESF #14 – Long Term Recovery **Primary Agencies:** Department of Economic Development, Department of Planning and Development Review **Support Agencies and Organizations:** Office of Emergency Management, Department of Social Services, Richmond Fire and Emergency Services, Department of Public Works, Department of Public Utilities, Virginia – Voluntary Organizations Active In Disasters (VAVOAD)	• Social and economic impact assessment • Long-term community recovery assistance • Coordinate reconstruction and redevelopment of impacted areas • Mitigation analysis and program implementation
ESF #15 – External Affairs **Primary Agencies:** Office of the Press Secretary **Support Agencies and Organizations:** Department of Public Utilities, Richmond Fire and Emergency Services, Richmond Police Department, Department of Public Works, Human Services, Department of Parks and Recreation, Richmond City Health District, Richmond Ambulance Authority, Amateur Radio Groups	• Coordinate the dissemination of emergency public information and protective action guidance with ESF #5 and ESF #2 • Incident information to the public • Media and community relations • Elected officials liaison
ESF #16 – Animal Care and Control **Primary Agencies:** Richmond Animal Care and Control **Support Agencies and Organizations:** Local Animal Welfare/Rescue Organizations, Local Veterinarians, Local Animal Boarding Facilities, Local Animal Crematoriums, Voluntary Organizations Active in Disaster (VOAD), Virginia Department of Agriculture and Consumer Services	• Animal care and control • Animal sheltering

City of Richmond Emergency Operations Plan

Appendix 4 – Emergency Operations Center Organization Chart

City of Richmond Emergency Operations Plan
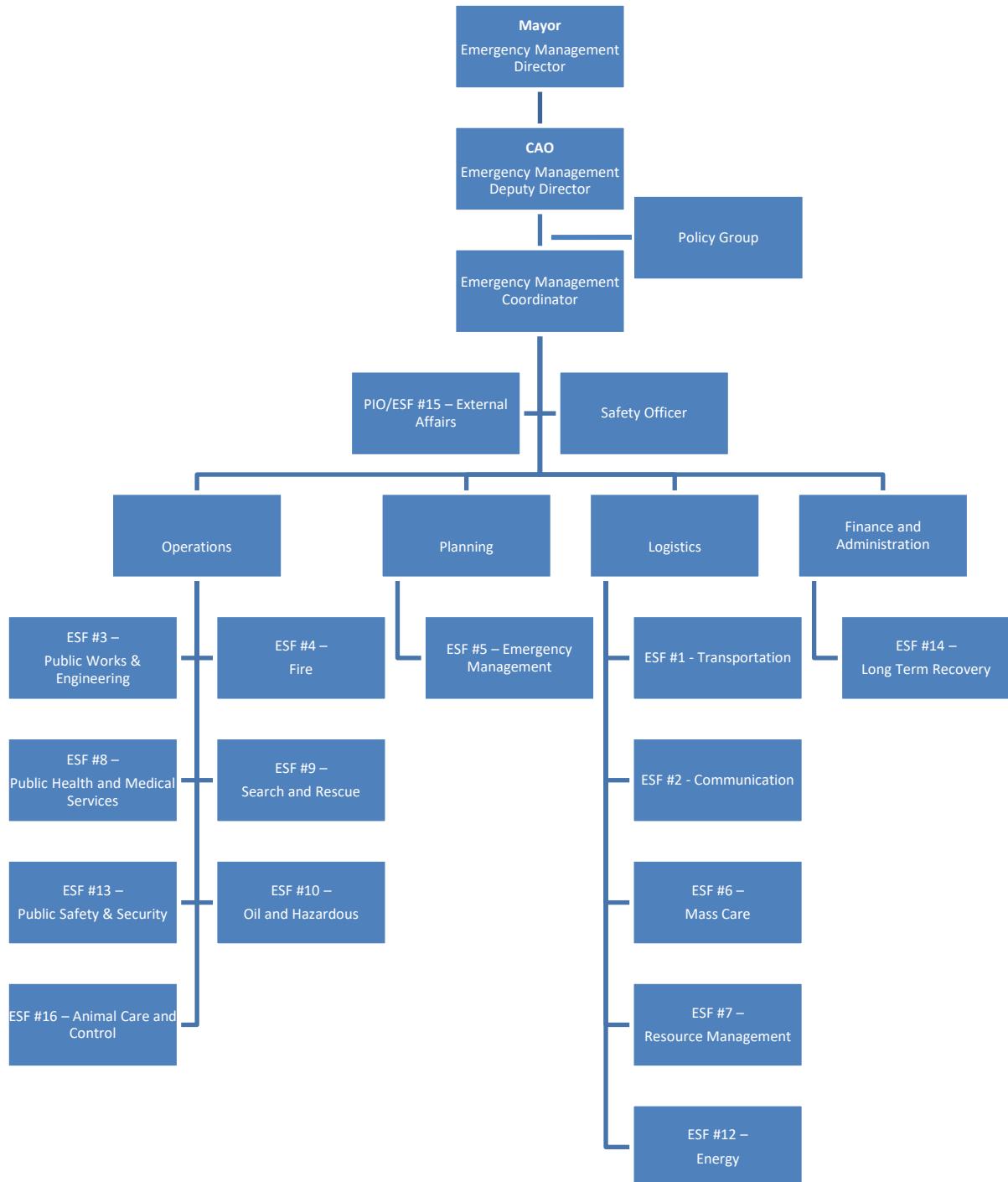
Appendix 5 – Emergency Operations Center Floor Plan

Policy Room

15

14

5

7

2

3

4, 9 & 10

1

13

12

6, 8 & 16

Printer/Copier

Storage Area

City of Richmond Emergency Operations Plan
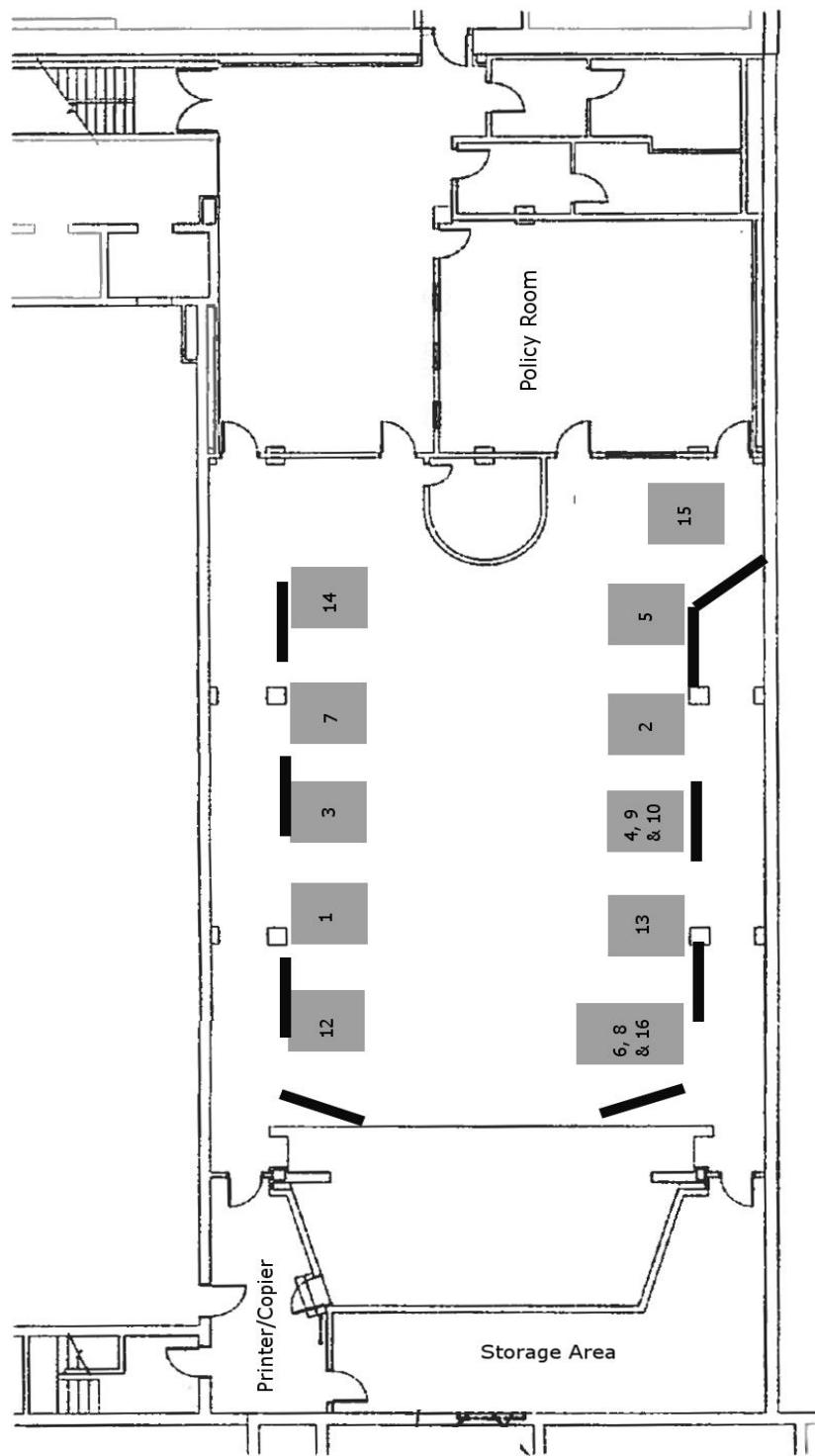
Appendix 6 – Emergency Contact Telephone Numbers

Situation/Question	Number
Emergency Operations Center	804-646-0362
To request **immediate** assistance from the police, fire department or ambulance.	9-1-1
Non-emergency police number	804-646-5100
To request assistance, report a downed tree, high water on roads or for information about available resources and open shelters in your area.	3-1-1
To report strong, persistent gas odors, a major water leak in your home, or in the street, a sewer backup in your home, a broken sewer line or a streetlight that is broken or out	804-646-7000 Or 911
Senior Help Line – To assist older adults in their quest for services within city departments.	804-646-1082
To report a power outage to Virginia Dominion Power	1-866-366-4357
American Red Cross	804-780-2250

City of Richmond Emergency Operations Plan

Appendix 7 – Authorities and References

- **Federal**
  - The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended
  - The Homeland Security Act of 2002
  - National Response Framework
  - Developing and Maintaining Emergency Operations Plans; Comprehensive Preparedness Guide 101 v.2
  - Threat and Hazard Identification and Risk Assessment Guide – CPG 201
  - Presidential Policy Directive 8
  - Americans with Disabilities Act of 2010

- **State**
  - Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended
  - The Commonwealth of Virginia Emergency Operations Plan (COVEOP) – 2012

- **Local**
  - Richmond-Crater Multi-Regional Hazard Mitigation Plan, March 2017
  - All applicable City Department Directive Manuals

This page is intentionally left blank.

Appendix 8 – Resolution

A RESOLUTION No. 2009-R90 – 103

To adopt the City of Richmond's Emergency Operations Plan in accordance with the Commonwealth of Virginia Emergency Services and Disaster Law of 2000.

_____

Patron – Mayor Jones

_____

Approved as to form and legality
by the City Attorney

_____

PUBLIC HEARING: JUL 2 7 2009 AT 6 P.M.

WHEREAS, section 44-146.19(E) of the Code of Virginia (1950), as amended, requires the City of Richmond to conduct a comprehensive review and revision of its emergency operations plan every four years to ensure that the plan remains current; and

WHEREAS, section 44-146.19(E) of the Code of Virginia (1950), as amended, requires that the City Council formally adopt the City's emergency operations plan, as revised, every four years; and

WHEREAS, the City Administration has conducted a comprehensive review and revision of the City's emergency operations plan; and

AYES: 9   NOES: 0   ABSTAIN: _____

ADOPTED JUL 2 7 2009   REJECTED: _____   STRICKEN: _____

WHEREAS, the Council believes that it is in the best interests of the citizens of the City of Richmond that the Council adopt the City's emergency operations plan as section 44-146.19(E) of the Code of Virginia (1950), as amended, provides;

NOW, THEREFORE,

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF RICHMOND:

That the City of Richmond's Emergency Operations Plan, a copy of which is attached to this resolution, is hereby adopted in accordance with section 44-146.19(E) of the Code of Virginia (1950), as amended.

A TRUE COPY:
TESTE:

[signature]

City Clerk

Appendix 9 –NIMS Resolution

INTRODUCED: NOV 2 2 2004

A RESOLUTION No. 2004-R 282-271

ADOPTED: DEC 1 3 2004

To adopt the National Incident Management System ("NIMS") established by the United States Department of Homeland Security pursuant to Homeland Security Presidential Directive HSPD-5 as the City's standard for incident management.

_____

Patron – City Manager

_____

Approved as to form and legality
by the City Attorney

_____

PUBLIC HEARING: DEC 1 3 2004 AT 6 P.M.

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF RICHMOND:

WHEREAS, the President of the United States of America, in Homeland Security Presidential Directive HSPD-5, directed the Secretary of Homeland Security to develop and administer a National Incident Management System ("NIMS"), which would provide a consistent nationwide approach for federal, state, and local governments to work together more effectively and efficiently to prevent, prepare for, respond to and recover from domestic incidents; and

WHEREAS, the collective input and guidance from all federal, state, and local homeland security partners has been, and will continue to be, vital to the development, effective implementation and utilization of a comprehensive NIMS; and

AYES: __9__   NOES: __0__   ABSTAIN: _____

REJECTED: _____   STRICKEN: _____

WHEREAS, it is necessary and desirable that all federal, state, and local emergency agencies and personnel coordinate their efforts to effectively and efficiently provide the highest levels of incident management; and

WHEREAS, in order to facilitate the most efficient and effective incident management, it is critical that federal, state and local organizations utilize standardized terminology, standardized organizational structures, interoperable communications, consolidated action plans, and unified command structures; and

WHEREAS, the NIMS standardized procedures for managing personnel, communications, facilities and resources will improve the City's ability to utilize federal funding to enhance local agency readiness, maintain first responder safety, and streamline incident management processes; and

WHEREAS, the Incident Command System components of NIMS are already an integral part of various City incident management activities, including current emergency management training programs; and

WHEREAS, the National Commission on Terrorist Attacks, also known as the 9-11 Commission, recommended adoption of a standardized Incident Command System; and

WHEREAS, it is in the best interests of the citizens of the City of Richmond that the City Council act on behalf of the City to adopt the NIMS.

NOW THEREFORE,

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF RICHMOND:

That the National Incident Management System ("NIMS") established by the United States Department of Homeland Security pursuant to Homeland Security Presidential Directive HSPD-5 is hereby adopted as the City's standard for incident management.

A TRUE COPY:

TESTE

CITY CLERK

2

Appendix 10 – Virginia Criminal Injuries Contact Funds (VCICF)

In the event of an emergency when there are crime victims involved as defined by §19.2-11.01 of the Code of Virginia the City of Richmond will contact the Virginia Department of Virginia Criminal Justice Services(DCJS) and the Virginia Criminal Injuries Contact Fund(VCICF) to deploy. Both entities will serve as the lead for coordinating services and assistance to the victims.

Criminal Injury Compensation Fund

Jack Ritchie, Director, CICF
Criminal Injuries Compensation Fund (CICF) Department
Virginia Workers' Compensation Commission
1000 DMV Drive
Richmond, VA 23220
CICF Toll Free: 1-800-552-4007
Phone: (804) 367-1018
Email: Jack.Ritchie@cicf.virginia.gov
804-307-5431 (after hours)

Leigh Snellings, Acting Director, CICF (alternate)
800-552-4007 (normal business hours)
804-212-4232 (after hours)
Email: leigh.snellings@cicf.virginia.gov

Virginia Department of Criminal Justices Services

Melissa Roberson
Training and Critical Incident Response Coordinator
1100 Bank Street
Richmond, VA 23219
Phone: (804) 840-4276
Fax: (804) 786-3414

Appendix 11 – Record of Changes

Change Number	Date of Change	Page or Section Changed	Summary of Change	Name of Person Authorizing Change
1	11/13/13	Pg 36-37	Added EOC floor plan and Emergency Contact Numbers to Appendices adjusted appendix numbers to follow	Bonnie Scott
2	1/7/14	Pg 105	Updated Dominion Contact Number	Bonnie Scott
3	5/29/14	Pg 44	Updated CICF Contact Info	Steven Pyle
4	9/16/14	Pg IV	Updated Dept Director Signatory Info	Steven Pyle
5	7/21/15		ESF 12 Contact Info	Bonnie Snyder
6	1/14/16	Appendix 2	Updated Acronyms to include additional city depts	Bill Lawson
7	03/13/2017	ESF information	Met and updated all information for ESF. Included WebEOC	Bill Lawson

City of Richmond Emergency Operations Plan

Change Number	Date of Change	Page or Section Changed	Summary of Change	Name of Person Authorizing Change

City of Richmond Emergency Operations Plan

Appendix 12 – Plan Distribution

Mayor

Chief Administrative Officer (5)
     Deputy Chief Administrative Officer – Operations
     Deputy Chief Administrative Officer – Human Services
     Deputy Chief Administrative Officer – Finance
     Deputy Chief Administrative Officer – Community Development

Chief, Fire and Emergency Services (30)
     Deputy Chief, Operations
     Deputy Chief, Administration
     Battalion Chief, (6)
     Chief of Staff
     Fire Station (20)

Chief, Police Department (9)
     Deputy Chief, Operations
     Deputy Chief, Administration
     Deputy Chief, Support Services
     Chief, Chief of Staff
     Precinct (4)

City Attorney Office

Office of Press Secretary

Director of Finance

Director of Procurement

Director of Information Technology

Director of Libraries
     All City Libraries (9)

Director Richmond Behavioral Health Authority

Director of Richmond City Health District

Director of Planning and Development Review

Director of Public Utilities

Director of Public Works

Director of Emergency Communications

Director of Parks, Recreation and Community Facilities

Director of Social Services

Director of Economic and Community Development

Sheriff's Office

Richmond Ambulance Authority (3)

Richmond Public School (5)
     Superintendent of Schools
     Assistant Superintendent of Schools
     Chief Operations Officer
     Plant Services Division
     Emergency Planner

Colleges and Universities (4)
     J. Sergeant Reynolds Community College
     University of Richmond
     Virginia Commonwealth University
     Virginia Union University

City Council (9)

Virginia Department of Emergency Management

City of Richmond Emergency Operations Plan

City of Richmond Emergency Operations Plan

Emergency Support Function #1 – Transportation

Primary Agency

- Department of Public Works (Traffic Engineer)

Support Agencies

- Greater Richmond Transit Company (GRTC)
- Richmond Public Schools
- Richmond Police Department
- Port of Richmond
- CSX
- Amtrak
- Greyhound

Purpose

Emergency Support Function (ESF) #1 – coordinates the City of Richmond's transportation resources during the response to and recovery from an actual or potential emergency.

Scope

ESF 1 (Transportation) provides transportation support to assist in incident management. This support can include, but is not limited to, the following:
- Reporting damage to transportation infrastructure as a result of the incident.
- Coordinate the restoration and recovery of the transportation infrastructure.
- Coordinate transportation services of evacuees throughout the city to include to and from a city shelter.
- Coordinate and implement traffic control/plan measures.

Concept of Operations

- Any parts of the transportation network or any facilities not fully operational due to the emergency or disaster situation should be reported. Any existing or potential factors or conditions impairing efficient operations should be identified.
- Departments shall advise ESF #1 of all transportation movements independently arranged.
- Access routes should remain clear to permit a sustained flow of emergency relief.
- All requests for transportation support will be submitted to the City of Richmond Emergency Operations Center for coordination, validation, and/or action.

- For purposes of coordination, GRTC and other support organizations may need to report to the City of Richmond Emergency Operations Center to support ESF #1 operations.
- All departments and agencies with transportation-related responsibilities will be coordinated with each other as needed in order to manage transportation resources efficiently and complete task assignments. Overall coordination is effected by ESF #1.

Organization and Assignment of Responsibilities

The City of Richmond has the overall responsibility for the management and coordination of Transportation functions. Each agency's responsibilities are as follows:

Public Works
- Develop, maintain, and update transportation plans and procedures for use during an emergency.
- Identify viable transportation routes to, from and within the emergency or disaster area.
- Coordinate with the Department of Rail and Public Transportation and railroad companies to maintain the rail system.
- Coordinate with the Virginia Port Authority and Port of Richmond to assist in restoring Port operations if damaged during an event.

Police Department
- Coordinate with ESF 1 leader to provide traffic control and evacuation coordination throughout the city as requested
    - Coordinate with Virginia State Police (VSP) on interface of evacuation between city roads and interstates.

Greater Richmond Transit Company and Richmond Public Schools
- Provide an agency representative to the EOC, as needed.
- Assist, and provide buses, as needed, in transportation of evacuated citizens to city-designated areas or facilities.
- Provide current agency situational awareness to ESF 1 leader.

Port of Richmond, CSX, Amtrak and Greyhound
- Provide an agency representative to the EOC, as needed.
- Provide current agency situational awareness to ESF 1 leader.

Attachment 1
Public Works Action Checklist

Routine Operations

- Develop and maintain this annex in coordination with all primary and support agencies.
- Prepare and maintain resource listings.
- Develop and maintain plans, policies and procedures.
- Educate drivers, staff and the public on evacuation routes.
- Maintain and update GIS maps.

Increased Readiness

- Review plans, resource listings, and procedures. Update as needed. Review applicable codes and regulations.
- When requested, provide persons with public works expertise to staff Needs Assessment Teams and Damage Assessment Teams.
- Assure that personnel and equipment are operationally ready and available.

Response Operations

Mobilization Phase

- Assemble teams and prepare for deployment.
- Procure needed supplies and arrange for logistical support. Designate potential staging areas.
- Encourage mitigation efforts such as the movement of essential equipment to high ground and the sandbagging of public works facilities.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase

- Dispatch teams to the disaster area as needed and as requested by the EOC. Maintain communications and operational control.
- Modify traffic patterns along evacuation routes and impacted areas.
- Provide directional signs on roadways.
- Analyze Needs Assessment and Initial Damage Assessment to determine the extent of damage to transportation infrastructure and equipment.
- Clear debris from primary roads and evacuation routes.

- Coordinate with state and federal officials to provide additional manpower and equipment.

Recovery Operations

- Determine structural damage to roadways and transportation infrastructure.
- Determine re-entry routes.
- Provide traffic control support and security on re-entry routes.
- Assist in clearing debris from roadways.
- Facilitate contract arrangements.

Emergency Support Function #2 - Communications

Primary Agencies

- Department of Emergency Communications
- Department of Information Technology

Purpose

The purpose of Emergency Support Function (ESF) 2 is to assure the provision of adequate communications throughout the city in support of response and recovery operations.

Scope

Communications is information transfer and involves the technology associated with the representation, transfer, interpretation, and processing of data among persons, places and machines. It includes transmissions, emission, or reception of signs, signals, writing, images, and sounds or intelligence of any nature by wire, radio, optical, or other electromagnetic systems.

ESF 2 plans, coordinates and assists with the provision of communications support to city disaster response and recovery elements. It will also coordinate emergency warnings and communications equipment and services from neighboring localities, state agencies, military installations, the private sector and volunteer groups.

Concept of Operations

During an emergency, the City of Richmond can alert and warn with life-saving information quickly. Multiple alert mechanisms are used by the City of Richmond to provide public safety officials with an effective way to alert and warn the public of timely, pertinent information about serious emergencies from a single interface.

- Local news stations (Channels 6, 8 & 12)
- City website
- City television station
- Social Media
    - Facebook and Twitter
- Emergency Alert System (EAS) and the currently used City of Richmond emergency notification system.

The following City officials will be trained and are authorized to issue an imminent alert to the public:

- Emergency Management Director or designee
- Emergency Management Coordinator
- Public Information Officer
- Office of Emergency Management personnel
- Department of Emergency Communications Director or designee

Interoperable Communications

City of Richmond first responders use 800 MHz, trunked radio systems and thus, can communicate with surrounding localities in Central Virginia as well. Each first responder vehicle as well as the EOC has color-coded sheet which shows what channels and zones are available on their respective radios.

Emergency Communications (911) and 311 Call Center

The City of Richmond Emergency Communications Center, which operates 24 hours a day, 7 days a week, is the City of Richmond warning point (point of contact for receipt of all warnings and notification of actual or impending emergencies or disaster) and is often the first point of contact for the public.

During active incidents, the 911 Center can become inundated with an above-average call load from citizens reporting various emergencies and non-emergencies. To assist in facilitating and prioritizing calls, the Fire Department and Police Department are encouraged, if feasible, to provide a representative to the 911 Center and take calls or assist the dispatcher they are assigned to.

To alleviate call volume, citizens are encouraged to use the City's 311 Call Center for non-emergencies and general city-specific questions. Please reference ESF 15 for further information on the 311 Call Center.

Non-city resources

City departments in conjunction with public and volunteer organizations, and public/public-private partnerships can be used to support on-scene operations and to provide auxiliary communications on a local or sub-regional basis.

One example of that is Amateur Radio Emergency Services (ARES) which can provide backup communications capabilities to the City. ARES operates a VHF and UHF base station from the EOC to communicate with pertinent partners. The ARES field units may be assigned by Emergency Management to key locations such as shelters, command posts, distribution centers, government buildings, etc. ARES is also the point of contact for CB radio communications.

Organization and Assignment of Responsibilities

Information Technology
- Perform, in conjunction with Office of Emergency Management staff to perform an IT equipment check in the EOC monthly
    - Reference Appendix 1 of this annex for additional information.
- Ensure that the city maintains the ability to notify the community of an emergency or disaster through the currently approved and used method of notification system.
- Provide GIS capability and support to EOC personnel, as needed.
- Support the city with the restoration and reconstruction of telecommunications equipment, computers, and other technical assistance.

Emergency Communications (911)
- Serve as the initial warning point for all city emergencies.
- Initiate notification and warning of appropriate personnel according to the Standard Operating Procedures (SOP)
    - Ex: Notify Hazardous Materials Team Coordinator of mutual aid request.
- Develop and maintain a method of multilanguage support.

Appendix 1 – EOC Monthly IT Equipment Check

One of our most significant challenges in ensuring that the Emergency Operations Center (EOC) maintains an acceptable state of resiliency during an extended activation is in maintaining depth in the number of personnel who are capable of supporting the information technology (IT) equipment needed to operate the center. The intent of these monthly checks is to familiarize personnel with all of the hardware, software, and systems in the EOC.

Designated city personnel from Emergency Management and the Department of Information Technology (DIT) will make up the personnel teams; these teams will be responsible to conduct a monthly check of the IT equipment in the in the EOC. These teams will be assigned to complete this task on a rotating schedule that calls for each team to be responsible for the check once every 4 months. The teams will be allowed to schedule the check to accommodate the convenience of the members of the team as long as the check is completed sometime during the first week of the assigned month.

The goal of this plan is to make sure that each member of these teams has hands-on contact with the EOC IT equipment at least 3 times a year. Individuals or teams may exchange dates as long as this principle is not violated. Anyone can come for additional experience during any check.

Attachment 1
Action Checklist – Department of Information Technology

Routine Operations

- Develop and maintain this annex in coordination with all primary and support agencies.
- Prepare and maintain resource listings.
- Participate in mitigation and preparation activities.

Increased Readiness

- Review plans, resource listings, and procedures. Update as needed.
- Assure that personnel and equipment are operationally ready and available.

Response Operations

Mobilization Phase

- Procure needed supplies and arrange for logistical support.
- Encourage mitigation efforts.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase

- Assign additional staff and resources as needed.
- marProvide technical advice and resource coordination.
- Assist the EOC in obtaining appropriate resources to restore services.

Recovery Operations

- As needed, plan for long-term recovery and restoration of services to pre-disaster levels.
- Continue to provide technical support in the recovery of facilities and services.
- Fully document all recovery actions.

Attachment 2
Action Checklist – Department of Emergency Communications

Routine Operations

- Prepare and maintain resource listings.
- Participate in mitigation and preparation activities.

Increased Readiness

- Review plans, resource listings, and procedures. Update as needed.
- Assure that personnel and equipment are operationally ready and available.

Response Operations

Mobilization Phase

- Procure needed supplies and arrange for logistical support.
- Encourage mitigation efforts.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.
-

Emergency Phase

- Assign additional staff and resources as needed.
- Support damage and needs assessment.
- Provide technical advice and resource coordination.

Recovery Operations

- As needed, plan for long-term recovery and restoration of services to pre-disaster levels.
- Continue to provide technical support in the recovery of facilities and services.
- Fully document all recovery actions.

Emergency Support Function #3 – Public Works and Engineering

Introduction

Primary Agencies:

- Department of Public Works
- Department of Public Utilities

Support Agencies and Organizations:

- Department of Planning and Development Review
- Richmond City Health District
- Department of Parks, Recreation and Community Facilities

Purpose:

Emergency Support Function (ESF) #3 – Public Works and Engineering and Department of Public Utilities - coordinates and organizes the capabilities and resources of the City of Richmond to facilitate the delivery of essential services, technical assistance, engineering expertise, construction management and operation of water and sewage treatment facilities to prevent, prepare for, respond to, and/or recover from an incident.

Scope:

ESF #3 is structured to provide support for the changing requirements of all-hazards incident management. Activities include, but are not limited to, conducting pre and post incident assessments of public facilities and infrastructure; executing emergency contract support for life-saving and life-sustaining services; providing technical assistance to include engineering expertise, construction management, and real estate services; providing emergency repair of damaged infrastructure and critical facilities; and implementing and managing the cost recovery programs for public works and infrastructure.

Concept of Operations

A. An incident may cause severe property damage. Structures may be destroyed or severely weakened. Homes, public buildings, bridges and other facilities may have to be reinforced or demolished to ensure safety. Equipment in the immediate disaster area may be damaged or inaccessible.

B. City resources may not be adequate to meet emergency requirements. The City of Richmond may need assistance with damage assessments, structural evaluations, emergency repairs to essential public facilities, stabilizing or demolishing of structures to reduce hazards, and the provision of water for human health needs and firefighting.

C. The Emergency Operations Center (EOC) will organize and deploy Damage and/or Needs Assessment Teams to any impacted communities. Time permitting, these teams can be organized and readied for deployment during the Increased Readiness or crisis buildup period.

D. Professional engineering, architectural, and preservation organizations may be available to assist. Statewide Mutual Aid (SMA), Emergency Management Assistance Compact (EMAC) and Virginia Water/Wastewater Agency Response Network (VA WARN) will be used to request additional assistance. If a City water shortage or outages is logistics related, the Virginia Department of Emergency Management (VDEM) can assist with and expedite the procurement of needed supplies, such as chlorine, pipe, or generators.

E. Access to the impacted area will be dependent upon the re-establishment of ground routes. Debris clearance and emergency road repairs will be given top priority.

F. All water-related problems will be evaluated for their impact on public health. The most serious threats to public health will be corrected first. In the absence of other guidelines, the following priorities will apply:
      1. First - Provision of safe drinking water.
      2. Second - Ensuring sanitary human waste disposal.
      3. Third – Contain flooding.
      4. Fourth - Maintaining general sanitation.

G. Water outage emergencies are caused by a failure at some point(s) within the water impounding, intake, processing and distribution system. Usually, the drinking water supply to a known service area is stopped until the facility or system break can be repaired.

H. A backup or interruption of a sewage system could cause flooding and contamination that could lead to an emergency event.

I. When a water contamination emergency is localized, the City must, in coordination with state authorities (VDH and VDEM), take action to restrict use during the emergency period.

J. The City must also restrict water use in a severe and widespread water outage or water contamination situation. If appropriate, the Governor may declare an emergency to facilitate coordinated action between state and local governments and to permit the state to provide emergency assistance to supplement local efforts

J. All departments should continue to monitor the activities of their personnel when they have an emergency assignment. Accurate records must be maintained of all disaster related expenses in order to receive any potential disaster reimbursement aid.

Organization and Assignment of Responsibilities

A. The Department of Public Works will provide the following services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Direct and coordinate all public works mitigation, response and recovery strategies leading up to, during, and following a disaster situation.
2. Coordinate resource allocation to support damage assessment and provide technical support.
3. Provide the necessary equipment and resources needed to address the incident.
4. Identify and activate private contractors and procurement procedures, as needed.
5. Identify and prioritize debris removal.
6. Post appropriate signage to address road closures and closed buildings.

B. The Department of Public Utilities will provide the following services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Direct and coordinate all water and sewer mitigation, response, and recovery strategies leading up to, during, and following a disaster situation.
2. Coordinate resource allocation to support damage assessment and provide technical support.
3. Identify and address essential water needs (potable water).
4. Implement appropriate measures regarding the efficient utilization and distribution of limited water resources (conservation measures).
5. Maintain and enforce regulatory standards for the treatment and disposal of waste, as necessary.
6. Assess and restore flood protection and control facilities.
7. Develop and maintain plans and procedures to address water-related emergency situations to include provisions for repairing system failures quickly and for mandatory conservation in the event of water shortages.
8. Keep the EOC informed about the status of any potential or occurring water system-related problem in the City and recommend appropriate actions, such as an emergency declaration, when necessary.
9. Assist the EOC in identifying and obtaining needed resources to supplement the supply of safe drinking water and ensure sanitation.
10. Provide the required interface with state and federal agencies during emergency operations.
11. Determine the potential impact of the disaster on water and waste water systems.

C. The Department of Planning and Development Review will provide the following services as appropriate. They, too, will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Provide technical assistance in the identification, evaluation, stabilization, rehabilitation, and/or demolition of buildings and facilities.
2. Assess and develop strategies to protect, stabilize, and restore buildings and facilities of historic significance.

3. Assist in the management and coordination of emergency contracting services.
4. Ensure that all construction and redevelopment complies with the appropriate building codes, zoning and land use regulations, as well as local and regional comprehensive plans.
5. Assess existing building codes and standards and recommend revisions to mitigate future damage.
6. Develop procedures to effectively license and monitor the work of building contractors.
7. Develop procedures to effectively process the large number of building permits which may be required.

The Department of Parks, Recreation and Community Facilities will provide the following services as appropriate. They too will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Coordinate resource allocation to support damage assessment and provide technical support.
2. Develop and maintain plans and procedures to support debris removal.

City of Richmond Emergency Operations Plan

Tab 1 to Emergency Support Function #3
Action Checklist – Department of Public Works

Routine Operations

- Develop and maintain this annex in coordination with all primary and support agencies.
- Prepare and maintain resource listings.
- Designate individuals with public works expertise to serve on Needs Assessment Teams and Damage Assessment Teams.
- Pre-identify critical public works facilities.
- Develop procedures about how to effectively manage and coordinate emergency contracting services.

Increased Readiness

- Review plans, resource listings, and procedures. Update as needed. Review applicable codes and regulations.
- Establish liaison with the EOC.
- When requested, provide persons with public works expertise to staff Needs Assessment Teams and Damage Assessment Teams.
- Assure that personnel and equipment are operationally ready and available.

Response Operations

Mobilization Phase
- Assemble teams and prepare for deployment.
- Procure needed supplies and arrange for logistical support. Designate potential staging areas.
- Encourage mitigation efforts such as the movement of essential equipment to high ground.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase
- Dispatch teams to the disaster area as needed and as requested by the EOC. Maintain communications and operational control.
- Review recovery procedures and resources listings. Update as needed.
- Analyze Needs Assessment and Initial Damage Assessment to determine the extent of damage to public works facilities and equipment.
- Clear debris from primary roads and other essential facilities.
- Coordinate with state and federal officials to provide additional manpower and equipment as needed to bring essential public works facilities back on line.

City of Richmond Emergency Operations Plan

Recovery Operations

- Provide appropriate oversight to emergency repairs to critical infrastructure and to debris clearance and management.
- Assist in clearing debris and restoring public works facilities and equipment.
- Facilitate contract arrangements.
- Assure the implementation of codes and regulations as required.
- Make permanent repairs to damaged facilities, implementing improvements and mitigation measures, if appropriate.

Tab 2 to Emergency Support Function #3
Action Checklist – Department of Public Utilities
Water Supply and Wastewater Treatment, Floodwall and Storm Water

Routine Operations

- Plan for emergency water and wastewater operations.
- Train personnel to quickly coordinate the repair of damages to the DPU systems and infastructure.
- Participate in mitigation and preparation activities.

Increased Readiness

- Start documenting all actions.
- Identify key personnel for assignment to response and assessment duties.
- Provide technical advice as requested for the protection of the DPU systems and infrastructure.
- Review emergency response plans.

Response Operations

Mobilization Phase

- Determine the potential severity of event impacts and prepare appropriate response actions.
- Expedite administrative procedures to allow rapid deployment of personnel when needed.
- Encourage mitigation efforts such as the movement of essential equipment to high ground.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase

- Coordinate activities with other key infrastructure response departments
- Assign additional staff and resources as needed.
- Support damage and needs assessment.
- Provide technical advice and resource coordination to deal with DPU systems and infrastructure.
- Assist the EOC in obtaining appropriate resources to restore services.
- Assist ESF #15 in the development and dissemination of public information relating to DPU systems and infrastructure.

Recovery Operations
- As needed, plan for long-term recovery and restoration of services to pre-disaster levels.
- Continue to provide technical support in the recovery of facilities and services.
- Fully document all recovery actions.

This page is intentionally left blank

Emergency Support Function #4 - Firefighting

Introduction

Primary Agency:

- Richmond Fire and Emergency Services Department

Support Agencies and Organizations:

- Community Emergency Response Teams (CERT)
- Fire Corps
- American Red Cross
- Salvation Army

Purpose:

Emergency Support Function (ESF) #4 – Firefighting - enables the detection and suppression of fires resulting from or occurring coincidentally with an incident.

Scope:

ESF #4 manages and coordinates firefighting activities, including detection and suppression and provides resource support to firefighting operations.

ESF #4 addresses three priorities: (1) life safety (for the public and response personnel); (2) incident stabilization; and (3) property conservation consistent with the tenets of the Incident Command System (ICS) outlined by the National Incident Management System (NIMS).

Concept of Operations

A. The City of Richmond Fire and Emergency Services Department provides firefighting equipment, personnel, resources, and technical expertise to prevent, control, and suppress structure fires within the City.

B. Should outside assistance be required, it is normally obtained through the implementation of mutual aid agreements with neighboring jurisdictions. Should a fire situation exceed all locally-available capabilities, the City may request additional support through the Virginia Emergency Operations Center (VEOC).

C. The City of Richmond's firefighting capabilities should be maintained in accordance with established standards such as those enumerated in the NIMS.

D. Firefighting units operating in their normal territory will continue their normal internal command relationship. Command relationships and control in operations under mutual aid agreements are in accordance with the terms of such agreements and should reflect expectations

delineated in the NIMS and the National Response Framework (NRF). Where there are no mutual aid agreements, all firefighting units and organizations responding from other jurisdictions to support tactical operations should report to the operational Incident Commander for assignment. During firefighting operations, the Incident Commander will regularly appraise the appropriate local officials, to include the Coordinator of Emergency Management of all resources committed to operational assignments, including use of external and mutual aid resources.

E. Fire personnel who are not otherwise engaged in emergency response operations may assist in warning and alerting the public, evacuation, and communications as is necessary and appropriate during an emergency situation.

F. The Coordinator of Emergency Management in coordination with the Incident Commander and the Chief Administrative Officer (CAO) will determine the need to evacuate and issue orders for evacuation or other protective action as needed. The Incident Commander may order an immediate evacuation prior to requesting or obtaining approval, if in his/her judgment this action is necessary in order to safeguard lives and property. Warning and instructions will be communicated through the appropriate means.

Organization and Assignment of Responsibilities

A. The Fire and Emergency Services Department will provide the following services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Develop and maintain plans and procedures to provide fire and rescue services in time of emergency.
2. Carry out the provisions of this annex and prepare and maintain supporting plans and SOPs to support this annex.
3. Provide available equipment, water supply, etc. to support suppression operations.
4. Provide available personnel for fire suppression operations.
5. A fire representative will be assigned to the EOC in order to coordinate the fire service response. The fire representative will be a part of the EOC staff and will assist with the overall direction and control of emergency operations.
6. Assist with any needed evacuations.
7. Follow established procedures in responding to fires and hazardous materials incidents and in providing rescue services.

Tab 1 to Emergency Support Function #4
Action Checklist

Routine Operations

- Encourage all employees to develop and maintain plans for personal and family disaster preparation.
- Each station develops and maintains Disaster Supply Cache.

Increased Readiness

- Start documenting all actions.
- Identify key personnel for assignment to response and assessment duties.
- Review emergency response plans.
- Initiate conditional readiness tests for all response equipment.

Response Operations

Mobilization Phase

- Conduct last minute checks of in-station preparations, ensuring all personnel are familiar with the on-site disaster plan.
- Suspended routine administrative operations so all personnel can be assigned to emergency roles.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase

- Coordinate activities with other key infrastructure response departments.
- Prioritization and staffing of ancillary equipment determined.
- Based on the type of event, determine if the normal response matrix needs to be altered.
- Assign additional staff and resources as needed.
- Support damage and needs assessment.
- Assist the EOC in obtaining appropriate resources to restore services.

Recovery Operations

- As needed, plan for long-term recovery and restoration of services to pre-disaster levels.
- Continue to provide technical support in the recovery of facilities and services.
- Fully document all recovery actions.

This page is intentionally left blank.

Emergency Support Function #5 – Emergency Management

Introduction

Primary Agencies:

- Chief Administrative Office
- Office of Emergency Management

Support Agencies and Organizations:

- Fire and Emergency Services Department
- Richmond Police Department
- Department of Public Works
- Department of Public Utilities
- Department of Emergency Communications
- Department of Social Services
- Richmond City Health District
- Finance Department
- Department of Information Technology
- Richmond Animal Care & Control
- Richmond Ambulance Authority
- Richmond Sherriff's Office
- Economic and Community Development
- Department of Planning and Development Review

Purpose:

Emergency Support Function (ESF) #5 – directs, controls and manages emergency operations to include coordinating with neighboring jurisdictions and the Virginia Emergency Operations Center.

Scope:

ESF #5 coordinates the response of all the departments within the City and the use of City resources to provide emergency response. Coordination can include, but is not limited to, the following:
- Identifying actions to be taken in the pre-incident prevention phase.
- Communicating with additional internal and outside agencies and organizations when capabilities are exceeded.
- Identifying post-incident response phase activities.
- Facilitating information management and requests for assistance.

City of Richmond Emergency Operations Plan

Concept of Operations

A. The City must be prepared to bear the initial impact of a disaster on its own. Help may not be immediately available from the State or Federal governments after a natural or man-made disaster.

B. ESF #5 will act as the liaison for the City between state and federal agencies.

C. In the event a disaster occurs in the City of Richmond, where incident management or incident command capabilities have been exceeded, ESF #5 will support the overall coordination of resources through the activation of the Emergency Operations Center (EOC).

D. The Director of Emergency Management or designee, with support from key local officials, will exercise direction and control from the EOC during disaster operations. The EOC may be partially, or fully, staffed depending on the size of the disaster.

E. Each department or agency assigned ESF responsibilities will develop emergency operating procedures for providing personnel, resources and services as required to support the Plan.

F. All reasonable attempts will be made to use any available warnings to prepare the population, property and supplies from the effects of an impending emergency.

G. Day-to-day functions that do not contribute directly to the response to or recovery from the emergency may be suspended for the duration of the event.

H. Requests for assistance will be made through the VDEM Regional Coordinator/Virginia EOC to the State Coordinator.

Organization and Assignment of Responsibilities

The Office of Emergency Management, in coordination with the CAO, will provide the following services as appropriate. They will perform tasks as required by the event and their own initiative and authorities as applicable:

1. Maintain a notification roster of EOC personnel and their alternates.
2. Establish a system and procedure for notifying EOC personnel.
3. Coordinate mutual aid agreements with neighboring jurisdictions and applicable relief organizations.
4. Work with ESF #15 to maintain plans and procedures for providing timely information and guidance to the public in time of emergency.
5. Review emergency plans and procedures of key facilities and private organizations within the community.
6. Test, train to, and exercise the Plan and associated procedures.
7. Conduct outreach and mitigation programs for the City.
8. Define and encourage hazard mitigation activities to help reduce the impact of disasters.
9. Maintain emergency communications through the established communications network.

10. Provide reports and requests for assistance to the Virginia EOC.
11. Develop and maintain the Emergency Operations Plan (EOP) pursuant to §3.2 44-146 of the Code of Virginia.
12. In instances when there are criminal victims as defined by Code of Virginia §19.2-11.01, the City of Richmond, ESF #13 must contact the Department of Criminal Justice Services and the Virginia Criminal injury Compensation Fund immediately.

Tab 1 to Emergency Support Function #5
Action Checklist

Routine Operations

- Manage training and disaster preparedness activities.
- Manage federal and state emergency preparedness grant awards.
- Develop mutual support agreements with adjacent jurisdictions and with relief organizations, such as the non-governmental agencies.
- Develop plans and procedures for providing timely information and guidance to the public in time of emergency.
- Test and exercise plans and procedures with periodic exercises and drills. Review plans and provide training as indicated by test or exercise results.

Increased Readiness

- Brief Director of Emergency Management or Designee
- Discuss EOC setup with Department of Information Technology Management. If necessary, set up the EOC.
- Review emergency plans and procedures and update if necessary. Ensure the operational capability of the EOC facility and alert on-duty personnel.
- Alert appropriate department heads and/or designated department representatives of the situation and assure that appropriate mitigation and preparedness measures are being taken. Review the functional annexes in the EOP.
- Provide information relevant to EOC activation to prepare ESF staff.
- Begin to provide periodic reports internal and external via conference calls and emails.
- Prepare to provide emergency information to the public (ESF #15)
- Create incident in WebEOC.

Response Operations

Mobilization Phase

- Brief the Director of Emergency Management or Designee.
- Make recommendation to Director of Emergency Management or Designee to activate the EOC. Staff the EOC as required.
- Provide logistical support to on-site emergency response personnel.
- Conduct a meeting of department heads/or designated department representatives. Review actions already taken and expedite those necessary to conduct in-the-field mitigation and preparedness activities.
- If appropriate, via ESF #15, coordinate and disseminate emergency information and protective action guidance to the public.
- Establish and maintain communication with the Virginia EOC and neighboring jurisdictions. As necessary, provide daily situation report to the Virginia EOC.
- If situation warrants, coordinate the local emergency declaration.

- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase

- Direct and coordinate emergency operations center activities.
- Provide situational awareness to Director of Emergency Management or Designee.
- Provide situation reports and requests for assistance to the Virginia EOC as the situation requires.
- Ensure that an accurate record of expenses and assisting resources is maintained.
- As appropriate, ensure that an initial damage assessment is completed and forwarded to the Virginia EOC within the established timeline.

Recovery Operations

- Continue to provide situational awareness to Director of Emergency Management or Designee.
- Coordinate the restoration of essential facilities and services.
- Identify needs of citizens and provide assistance as required.
- Continue to maintain a record of disaster related expenditures.
- Coordinate activities with the Virginia EOC. Provide supplementary damage assessment information as required. Request post-disaster assistance if appropriate.
- Continue to provide information to the public about on-going recovery efforts via ESF # 15.

This page is intentionally left blank.

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

Introduction

Primary Agencies:

- Department of Social Services

Support Agencies and Organizations:

- American Red Cross
- Department of Parks, Recreation and Community Facilities
- Richmond City Health District
- Richmond Public School System
- Virginia Voluntary Organizations Active in Disaster
- Richmond Behavioral Health Authority

Purpose:

Emergency Support Function (ESF) #6 - Mass Care, Housing, and Human Services - addresses the non-medical mass care, housing, and human services needs of individuals and/or families impacted by natural and/or technological incidents.

Scope:

ESF #6 promotes the delivery of services and the implementation of programs to assist individuals, households and families impacted by potential or actual incidents. This service delivery includes immediate relief, short-term housing and relocation assistance and direct financial services for individuals impacted by an incident within the City of Richmond. The three primary components of ESF #6 - Mass Care, Housing, and Human Services - are described below.

Mass Care

- *Coordination.* Bring together the non-medical human services of government and non-government organizations.

- *Shelter.* An emergency shelter is an immediate short-term accommodation either (1) designated by local officials for persons threatened by or displaced by an incident or (2) designated by state officials directing a mandatory evacuation across jurisdictional boundaries either before or after an incident. Public emergency shelters will provide accommodations for all population groups. Appropriate provisions must be made within the shelter facilities to accommodate people with access and functional needs that do not require hospital admission, people without their own transportation, and registered sex offenders. **Additionally, sheltering for pets and service animals must be included in planning and coordinated with ESF #16** (*Refer to ESF #16 for details regarding pet and animal sheltering*).

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

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

- *Reunification Services.* This service collects information regarding individuals residing within the affected area and makes the information available to immediate family members outside the affected area. The system also aids in reunification of family members within the affected area.

- *Bulk Distribution.* Emergency relief items, limited to urgent needs, are distributed through sites established within the affected area. These sites are used to coordinate the distribution of food, and water to people living in areas where the normal supplies and distribution system are temporarily disrupted.

Housing

The ESF #6 housing function involves monitoring the need and availability of housing units to use temporarily for displaced people. The housing function is coordinated with ESF #14.

Human Services

The ESF #6 human services component coordinates various government and nongovernmental organizations that implement programs and provide services for people impacted by the disaster. These services may include:

- Provision of behavioral health services.
- Services to expedite benefit claims and financial assistance applications.
- Case management.
- Distribution of donated goods.
- Direct support services such as building clean-up, debris removal and family services.
- In large disasters, a Family Recovery Center may be established to provide a central location for the seamless delivery of services across multiple government and nongovernmental voluntary organizations.

Concept of Operations

A. The DSS is designated the lead agency for ESF #6 and maintains overview of ESF #6 activities, resolves conflicts, and responds to ESF #6 questions. The RPSS, ARC and VCAVOAD assist in the coordination of sheltering and feeding operations.

B. The City of Richmond may request assistance from non-governmental organizations to assist with ESF #6 functions.

C. As resources are exceeded, the City of Richmond may request assistance from the state.

D. Initial response activities focus on meeting urgent mass care needs of victims.

E. Recovery efforts are initiated concurrently with response activities. Close coordination is required among those agencies responsible for response operations and recovery activities, and other nongovernmental organizations providing assistance.

F. Medical care, long-term assisted living, mental health and residential facilities including prisons are responsible for developing and implementing plans for their patients/residents in an evacuation. Facility management should consult with the City of Richmond in the development of plans.

Organization and Assignment of Responsibilities

A. The Department of Social Services will provide the following services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Development, maintenance and updates to plans and procedures for use during an emergency.
2. Maintaining education and training for personnel assigned to staff shelters.
3. Makes recommendations to open shelters.
4. Open and staff City of Richmond shelter(s).
5. Coordinate resource allocation to support shelter operations.
6. Coordinate activity to support the homeless community.
7. Provide follow-up services and financial assistance to impacted citizens.

B. The American Red Cross will provide the following services as appropriate. They will perform tasks as requested by the DSS and under their own initiative and authorities as applicable:

1. Maintaining education and training for personnel.
2. Assist the City of Richmond with shelter operations.

C. The Department of Parks, Recreation and Community Facilities will provide the following services as appropriate. They too will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. When necessary, coordinate with the Department of Social Services regarding available facilities for use as shelters.
2. Maintaining education and training for personnel.

City of Richmond Emergency Operations Plan

D. The Richmond City Health District will provide the following services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. When necessary, coordinate with the Department of Social Services regarding available medical staff for shelters.
2. Maintaining education and training for personnel.

E. The Richmond Public School System will provide the following services as appropriate. They will perform tasks as requested by the DSS and under their own initiative and authorities as applicable.

1. Coordinate with the Department of Social Services regarding available facilities for use as shelters.
2. When necessary, provide additional means of transportation for evacuation of impacted citizens.
3. Maintaining education and training for personnel.

Tab 1 to Emergency Support Function #6
Action Checklist

Routine Operations

- Develop plans and procedures to receive and care for evacuees.
- Designate shelter center(s). Determine maximum capacities for each.
- Designate shelter manager(s) and other key personnel.
- Review and update plans and procedures.

Increased Readiness

- Confirm task assignments and alert key personnel to stand-by status.
- Prepare the necessary forms.
- Anticipate and resolve special problems, such as receiving nursing home patients, closing of schools, etc.
- Begin record keeping of disaster related expenses and continue for the duration of the event.

Response Operations

Mobilization Phase

- Activate the shelter or activate agreements for other lodging, as required.
- Coordinate mass transportation, as required.
- Receive and care for evacuees/displaced persons. Register and maintain accurate records on their status. Provide mass feeding, as required.
- Provide status reports to the EOC.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase

- Continue to receive and care for displaced persons until reentry to the impacted area(s) is granted. Provide mass feeding, as required.

Recovery Operations

- Provide long-term housing and care, as needed.
- Consolidate and report disaster-related expenses.

Emergency Support Function #7 – Resource Management

Introduction

Primary Agencies

- Department of Finance
- Department of Procurement Services

Purpose

Emergency Support Function (ESF) #7 – Resource Management - manages resources in support of the City of Richmond prior to, during, and/or after an incident in coordination with other ESFs in the Emergency Operations Center (EOC). "Resource Management" refers to logistics, people, places and things.

Scope

Resource management consists of emergency relief supplies, facility space, office equipment, office supplies, telecommunications, contracting services, transportation services, security services, and personnel required to support immediate response activities. ESF #7 provides support for requirements not specifically identified in other ESFs, including excess and surplus property. Resource management will continue until the disposition of excess and surplus property, if any, is completed. ESF #7 responds to resource needs by looking first to the resources of neighboring jurisdictions and the state, then to commercial contracts and finally to federal resources.

Concept of Operations

A. ESF #7 – Resource Management – Available resources are the Department of Procurement Services and the Risk Management and Accounts Payable/Receivable Divisions of the Department of Finance.

B. The City of Richmond will use its own resources and equipment during incidents and will maintain control over the management of the resources as needed to respond to the situation. If additional assistance is required, the City will request assistance from the Virginia EOC in accordance with the Virginia Department of Emergency Management's Request Management Standard Operating Procedure through the Richmond Emergency Operations Center.

C. Each department with an emergency function is responsible for identifying its resources, including human resources that could be used in an emergency.

D. Individuals involved in distributing and/or obtaining resources will be aware of emergency procurement policies and have the authority to do so in an emergency situation.

Organization and Assignment of Responsibilities

A. The Department of Procurement Services, in coordination with the Department of Finance, will provide the following services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Provide cost code information and guidance in support of disaster operations.
2. Manage contracts for disaster goods and services and work with city agencies to establish contracts for resources that might be needed for the event.
3. Identify policies and personnel responsible for supporting resource procurement and payment.
4. Provide cost tracking, property claims, documentation and recovery support to city departments.

Tab 1 to Emergency Support Function #7
Action Checklist

Routine Operations

- Maintain staff training financial and procurement systems.
- Identify actual or potential facilities and ensure they are ready and available to receive, store, and distribute resources.

Increased Readiness

- Confirm task assignments and alert key personnel.
- Anticipate initial requirements based on hazard analysis, historical data and forecasted intelligence.
- Provide service code for the event at earliest possible moment.

Response Operations

Mobilization Phase
- Transition to the Emergency Operations Center (EOC) for ESF #7 Operations.
- Provide contact information to ESF #5 for 24 hour operations.
- Using ICS Form 214, begin tracking all disaster-related expenditures and continue to do so for the duration of the event.

Emergency Phase
- Provide emergency procurement support as requested.
- Assign additional staff and resources as needed.
- All agencies should exhaust their own channels of support before turning to ESF #7.

Recovery Operations

- Provide cost tracking, property claims, documentation and recovery support to city departments.
- Fully document all recovery actions.

Tab 2 to Emergency Support Function #7
Emergency Procurement Procedures

Emergency Procurement
An emergency procurement may be approved by the DPS Director in accordance with City Code Section 21-39 (Emergency Purchases). The following are the circumstances described in City Code:

(1) A breakdown or failure of machinery or other equipment has occurred;
(2) A curtailment, diminution or termination of an essential service is threatened; or
(3) A dangerous condition has developed and that a procurement is: a) needed to prevent loss of life or property; b) essential to protect and preserve the interests of the City and its inhabitants; c) needed to maintain the proper functioning of the City government; or, d) needed to maintain the efficient rendering of public services.

Under the above circumstances, immediate action to obtain goods and/or services is permissible without recourse to competitive sealed bidding or competitive negotiations. However, competition should be sought to the extent practicable under the circumstances.

Department/Agency – Must conduct advance planning and preparation for emergencies. Some emergency events can be reasonably anticipated and managed, such as snow storms and hurricanes. Supplies needed to effectively manage such events should be stocked and available as necessary. However, if goods and services are needed and necessary, departments/agencies should coordinate with DPS as practicable under the circumstances.   In the alternative, departments/agencies must ensure the procurement meets the requirements stated in City Code (e.g., needed to prevent loss of life or property), and obtain competition the extent practicable under the circumstances. If the department/agency makes the emergency procurement, the department/agency must submit an approved requisition and draft justification for Emergency Procurement to DPS within two (2) business days after the City resumes normal business operations.

Procurement – Upon receipt for the approved requisition and draft emergency justification, DPS will work directly with the department/agency to review and properly complete the Emergency Procurement justification. Once the draft justification is in final form, the department/agency will obtain the required signatures as directed by DPS.

Emergency Support Function #8 – Public Health and Medical Services

Introduction

Primary Agencies:

- Richmond City Health District (RCHD)
- Richmond Ambulance Authority (RAA)

Support Agencies and Organizations:

- American Red Cross
- Capital Area Health Network
- Crossover Ministries
- Department of Social Services
- Regional Healthcare Coordinating Center (RHCC)
- Office of the Chief Medical Examiner (OCME)
- Richmond Academy of Medicine
- Richmond Behavioral Health Authority
- Richmond City Medical Reserve Corp (MRC)
- Richmond Public School System (RPSS)
- The Daily Planet
- Virginia Department of Health (VDH)
- Virginia Funeral Directors' Association
- Virginia Hospital and Healthcare Association
- Virginia Veterinary Medical Association

Purpose:

Emergency Support Function (ESF) #8 – Public Health and Medical Services – provides the mechanism for coordinated assistance in response to public health and medical care needs. Coordination of mass fatality management operations is included, when appropriate.

Scope:

ESF #8 identifies and meets the public health and medical needs of victims of an incident. This support is categorized in the following core functional areas:

- Assessment of public health/medical needs (including behavioral health)
- Public health surveillance
- Medical care personnel
- Medical equipment and supplies
- Emergency Medical Services
- Environmental health monitoring and response

- Mass fatality management
- Patient evacuation
- Patient care
- Safety and security of drugs
- Food safety
- Behavioral health care

Concept of Operations

A. RCHD and RAA provide overall direction and coordination of activities performed under ESF #8.

C. During a threatened or actual emergency public health and medical care needs will be coordinated from the City of Richmond Emergency Operations Center by the RCHD and RAA. State assistance will be requested when emergency or disaster needs exceed the City of Richmond's capabilities.

D. Plans and procedures for the RCHD and supporting agencies define the roles of agencies and support organizations in mitigation and preparedness, response and recovery from a disaster or major emergency. They establish the concepts and policies under which all elements of their agency will operate during emergencies. They provide the basis for more detailed appendices and procedures that may be used in an emergency response.

E. RCHD has assigned emergency response and recovery duties and responsibilities as well as developed the VDH required all hazards plan(s) which contains more detailed procedures as needed, to include increased readiness action checklists and specific reporting requirements.

F. The RCHD maintains plans and procedures for management of mass fatalities under its jurisdictional authority for the state. Those plans and procedures work in conjunction with the Office of the Chief Medical Examiner (OCME) mass fatality management plan for deaths under Medical Examiner jurisdiction. The Commonwealth's subject matter expert (SME) in mass fatality management, the OCME provides written guidance on mass fatality management operations for deaths resulting from a naturally occurring disease outbreak, as well as natural and manmade disasters. The fatalities are the responsibility of the City of Richmond.

G. The RCHD and RAA have collaborated with local hospitals and the medical care system to address medical surge as a product of a disaster or emergency resulting in a large number of casualties. Additionally, planning efforts address a surge in medical supplies and equipment.

H. ESF #8 holds quarterly meetings to support ongoing planning efforts.

Organization and Assignment of Responsibilities

City of Richmond Emergency Operations Plan

A. The Richmond City Health District will coordinate the following services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Prevention of disease, to include surveillance and investigation of diseases and other conditions, implementation of intervention measures and environmental and water quality response.
2. Coordinate provision of Strategic National Stockpile (SNS), medical supplies, equipment and dispensing of life-saving pharmaceuticals.
3. Mass patient care including prehospital emergency medical services.
4. Emergency mental health services including crisis counseling.
5. Mass fatality management operations and coordination to include post mortem disease surveillance, death scene management operations, forensic examinations and collections, victim identification services and ante mortem data collection with oversight provided by the OCME.
6. Provide guidance and technical assistance regarding emergency evacuation of people with special medical needs.
7. Assessment of public health and medical needs to include the needs of at-risk population groups such as language assistance services for limited English-proficient individuals and accommodations and services for individuals with disabilities.
8. Assist with the planning for and coordination of transporting seriously ill or injured patients and medical needs populations from casualty collection points in the impacted areas to designated reception facilities, as needed.
9. Together with ESF #6 (Mass Care), ESF# 9 (Search and Rescue), and ESF # 15 (Animal Care and Control) ensure an integrated response to provide for the safety and well-being of household pets and service and companion animals.

B. Richmond Ambulance Authority will coordinate the following services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Patient evacuation in cooperation with federal, state and private organizations.
2. Assist state and federal responders with a coordinated response in support of emergency triage and pre-hospital treatment, patient tracking, and distribution.
3. Technical assistance regarding emergency evacuation of people with special medical needs.

Tab 1 to Emergency Support Function #8
Action Checklist

Routine Operations

- Develop and maintain procedures for providing a coordinated response.
- Maintain a roster of key officials in each medical support area.
- Establish a working relationship and review emergency roles with the local hospitals and EMS agencies.

Increased Readiness

- Start documenting all actions.
- Review and update emergency response plans.
- Begin ICS planning process
- Identify and disseminate Public Health Information in coordination with ESF 15.

Response Operations

Mobilization Phase

- Alert personnel.
- Implement mutual aid agreements, if necessary.
- Aid in the development of the Incident Action Plan by providing timely information to ESF #5.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase

- Coordinate medical, health and emergency medical services with the EOC.
- Obtain crisis augmentation of health/medical personnel and supplies as needed.
- Assist the EOC in obtaining appropriate resources to restore services.
- Provide health services such as testing food and controlling communicable diseases, as required.

Recovery Operations

- Maintain records and monitor the status of persons injured during the emergency.
- Assist the State Medical Examiner's Office in the identification and disposition of the deceased.
- Continue to provide technical support in the recovery of facilities and services.
- Fully document all recovery actions.

Tab 2 to Emergency Support Function #8
Hospitals, Clinics, and Medical Facilities

Hospitals

Bon Secours Richmond Community
1500 N. 28th St
Richmond, VA
804-225-1700

Children's Hospital of Richmond
2924 Brook Road
Richmond, VA 23220
804-321-7474

CJW-Chippenham
7101 Jahnke Road
Richmond, VA
804-320-3911

HealthSouth Rehabilitation Hospital
5700 Fitzhugh Ave
Richmond, VA 23226
(804) 288-5700

Kindred Hospital
2220 Edward Holland Drive
Richmond, VA 23230
804-678-7000

Retreat Hospital
2621 Grove Ave.
Richmond, VA 23220
804-254-5100

VCU Health System
1250 E. Marshall St.
Richmond, VA
804-828-9000

McGuire Veteran's Affairs Hospital
Hunter Holmes McGuire
VA Medical Center
1201 Broad Rock Blvd
Richmond, VA 23249
Phone: (804) 675-5000

Vernon J. Harris Medical Center
719 N 25th St
Richmond, VA 23223-6539
(804) 780-0840

City of Richmond Emergency Operations Plan

Clinics

Richmond City Health District
400 E.Cary Street
Richmond, VA 23219
804-205-3500

Rubicon Rehab Center
2000 Mecklenburg St.
Richmond, VA 23223
(804) 359-3255
Fax (804) 359-5137

VCU Stony Point Clinic
9000 Stony Point Parkway
Richmond, VA 23235
804-628-2374

VCU Stony Point Surgery Center
8700 Stony Point Pkwy.
Suite 220
Richmond, VA 23235
Phone: 804-323-0830
Fax: 804-323-0829

VCU Massey Cancer Center
401 College Street, P.O. Box 980037
Richmond, Virginia 23298-0037
Phone: (804) 828-0450 Fax: (804) 828-8453

Hayes E. Willis Center of South Richmond (VCU)
4730 Southside Plaza St.
Richmond, Va. 23224

Nelson Clinic (VCU)
401 N. 11th Street
Richmond, VA 23298

VCU Sleep Disorder Center
2529 Professional Road
Richmond, VA 23235
ph: 804-323-2255
fx: 804-323-2262

VCU Sports Medicine
1300 W. Broad Street
Suite 113
Richmond, VA 23284
804.828.0713

VCU 10th Street Clinic
500 North 10th Street
Richmond, VA
(804) 646 - 6855

Community Health Centers

The Daily Planet
517 West Grace Street
Richmond, VA 23220
t 804.783.0678
f 804.783.2514

Capital Area Health Network CAHN
Main Office - Vernon J. Harris Medical Center
719 N. 25th Street
Richmond, VA 23223
Medical Tel: 804.780.0840
Medical Fax: 804.780.0862
Dental Tel: 804.253.1972
Dental Fax: 804.253.1998

CAHN Northside
2809 North Ave. Suite 206
Richmond, VA 23222
Tel: 804. 525.1800
Fax: 804.525.1811

CAHN Shockoe Bottom
2025 East Main Street
Richmond, VA 23223
Tel: 804.591.2890
Fax: 804.591.2895

The Healing Place
700 Dinwiddie Ave.
Richmond, VA 23224

Children's Health Involving Parents (CHIP) of Richmond
2922 W. Marshall Street
Richmond VA 23220
TEL (804) 233-2850/FAX (804) 233-3443

Planned Parenthood of Richmond
201 N Hamilton Street
Richmond, VA 23221
P: 804.355.4358

Richmond Regional Behavioral Health Authority
107 South Fifth Street
Richmond, Virginia 23219
Phone: (804) 819-4000
Crisis Services: (804) 819-4100

Crossover Ministry
108 Cowardin Ave
Richmond, VA 23224
Phone: 804.233.5016
Fax: 804.231.5723

Richmond Private Methadone Clinic
Substance Abuse Services
4926 West Broad Street
Richmond VA 23230
Phone: (804) 673-5241

Recovery Center of Richmond
Substance Abuse Services
9323 Midlothian Turnpike Suite S
Richmond VA 23235
Phone: (804) 560-5400
Hotline: (804) 560-5400

Richmond Healthy Start Initiative
900 E. Marshall Street, B-2 Level
Richmond, VA 23219

Virginia Premier
600 E. Broad Street., Suite 400
Richmond, VA 23219
804-819-5151

ChildSavers
200 North 22nd St.
Richmond, VA 23233
804-644-9590

Clinical Alternatives, P.C.
5412-F Glenside Drive
(Ph) 804-282-5880
(Fx) 804-288-2029

Commonwealth Catholic Charities
1512 Willow Lawn Dr.
Richmond, VA 23230
804-545-5907

Medical Home Plus, Inc.
8719 Forest Hill Ave.
Bon Air, VA 23235
804-330-5030

Emergency Support Function #9 - Search and Rescue

Introduction

Primary Agency:

- Richmond Fire and Emergency Services Department

Support Agencies and Organizations:

- Richmond Police Department, including Fixed Wing Unit
- Richmond Ambulance Authority
- Department of Community Planning and Development
- Department of Public Works
- Civil Air Patrol
- Volunteer Search and Rescue Groups
- GIS Department
- Virginia State Police

Purpose:

Emergency Support Function (ESF) #9 – Search and Rescue (SAR) - rapidly deploys to provide specialized lifesaving assistance during any type of incident. Search and Rescue activities include locating, accessing, stabilizing, and transporting lost, missing, stranded or trapped subjects to a place of safety or another provider within the chain of the emergency response system.

A Search and Rescue incident can occur regardless of a declared emergency and implied consent is assumed unless the missing person declines rescue or treatment.

Scope:

The Fire Department integrates a broad range of technical specialists into three rescue companies that specialize in different types of rescue.
- Water Rescue Task Force
- Technical Rescue Task Force
- Hazardous Materials Task Force

Concept of Operations

A. SAR missions may occur as the result of a wide-area, natural or man-made disaster in which case, the SAR operation(s) may be one aspect within the whole of an emergency. More frequently however, SAR operations occur as a single, geographic point specific incident. Regardless of the cause or size of the incident, SAR operations are conducted to affect the rescue and/or recovery of overdue, lost, missing, stranded, injured, or trapped persons or overdue, missing, disabled, stranded, or sinking vessels.

B. The Fire and Emergency Services Department is the primary agency during most SAR operations. RPD assists with perimeter security, communications, and personnel resources as necessary.

D. RAA, RPD and DPW, DCPD may assist in structural evaluation of buildings and infrastructure. DPW and GIS may assist with equipment, maps, staff and vehicles.

Organization and Assignment of Responsibilities:

A. The Fire and Emergency Services Department will provide the following services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Development and maintenance of plans and procedures to implement search and rescue operations in time of emergency.
2. Provide emergency medical treatment and pre-hospital care to the injured.
3. Assist with the warning, evacuation and relocation of citizens during a disaster.
4. Management of search and rescue task force deployment to, employment in, and redeployment from the affected area.
5. Coordinate logistical support for search and rescue during field operations.
6. Development of policies and procedures for effective use and coordination of search and rescue.
7. Provide status reports on search and rescue operations throughout the affected area.

Tab 1 to Emergency Support Function #9
Action Checklist

Routine Operations

- Develop and maintain plans and procedures to implement search and rescue operations in time of emergency.
- Train personnel to quickly coordinate a Search and Rescue mission.

Increased Readiness

- Alert the on-duty personnel.
- Determine availability of special team members.

Response Operations

Mobilization Phase

- Review and update plans and procedures.
- Alert personnel to stand-by status.
- Check rescue and communications equipment.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase

- Follow established procedures in providing rescue services, emergency medical treatment and pre-hospital care to the injured.
- Continue to assist with warning and alerting, evacuation, communications as well as any other emergency response operation, as required.

Recovery Operations

- Continue to provide essential services, as required.
- Continue search and rescue operations, if required.
- Provide resources for recovery operations.
- Assist with the inspection of damaged facilities, if applicable.
- Recover equipment and return it to service, replace where necessary.
- Compile and submit records of incurred disaster related expenses.

This page is intentionally left blank.

Emergency Support Function #10 - Oil and Hazardous Materials

Introduction

Primary Agency:

- Richmond Fire and Emergency Services Department

Support Agencies and Organizations:

- Richmond City Health District

Purpose:

RFES is the primary agency to respond to oil and hazmat emergencies. Their responsibility is to identify the hazard and take steps to stop the issue and mitigate any further contamination to the environment. Hazardous materials are defined under Virginia Law (Title 44-146.34) as: substances or materials which may pose unreasonable risks to health, safety, property, or the environment when used, transported, stored or disposed of, which may include materials which are solid, liquid, or gas. Hazardous materials may include toxic substances, flammable and ignitable materials, explosives, corrosive materials, and radioactive materials.

Scope:

The Local Emergency Planning Commission (LEPC) develops and maintains the *Hazardous Materials Response Plan* which serves as the basis for all actions taken by Emergency Support Function #10 – Oil and Hazardous Materials Response. ESF #10 provides for coordinated and directed support in response to an actual or potential discharge and/or uncontrolled release of oil or hazardous materials during incidents.

ESF #10 includes the appropriate response and recovery actions to prepare for, prevent, minimize, or mitigate a threat to public health, welfare, or the environment caused by actual or potential oil and hazardous materials incidents. Appropriate response and recovery actions can include efforts to detect, identify, contain, clean-up or dispose of related oil and hazardous materials.

ESF #10 coordinates the division and specification of responsibilities among on-site response organizations, personnel, and resources and state agencies that may be used to support response actions. ESF #10 is applicable to all departments and organizations with responsibilities and assets to support response to actual or potential oil or hazardous materials incidents. ESF #10 may also coordinate with private entities as appropriate.

In addition, ESF #10 may be used to respond to actual or threatened releases of materials not typically considered hazardous under the National Contingency Plan (NCP) but that, as a result of an incident, pose a threat to public health or welfare or to the environment.

City of Richmond Emergency Operations Plan

Concept of Operations

A. The Local Emergency Planning Commission (LEPC) *Hazardous Materials Response Plan* serves as the basis for all actions taken by ESF #10.

B. All oil and hazardous materials releases will be reported to the Virginia Emergency Operations Center (VEOC).

Organization and Assignment of Responsibilities:

See the LEPC *Hazardous Materials Response Plan.*

Tab 1 to Emergency Support Function #10
Action Checklist

Routine Operations

- Develop and maintain plans and procedures to implement HAZMAT operations in time of emergency.
- Train personnel to quickly coordinate a HAZMAT response.

Increased Readiness

- Alert the on-duty personnel.
- Determine availability of special team members.

Response Operations

Mobilization Phase

- Review and update plans and procedures.
- Alert personnel to stand-by status.
- Check response and communications equipment.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase

- Follow established procedures in providing HAZMAT response.
- Continue to assist with warning and alerting, evacuation, communications as well as any other emergency response operation, as required.

Recovery Operations

- Continue to provide essential services, as required.
- Provide resources for recovery operations.
- Assist with the inspection of damaged facilities and/or infrastructure, if applicable.
- Recover equipment and return it to service, replace where necessary.
- Compile and submit records of incurred disaster related expenses.

This page is intentionally left blank.

Emergency Support Function #12 - Energy

Introduction

Primary Agency:

- Department of Public Utilities

Support Agencies and Organizations:

- Dominion Virginia Power

Purpose:

Emergency Support Function (ESF) #12 – Energy supports restoration of damaged energy systems and components, to include natural gas and street lights, during a potential or actual incident.

Scope:

ESF #12 collects, evaluates, and shares information on energy system damage and estimations on the impact of energy system outages within affected areas. Additionally, ESF #12 provides information concerning the energy restoration process such as projected schedules, percent completion of restoration, geographic information on the restoration, and other information as appropriate.

The incident may impact the community only or it may be part of a larger incident that impacts the locality or the region. In the latter cases, the City of Richmond will follow its plans, policies and procedures, but ensure that regional and state plans are also followed.

Concept of Operations

A. The Department of Public Utilities maintains a list of critical facilities and continuously monitors those resources to identify vulnerabilities.

B. Restoration of power for normal operations at critical facilities will be a priority.

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

D. Other energy shortages, such as interruptions in the supply of natural gas or other petroleum products for transportation and industrial uses, may result from extreme weather, strikes, international embargoes, disruption of pipeline systems, or terrorism.

E. The suddenness and devastation of a catastrophic disaster or other significant event can sever key energy lifelines, constraining supply in impacted areas, or in areas with supply links to

impacted areas, and can also affect transportation, communications, and other lifelines needed for public health and safety. There may be widespread and prolonged electric power failures. Without electric power, communications will be interrupted, traffic signals and street lights will not operate, and surface movement will become grid-locked. Such outages may impact public health and safety services. Thus, a major, prolonged energy systems failure could be very costly and disruptive.

F. In the wake of such a major disaster, available state-level assets will be used to assist with emergency efforts to provide fuel and power and other essential resources as needed.

G. While restoration of normal operations at energy facilities is the primary responsibility of the owners of those facilities; ESF #12 provides the appropriate supplemental assistance and resources to enable restoration in a timely manner. Collectively, the primary and support agencies that comprise ESF #12:

- Serve as the focal point within the City for receipt of information on actual or potential damage to energy supply and distribution systems and requirements for system design and operations, and on procedures for preparedness, prevention, recovery, and restoration.
- Advise authorities on priorities for energy restoration, assistance, and supply.
- Assist with requests for emergency response actions as they pertain to energy supplies.
- Assist by locating fuel for transportation, communications, and emergency operations.
- Recommend actions to conserve fuel and electric power.

Organization and Assignment of Responsibilities

The Department of Public Utilities will provide the following services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Provide for the health and safety of individuals affected by the event.
2. Comply with local and state actions to conserve fuel, if needed.
3. Coordinate with ESF #15 to provide energy emergency information, education, and conservation guidance to the public.
4. Coordinate with local, state, and federal officials and energy suppliers about available energy supply recovery assistance.
5. Relay information from Dominion Virginia Power regarding customers without power and restoration timelines to ESF #5.
6. Send requests through ESF #5 to the state EOC for fuel and power assistance, based on current policy.
7. Coordinate regionally if the power outage affects an area beyond the City of Richmond.

Tab 1 to Emergency Support Function #12
Action Checklist

Routine Operations

- Plan for emergency operations.
- Train personnel to quickly coordinate the repair of damages to DPU's system.
- Participate in mitigation and preparation activities.

Increased Readiness

- Start documenting all actions.
- Identify key personnel for assignment to response and assessment duties.
- Provide technical advice as requested for the protection of the energy systems.
- Review emergency response plans.

Response Operations

Mobilization Phase

- Place personnel on emergency shifts.
- Check equipment and supplies.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase

- Respond to utility calls.
- Bring damaged DPU facilities back on line as soon as possible.
- Assist with clean-up operations when possible.

Recovery Operations

- As needed, plan for long-term recovery and restoration of services to pre-disaster levels.
- Continue to provide technical support in the recovery of facilities and services.
- Fully document all recovery actions.

Tab 2 to Emergency Support Function #12
Utility Providers

Utility Provider	Address	Contact Person	Phone Number(s) & 24-Hour Contact
Dominion	701 E. Cary St. Richmond VA 23219	Jennifer Kostyniuk	Office-804-755-5591 Cell-804-310-4776 Report outages 866-356-4357
Dominion	Regional Operations Center		1-800-826-1027
City of Richmond Natural Gas & Streetlights	400 Jefferson Davis Highway Richmond, VA 23224	Al Scott	Office-804-646-8307 Cell-804-690-5167

Emergency Support Function #13 - Public Safety and Security

Introduction

Primary Agencies:

- Richmond Police Department
- Richmond Sherriff's Office

Support Agencies and Organizations:

- Division of Capital Police
- Federal Law Enforcement Agencies
- J. Sergeant Reynolds Police Department
- University of Richmond Police Department
- Virginia Commonwealth University Police Department
- Virginia State Police
- Virginia Union University Police Department

Purpose:

Emergency Support Function (ESF) #13 – Public Safety and Security – Provides public safety and security capabilities as well as necessary resources to support the full range of incident management associated with potential or actual events.

Scope:

ESF #13 coordinates and provides law enforcement, public safety and security support capabilities and resources during potential or actual events. ESF #13 supports incident management requirements including personnel and critical infrastructure protection, security planning and technical assistance and public safety in pre and post event situations. This support includes but is not limited to the following actions:

- Maintaining law and order
- Coordinating public warning
- Providing security of community facilities
- Controlling traffic when necessary
- Providing security of unsafe areas or potential crime scenes
- Assisting with evacuation of buildings or the City
- Providing security at City managed shelters

Concept of Operations

A. Through ESF #13, state or other law enforcement resources – when requested or required – are integrated into the incident command structure using National Incident Management System (NIMS) principles and protocols.

B. In the event of an emergency or disaster, the RPD will follow the procedures outlined in the *Richmond Police Department Emergency Plan,* published separately.

C. There is sufficient latitude to allow the on-site supervisor to tailor the emergency operational plan to a specific operation. If needed, other law enforcement agencies will supplement manpower and resources. RPD personnel operating in a disaster situation will utilize the Department's supplies and equipment.

D. Mutual Aid Agreements will be recognized and utilized to the utmost of their capabilities.

E. Law enforcement responsibilities for Search and Rescue are addressed in ESF #9.

F. The Office of Emergency Management is the point of contact for the receipt of all warnings and notifications of actual or impending emergencies or disasters.

G. ESF #13 uses several existing procedures, in the form of department directives, which provide the basis of response:
- General Order 07-13, Active Shootings, Active Threats, Hostage and/or Barricaded Subject Situations
- General Order 206-2, Reporting Acts of Terrorism & Hate Crimes
- General Order 502-7, Radioactive/Hazardous Materials
- General Order, 901-1A, Police Communications – Radio Operations
- General Order 1101-1, Emergency Plan and Responses

Organization and Assignment of Responsibilities

The Richmond Police Department, in collaboration with the Sherriff's Office, will provide the following services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Maintain police intelligence capability to alert government agencies and the public to potential threats.
2. Develop strategies to effectively address special emergency situations that may require distinct law enforcement procedures, such as civil disorders, hostage taking, weapons of mass destruction, terrorist situations, and bomb treats/detonations.
3. Test primary communications systems and arrange for alternate systems, if necessary.
4. Assist with the implementation of the evacuation procedures for the threatened areas, if necessary.
5. Provide traffic and crowd control as required.

6. Provide security and law enforcement to critical facilities and supplies as well as the Emergency Operations Center, evacuated areas and shelters.
7. Implement existing mutual aid agreements with other jurisdictions, if necessary.
8. Document expenses.
9. Evacuation and access control of threatened areas.
10. Assist with identification of the dead.
11. Maintain communication with RPD ECC if operational.

Tab 1 to Emergency Support Function #13
Action Checklist

Routine Operations

- Develop and maintain plans to provide for effective law enforcement, prompt warning and evacuation, traffic and crowd control, search and rescue and the security of vital facilities and supplies.
- Identify essential facilities and develop procedures to provide for their security and continued operation in time of emergency.
- Develop procedures for promptly warning the public of an emergency, using any means necessary and available.
- Develop procedures for warning and evacuating residents with special needs.
- Identify potential evacuation routes in the event of a major emergency situation.
- Develop strategies to effectively address special emergency situations that may require distance law enforcement procedures.
- Review and update plans and procedures.

Increased Readiness

- Assign emergency duties and provide specialized training as needed.
- Delineate the specific areas which may need to be evacuated and designate evacuation routes.
- Alert personnel to standby status.

Response Operations

Mobilization Phase
- Alert all personnel and special facilities, as required.
- Test primary communications systems and arrange for alternate systems, if necessary.
- Implement evacuation procedures for the threatened areas, if necessary.
- Provide traffic and crowd control, as required.
- Implement necessary security.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase
- Dispatch teams to the disaster area as needed and as requested by the EOC. Maintain communications and operational control.
- Secure the site.
- Assist with search and rescue operations, as needed.
- Implement mutual aid agreements, if necessary.
- Provide traffic and crowd control.
- Assist with providing protective action guidance.

Recovery Operations

- Complete necessary post-event investigations.
- Support clean up and recovery operations, as required.
- Assist with identification of the dead, if necessary.
- Complete disaster related expense records for services provided.

Tab 2 to Emergency Support Function #13
ENTRY PERMIT TO ENTER RESTRICTED AREAS

1. Reason for entry (if scientific research, specify objectives, location, length of time needed for study, methodology, qualifications, sponsoring party, NSF grant number and date on separate page). If contractor/agent--include name of contractual resident party, attach evidence of right of interest in destination. Resident: Purpose.

    _____

    _____

2. Name, address, and telephone of applicant, organization, university, sponsor, or media group. Also contact person if questions should arise.

    _____

    _____

3. Travel (fill out applicable sections; if variable call information to dispatcher for each entry)

    Method of Travel (vehicle, aircraft) _____

    Description of Vehicle/Aircraft Registration _____

    Route of Travel if by Vehicle _____

    Destination by legal location or landmark/E911 address _____

    _____

    Alternate escape route if different from above _____

    _____

4. Type of 2-way radio system to be used and your base station telephone number we can contact in emergency (a CB radio or radio telephone will not be accepted). Resident: cellular or home number.

    _____

    Entry granted into hazard area.

    Authorizing Signature _____Date _____

The conditions for entry are attached to and made a part of this permit. Any violation of the attached conditions for entry can result in revocation of this permit.

The Waiver of Liability is made a part of and attached to this permit. All persons entering the closed area under this permit must sign the Waiver of Liability before entry.

Tab 3 to Emergency Support Function #13
WAIVER OF LIABILITY
(TO BE SIGNED AND RETURNED WITH APPLICATION FORM)

I, the undersigned, hereby understand and agree to the requirements stated in the application form and in the safety regulations and do further understand that I am entering a (high) hazard area with full knowledge that I do so at my own risk and I do hereby release and discharge the federal government, the Commonwealth of Virginia and all its political subdivisions, their officers, agents and employees from all liability for any damages or losses incurred while within the Closed Area.

I understand that the entry permit is conditioned upon this waiver. I understand that no public agency shall have any duty to attempt any search and rescue efforts on my behalf while I am in the Closed or Restricted Area.

Signatures of applicant and members of his field party   Date

Print full name first, then sign.

_____
                              I have read and understand the above waiver of liability.

_____
                              I have read and understand the above waiver of liability.

This page is intentionally left blank.

Emergency Support Function #14 – Long Term Recovery

Introduction

Primary Agencies:

- Department of Economic Development
- Department of Planning and Development Review

Support Agencies and Organizations:

- Office of Emergency Management
- Department of Social Services
- Richmond Fire and Emergency Services
- Department of Public Works
- Department of Public Utilities
- Virginia – Voluntary Organizations Active In Disasters (VVOAD)

Purpose:

Emergency Support Function (ESF) #14 - Long Term Recovery - provides a framework to facilitate both short term and long term recovery from a disaster. The recovery process begins with an impact analysis of the incident and support for available programs and resources then expands to the coordination of programs that assist with the comprehensive economic, social, and physical recovery and reconstruction of the City. Both short term and long term efforts focus on recovery, but also on reducing or eliminating risks and losses from future incidents.

Scope:

ESF #14 support will vary depending on the magnitude and type of incident and the potential for long-term and severe consequences.

Concept of Operations

A. The Mayor and CAO, in collaboration with the Coordinator of Emergency Management, will direct recovery efforts for the City.

B. ESF #14 will begin the recovery process for any disaster with the implementation of short term disaster relief programs by non-governmental organizations.

C. The strategy for long term recovery should encompass, but not be limited to, land use, public safety, housing, public services, transportation services, education, business and industry, employment, health care, natural and cultural resources, non-government service providers and financial continuity and accountability.

D. Long-term recovery and mitigation efforts are forward-looking and market-based, focusing on permanent restoration of infrastructure, housing, and the local economy, with attention to mitigation of future impacts of a similar nature, when feasible.

E. Partnership with federal agencies will be based on the type, extent, and duration of the event and long-term recovery period, and on the availability of federal resources.

F. Federal agencies may be requested to continue to provide recovery assistance under independent authorities to the state and local governments; the private sector; and individuals, while coordinating activities and assessments of need for additional assistance.

Organization and Assignment of Responsibilities

The Department of Economic Development, in collaboration with the Department of Planning and Development Review, will provide the following construction related services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Assess the social, economic and environmental consequences in the impacted area and coordinate state and Federal efforts to address long-term community recovery issues.
2. Partner with disaster assistance agencies to implement short term recovery programs for private individuals and businesses as well as public services authorities and certain non-profit organizations.
3. Advise on the long-term recovery implications of response activities and coordinate the transition from response to recovery in field operations.
4. Work with non-governmental organizations (NGOs) and private-sector organizations to conduct comprehensive market disruption and loss analysis and develop a market-based comprehensive long term recovery plan.
5. Identify appropriate programs and agencies to support implementation of the long-term recovery plan, ensure coordination, and identify gaps in available resources.
6. Avoid duplication of assistance, coordinate to the extent possible program application processes and planning requirements to streamline assistance, and identify and coordinate resolution of policy and program issues.
7. Determine and identify responsibilities for recovery activities, including emergency permitting.
8. Provide a method to maintain continuity in program delivery among all support agencies, and other involved parties, to ensure follow through of recovery and hazard mitigation efforts.

City of Richmond Emergency Operations Plan

Tab 1 to Emergency Support Function #14
Action Checklist

Routine Operations

- Participate in related training and exercises to assist in the development and maintenance of disaster response capabilities.

Increased Readiness

- Alert key personnel.
- Anticipate initial requirements based on hazard analysis, historical data and forecasted intelligence.
- Begin notification to damage assessment personnel

Response Operations

Mobilization Phase
- Transition to the Emergency Operations Center (EOC) for ESF #14 Operations.
- Expedite administrative procedures to allow rapid deployment of personnel and resources when needed.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase
- Assign additional staff and resources as needed.

Recovery Operations

- As needed, plan for long-term recovery and restoration of services to pre-disaster levels.
- Fully document all recovery actions.

This page is intentionally left blank.

Emergency Support Function #15 – External Affairs

Introduction

Primary Agency:

- Office of the Press Secretary

Support Agencies or Organizations:

- Department of Public Utilities
- Richmond Fire and Emergency Services
- Richmond Police Department
- Department of Public Works
- Human Services
- Department of Parks and Recreation
- Richmond City Health District
- Richmond Ambulance Authority
- Amateur Radio Groups

Purpose:

Emergency Support Function (ESF) #15 – External Affairs - provides accurate, coordinated, and timely information to affected audiences, including elected officials, media, the private sector, and the local populace.

Scope:

ESF #15 coordinates actions to provide external affairs support to incident management prior to, during and following an emergency or disaster.

Concept of Operations

A. As the primary agency, the Office of the Press Secretary (OPS) is the lead for External Affairs.

B. During normal operations, the OPS coordinates with the news media and others as needed to promote emergency preparedness.

C. In time of emergency, the OPS will coordinate the release of information on emergencies and disasters. The OPS will coordinate all such information with the Emergency Management Coordinator.

D. When a disaster is impending or occurs, the augmented External Affairs staff will be positioned in the Emergency Operations Center (EOC), which has a designated area equipped for this function. The staff may also be asked to provide PIO support in the field at the disaster site.

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

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

G. In the event that the OPS is unable to or lacks the capability to perform these responsibilities, the state may coordinate with the City of Richmond to provide vital health and safety information to the affected population.

H. Amateur radio operators will provide the secondary communications means for citywide direction and coordination of emergency/disaster operations.

Organization and Assignment of Responsibilities:

The Office of the Press Secretary will provide the following services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Develop and conduct public information programs for community/citizen awareness of potential disasters, as well as personal protection measures for each hazard present.
2. Develop Rumor Control Procedures.
3. Preparation of advance copies of emergency information packages for release through the news media during actual emergencies.
4. Briefing of news media personnel and city officials on External Affairs policies, plans, and procedures.
5. Maintenance of current lists of radio stations, television stations, cable companies, websites, and newspapers to be utilized for public information releases.
6. Maintenance of support agreements and liaison arrangements with other agencies and the news media, if needed.
7. Maintenance of arrangements to provide a briefing room for the media in the vicinity of the EOC or at the location of the disaster.
8. Assistance with the preparation/transmission of Emergency Alert System (EAS) messages, if needed.
9. Dissemination of news releases.
10. Dissemination of information to elected officials.
11. Monitor the media, to include social media, ensuring accuracy of information and correcting inaccurate information as quickly as possible.
12. Providing information to the public about available disaster relief assistance and mitigation programs.

City of Richmond Emergency Operations Plan

Tab 1 to Emergency Support Function #15
Action Checklist

Routine Operations

- Establish a working arrangement with local radio and TV stations and the newspapers.
- Encourage local media to periodically publish general information about the specific hazards which are most likely to occur.
- Prepare and provide general information as appropriate to special needs groups.
- Develop and review pre-scripted emergency alert messages.
- Regularly post emergency preparedness information on the City website.
- Distribute emergency information via the city's Twitter account.

Increased Readiness

- If applicable, monitor national and state level news coverage of the situation.
- Prepare locally unique, supplementary published informational news releases and keep them updated to reflect the current emergency situation.
- Evaluate the situation. Release additional information when it is determined the public has a "need to know."

Response Operations

Mobilization Phase
- Disseminate emergency public information to the local news media.
- Confirm activation of the designated phone number and personnel to handle citizen inquiries.
- Confirm the readiness of generators at local Emergency Alert System (EAS) radio stations.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase
- Develop accurate and complete information regarding incident cause, size, current situation and resources committed.
- Continue to keep the public informed and recommend protective actions.
- Handle rumor control, if necessary.

Recovery Operations

- Keep the public informed about local recovery operations.
- Assist the Health District in disseminating public health notices, if necessary.
- Assist state and federal officials in disseminating information concerning relief assistance.

Tab 2 to Emergency Support Function #15
Available Communication Methods

During emergencies, it is especially important that the public be kept informed of available resources, dangerous conditions, and the city is making to the situation. In order to communication with citizens, the City of Richmond will use a variety of communication methods, to include, but not limited to the following:

Geocast - an external Communication/Notification System
- GIS-based emergency communications software housed in the Division of Emergency Communications (911 Center)
- Accessed via the Internet, Geocast allows the city to quickly alert local homes and business of impending emergency situations
- Can serve as a public outreach tool providing information to specific neighborhoods within the city
- Examples of when Geocast may be used:
  - Due to a recent fire, firefighters will be in the area distributing smoke detectors
  - There have been a string of robberies in the area. Please be sure to lock your doors, stay aware and contact the Police Department if you witness any suspicious activity.
  - Evacuation or shelter in place information

Self Registration Portal (SRP)
- The SRP will allow citizens to register to receive emergency information via text messages to their mobile phone
- Examples of the type of information citizens may receive:
  - Weather Watches and Warnings
  - Information about emergency shelters
- Free service, but citizen's wireless carrier may charge a fee to receive messages
- Once live, citizen's will be able to register online

Local Media Outlets
- Television
- Radio

Social Media
- Facebook
- Twitter

City of Richmond Emergency Operations Plan

Tab 3 to Emergency Support Function #15
Use of Television During Emergency Situations

In addition to using other media outlets, television should be used to disseminate information as follows:

- Government Access Bulletin Board – The government access city cable channel. Through use of a character generator, messages can be typed onto the screen and broadcast through the cable company's facility.

Tab 4 to Emergency Support Function #15
Use of Emergency Notification System During Emergency Situations

The City has an Emergency Notification System at its disposal for use during an emergency event. The system is capable of sending an outgoing message to land lines, either to all numbers within the City or to a limited geographic area. The system can also communicate with alternate devices such as cell phones or other wireless devices.

The system is intended for use only in instances of actual, identifiable threat to life or property. Any department wishing to utilize the system must request such use through the Emergency Management Coordinator, who in concert with the OPS and the requesting department(s), do the following:

1. Determine whether the request constitutes an appropriate emergency use of the system.
2. Craft an appropriate message.
3. Determine the appropriate geographic or demographic limitations for distribution.
4. Determine whether supplemental resources from the system vendor should be used to expedite message delivery.
5. Activate the notification.

Emergency Support Function #16 - Animal Care and Control

Introduction

Primary Agency:

- Richmond Animal Care and Control

Support Agencies and Organizations:

- Local Animal Welfare/Rescue Organizations
- Local Veterinarians
- Local Animal Boarding Facilities
- Local Animal Crematoriums
- Virginia Capital Area Voluntary Organizations Active in Disaster (VCAVOAD)
- Virginia Department of Agriculture and Consumer Services

Purpose:

Emergency Support Function (ESF) #16 - Animal Care and Control - coordinates and organizes the capabilities and resources of the City of Richmond to facilitate response to and recovery from an event impacting the health, safety and welfare of animals.

Scope:

ESF #16 provides rapid response to emergencies affecting the health, safety and welfare of animals. Animal care and control activities in emergency preparedness, response, and recovery include, but are not limited to, companion animals, facility usage, displaced pet assistance, animal owner reunification, and carcass disposal.

Concept of Operations

A. As the ESF #16 lead, Richmond Animal Care and Control works with several other ESFs in the EOC structure to assist with the response to and recovery from an emergency involving animals.

B. Richmond Animal Care and Control, in concert with the Office of Emergency Management, is responsible for developing and implementing the necessary management policies and procedures that will facilitate and ensure a safe, sanitary and effective animal care and control effort. These procedures will support and expedite emergency response operations, as well as maximize state and federal assistance. In addition, these plans and procedures define the roles of agencies and support organizations in preparedness for, response to and recovery from an animal emergency. They will provide the basis for more detailed standard operating procedures that may be used in a response.

C. Richmond Animal Care and Control will coordinate with all departments, government entities, and representatives from the private sector who support animal emergency operations. This may involve working with other local jurisdictions that provide mutual aid, state and federal governments, private contractors, local retailers, volunteer organizations, etc. and assuring that all involved have current Memorandums of Agreement with the City of Richmond regarding their agreed support.

D. Basic administrative and accountability procedures for any animal emergency will be followed as required by City of Richmond, state and federal regulations. As with any disaster or incident response, the ICS/NIMS will be used to organize and coordinate response activity.

Organization and Assignment of Responsibilities:

Richmond Animal Care and Control will provide the following services as appropriate. They will perform tasks as requested by the EOC and under their own initiative and authorities as applicable:

1. Maintain current listings of emergency contacts and resources necessary for response to an animal emergency.
2. Produce and maintain plans, policies and procedures for overarching animal care and control activities, animal recovery, and household pet sheltering.
3. Oversee all activities (mitigation, planning, response and recovery) in regards to emergency animal care and control.
4. Assign a representative to the EOC in order to coordinate the animal care and control response.

Tab 1 to Emergency Support Function #16
Action Checklist

Routine Operations

- Encourage any group, facility or organization that houses animals to develop emergency procedures and evacuation plans for the animals in the care and custody.
- Develop procedures for public information and education on animal disaster preparedness to include encouraging citizens to develop household emergency plans that include their pets in all aspects of response, i.e. evacuation and sheltering.
- Develop, maintain, and disseminate animal care and control plans, policies and procedures to ensure the safe, sanitary and efficient response to and recovery from an emergency involving animals, as well as support and maximize claims of financial assistance from local, state and federal governments, and facilitate audits following the disaster.
- Provide training to agencies and staff on task-appropriate plans, policies and procedures.
- Provide adequate support for animal preparedness and planning.
- Develop the necessary logistical support to carry out emergency tasking for the department. Instruct all departments to maintain an inventory of supplies on hand.
- Develop the necessary mutual aid agreements, sample contracts, and listing of potential resource providers to expedite the procurement of anticipated resource needs for emergency operations.

Increased Readiness

- Alert on-duty personnel.
- Monitor the situation and be prepared to mobilize, if required.
- Request stand-by of all partners and volunteers.

Response Operations

Mobilization Phase

- Implement animal care and control plans, policies and procedures.
- Provide on-the-spot training as necessary on task-appropriate plans, policies and procedures.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase

- Provide adequate support in a timely manner for animal response. Report any shortfalls and request needed assistance or supplies.
- Implement mutual aid agreements, contracts, and the listing of potential resource providers to fill resource needs for emergency operations.
- Maintain effective communications with Emergency Operations Center, other shelters and field personnel.

- Ensure appropriate recordkeeping such that federal or state disaster assistance can be sought for reimbursement of disaster related expenditures.
- Initiate search, rescue and transport animals to shelters.
- Receive and care for animals.
- Provide documentation of injuries and deaths of animals.
- Provide food, water and waste disposal at the shelter(s).

Recovery Operations

- Reunite animals with owners.
- Deactivate emergency shelter(s).
- Provide referrals regarding long-term shelter of animals for owners who have lost their homes.
- Report disaster related expenses.
- Review animal care and control plans, policies and procedures in respect to the recent emergency response. Update as necessary and disseminate.
- Identify, control and, if necessary, destroy animals that pose hazards to the wellbeing and safety of citizens.

Tab 2 to Emergency Support Function #16
Household Pet Sheltering and Animal Recovery Plan

Introduction

Coordinating Agency

- Richmond Animal Care and Control

Support Agencies and Organizations

- Richmond City Health District
- Department of Social Services
- Richmond Sheriff's Office
- Local Animal Welfare/Rescue Organizations
- Local Veterinarians
- Local Animal Boarding Facilities
- Virginia Capital Area Voluntary Organizations Active in Disaster (VCAVOAD)
- Virginia Department of Agriculture and Consumer Services

Purpose:

The Household Pet Sheltering and Animal Recovery Plan provides basic guidance for all participants in animal related emergency evacuation and shelter management activities as well as animal search, rescue, recovery and reunification. Although, the care and control of animals is the responsibility of owners, Richmond Animal Care and Control is the lead agency on animal issues and is responsible for situation assessment and determination of resource needs.

Pet-Friendly shelters are being established in an effort to assist evacuated residents with the sheltering of companion animals during a declared evacuation. In some situations, owners will not be able to evacuate their animals, and due to the impacts of the event, they may not be able to re-enter the area to recover or care for their animals. It is the goal of this plan to control and support both the humane care and treatment of companion animals during an emergency situation by providing safe shelters for people and their pets and the animal search, rescue, recovery and reunification process during or after an emergency situation. In addition, the plan intends to ensure the continued care of those animals that are unable to be relocated outside of the disaster area.

Scope:

This annex is applicable to departments that participate and respond, with assistance or relief, to an emergency requiring the sheltering of people and their household pets and search, rescue, recovery or reunification of animals with their owners, as coordinated by Richmond Animal Care and Control.

Situation:

Within the City of Richmond, there is an estimated:

- 48,093 dogs
- 52,540 cats
- 4,089 pocket pets (rodents, ferrets, etc.)

Assumptions:

1. Any emergency resulting in evacuation of residents to a shelter will result in household pet issues.
2. The protection of household pets is ultimately the responsibility of their owner. However, during times of emergency or disaster, owners may need assistance in the care and control of their animals.
3. Many household pet owners will not evacuate to safety if their pets must stay behind. Pet owners will frequently live in the streets rather than abandon their animals so that they may enter evacuation shelters. This type of behavior puts animals, their owners and emergency responders at risk.
4. People that do evacuate will try to reenter an area to retrieve animals before an all clear is given.
5. Pet-friendly shelters will only shelter those animals defined as household pets.
6. No dogs with a known bite history or previously classified by Animal Control as "Dangerous" or "Potentially Dangerous" will be accepted into a pet-friendly shelter.
7. No dog that shows signs of aggression during initial check-in will be accepted.
8. A quarantine zone will be set up for animals that do not have proof of current vaccinations, a current rabies tag and City license.
9. No feral cats or wild-trapped cats will be accepted.
10. Animals should be brought to the Pet-Friendly shelter in a suitable cage or on a leash provided by the owner.
11. Birds must be brought in the owner's cage. Bird breeders with large numbers of birds will need to seek sanctuary elsewhere.
12. Pocket pets (hamsters, gerbils, hedgehogs, sugar gliders, etc.) must be brought to shelter in owner's cage. The cage must be of good material to prevent escape.
13. No reptiles will be accepted.
14. Those animals that become homeless, lost or stray as a result of a disaster will be protected by the City of Richmond. Volunteer organizations will assist in this effort.
15. Those animals that are rescued and not identified by their owners within 11 days after the social services shelters close will be considered property of the City of Richmond and normal animal care and control policies and procedures will be followed in regards to euthanasia, adoption, and/or release to rescue organizations.

Concept of Operations

A. Richmond Animal Care and Control will be the lead in all pet-friendly sheltering functions as well as animal search, rescue, recovery and reunification. In response to an emergency requiring sheltering and/or animal recovery, ESF #16 will work together with other ESFs including ESF #6,

Mass Care, Housing and Human Services. Other agencies/ESFs may need to be utilized to fulfill other needs as determined.

B. Richmond Animal Care and Control is responsible for developing and implementing the necessary management policies and procedures that will facilitate and ensure a safe, sanitary and effective animal care and control effort for day-to-day operations and emergency response. The plans and procedures establish the concepts and policies under which organizations will operate during emergency activities. They will provide the basis for more detailed standard operating procedures that may be used in a response.

C. Richmond Animal Care and Control will coordinate with all departments, government entities, and representatives from the private sector who support pet-friendly sheltering operations and animal search, rescue, recovery and reunification activities. This may involve working with other local jurisdictions that provide mutual aid, state and federal governments, private contractors, local retailers, volunteer organizations, etc.

Organization and Assignment of Responsibilities

Office of Emergency Management
- Prepare and coordinate pre-incident training and exercise of pet-friendly shelter incident management teams to included NIMS, ICS, EOC Operations, and reimbursement procedures for eligible costs under state and federal public assistance programs.
- Act as liaison for City departments and public/private partners that may not be traditionally involved in animal care to assist with collaboration and coordination of shelter issues in a City emergency shelter location (i.e. Department of Social Services, American Red Cross, etc.).

Richmond Animal Care and Control
- Create and maintain all household pet sheltering and animal recovery policies, plans and procedures.
- Maintain current listing of emergency contacts and resources necessary for response and recovery.
- Coordinate and ensure rapid response to pet-friendly sheltering needs and animal recovery.
- Coordinate incident management activities for the overall operation of the pet-friendly shelters and animal recovery with the EOC and volunteer organizations that are staffing and providing support to shelter operations.
- Maintain situational awareness of pet-friendly shelter operations as well as animal recovery and provide situation/status reports/updates to the EOC.
- Process requests for assistance or additional resources to support response and recovery efforts through the EOC.
- Facilitate the reunification of pets to owners during the transition from response to recovery.
- Provide shelter occupancy data to facilitate the movement of traffic along the evacuation routes.
- Use media to assist with outreach efforts to citizens on evacuation education pre-event and notification during an event regarding routing to be used.

- Monitor, coordinate and manage pet-friendly shelter and animal recovery activation and sequencing.
- Provide subject matter expertise, as needed.

Department of Social Services
- Coordinate the relationship between the human and household animal sheltering functions.
- Ensure general population sheltering staff is aware of the presence of pet-friendly resources pre-event and at the shelter site itself.
- Work with both Richmond Animal Care and Control and the Office of the Press Secretary to create public information releases regarding sheltering.

Richmond City Health District
- Ensure that human health will not be impacted in conjunction with the operation of pet-friendly shelters.

Richmond Police Department/Richmond Sherriff's Office
- Assure the safety and security of household pet sheltering and animal recovery personnel;
- Enforce movement restrictions and establish perimeters for pet-friendly sheltering and animal recovery and reunification areas.

Plan Development and Maintenance

It is the responsibility of Richmond Animal Care and Control to review this plan annually for any needed updates, revisions, or additions. This plan should also be reviewed after every incident in which it is activated to reflect any needed updates, revisions or additions that were found during the response and recovery effort.

Tab 3 to Emergency Support Function #16
Household Pet Sheltering and Animal Recovery Plan
Action Checklist

Mitigation/Prevention:

- Encouraged citizens to develop emergency and evacuation plans as well as go-kits for the animals in their care.

Preparedness:

- Establish an organizational structure, chain of command and outline of duties and responsibilities, required for any household pets sheltering and animal search, rescue, recovery and reunification response.
- Develop, maintain, and disseminate household pet sheltering and animal recovery plans, policies and procedures to ensure the safe, sanitary and efficient response to and recovery from an animal emergency, as well as support and maximize claims of financial assistance from state and federal governments, and facilitate audits following the disaster.
- Identify local veterinarians, humane societies, local household pet sheltering volunteers and animal control personnel in standard operating procedures and ensure that contact information is maintained.
- Provide training to agencies, staff and volunteers on task-appropriate plans, policies and procedures.
- Provide adequate support for animal preparedness and planning.
- Develop the necessary logistical support to carry out emergency tasking. Instruct all departments to maintain an inventory of supplies on hand.
- Develop the necessary mutual aid agreements, sample contracts, and listing of potential resource providers to expedite the procurement of anticipated resource needs for emergency operations.

Response:

- Implement household pet sheltering and animal recovery plans, policies and procedures to ensure the safe, sanitary and efficient response to an animal emergency, as well as support and maximize claims of financial assistance from state and federal governments, and facilitate audits following the disaster;
- Secure supplies, equipment, personnel and technical assistance from support agencies, organizations and other resources to carry out the plan.
- Provide on-the-spot training on task-appropriate plans, policies and procedures, as necessary.
- Provide adequate and timely support for household pet sheltering and animal search, rescue, recovery and reunification activities. Report any shortfalls and request needed assistance or supplies. Request additional assistance as needed.
- Implement mutual aid agreements, contracts, and the listing of potential resource providers to fill resource needs for emergency operations.

- Ensure appropriate recordkeeping such that federal or state disaster assistance can be sought for reimbursement of disaster related expenditures.

Recovery:

- Complete an event review with all responding parties;
- Review plans, policies and procedures in respect to the recent emergency response. Update as necessary and disseminate.
- Review and update the necessary logistical support to carry out emergency tasking. Instruct all departments to replenish their on-hand inventory of supplies.
- Review mutual aid agreements, sample contracts, and listing of potential resource providers in respect to recent emergency response. Update as necessary and disseminate.

Tab 4 to Emergency Support Function #16

Pet-Friendly Shelter Set-Up and Break-Down Procedures

Set-Up Procedures

A.   Authority for opening the Emergency Animal Shelter rests with the Emergency Operations Center. That decision will be communicated directly to the Animal Care and Control Liaison in the EOC.

B.   Facility Preparation
      1.   Designate K-9, feline, isolation; and other animal housing areas.
      2.   Walk the site to identify any existing damage to the site.
      3.   Apply protective plastic covering, if necessary.
      4.   Set up crates.

C.   Registration and Intake Area
      1.   Provide a table for owner registration and immediately take a photo of the animal with its owner and attach it to the registration record.
      2.   Pet owners must be officially registered at a shelter in order to have their pet in the Emergency Animal Shelter.
      3.   Designate a space for staff to fill out the animal intake forms and do a health assessment on animals.
      4.   Assign the animal to an appropriately sized crate or kennel and ensure water, towels or bedding is provided. Immediately collar or microchip the animal and label the crate with the owner's name and the pet's name as well as any special needs.
      5.   If the owner brings their own crate, make sure it is clearly labeled with their name, note that on the intake form, and place the crate in the appropriate area.
      6.   Keep all leashes, collars, food bowls, toys or bedding that the owner provides with the animal, either inside the crate or directly on top of it.
      7.   Web-based shelter management system will be activated.

D.   Operations

      1.   Signage
            a.   Clearly mark the Emergency Animal Shelter.
            b.   Clearly mark an area for "Animal Intake."
            c.   Post policies and procedures for pet care and feeding.
            d.   Designate and clearly post a "dog walk" area.

      2.   Animal Areas
            a.   Triage area: Should be near the Registration table where the Animal Intake form and assessment are completed; animals are identified, photographed, examined and assigned to the appropriate area.
            b.   No animal will be outside its crate/kennel without a leash and identification tag. Only staff or animal owners will be allowed to remove any animal from its crate/kennel.

     c. Species should be separated (dogs/cats/pocket animals) as well as those animals with special needs or that are sick or under stress.

E.   Animal Care, Set-Up, and Registration

    1. Dogs
        a. If space permits, crates or kennels should be twelve (12) inches or more apart.
        b. If able, crates will be oriented to keep animals facing away from each other.
        c. Provide food and water bowls, identification tag, leash, and bedding for each crate.
        d. For dogs sensitive to noise, activity or other dogs, provide a sheet to keep the sides of the crate covered.
        e. The dog area will be close to an exit door to facilitate reaching dog walk areas; provide all owners with plastic bags for clean-up each time they walk their dog and place waste receptacles in an exterior area.
        f. If necessary because of weather or dangerous conditions, a dog walk area can be created indoors in a separate room.
        g. Provide additional separate areas for dogs that are sick and for those without proof of vaccination.
        h. Admittance may be refused to any animal that appears uncontrollable or dangerously aggressive.
        i. Isolate dogs that are in heat.

    2. Cats
        a. Cats will be kept in a separate area from dogs, in the quietest part of the facility, preferably away from doors and other activity.
        b. Cats that are sick or without proof of vaccination will be isolated.
        c. Provide food and water bowls, identification tag, and bedding for each crate.
        d. Provide litter boxes in an area where owners can take their cats out of the crate for exercise and/ or feeding, or provide a litter box inside the crate. Litter boxes will be cleaned regularly.
        e. Isolate cats that are in heat.

    3. Birds
        a. Designate an area for birds away from drafts and temperate extremes.
        b. All birds must be in cages, fully ventilated. Provide food, water, identification tag, and newspaper for all cages.
        c. Cages may accommodate up to three (3) birds if the birds are socialized, free of disease, and ample mobility is allowed for each.
        d. Provide a sheet to cover the birdcage to deter noise, and cover at night.

    4. Ferrets
        a. Ferrets must be current in rabies vaccinations.
        b. Cages may house up to three (3) ferrets if they are socialized, free of disease, and ample mobility is allowed for each.

  c. Provide food, water, identification tag, and bedding for each cage.
  d. Cages must be of sturdy construction, chew-proof, and deep enough to allow for appropriate bedding.
  e. Change bedding regularly and dispose of it in a sealed plastic bag.

5. Small Mammals
  a. All Small mammals are to be kept caged at all times.
  b. Provide food, water, identification tag, and bedding for each cage.
  c. Cages must provide ample mobility and be well ventilated.
  d. Cages or containers must be chew-proof.
  e. Provide odor-inhibiting bedding material such as wood chips or shredded paper.
  f. Change bedding regularly and dispose of it in a sealed plastic bag.

Breakdown Procedures

A. Authority for closing the Emergency Animal Shelter rests with the Emergency Operations Center. That decision will be communicated directly to the Emergency Animal Shelter Supervisor. Once the decision has been made to close the Emergency Animal Shelter, break down can be initiated.

B. Once owners have checked out all the animals housed in the Emergency Animal Shelter all crates, kennels and cages will be broken down and removed from the facility. Cleaning and disinfecting of crates and kennels after breakdown can occur off-site.

C. All crates, materials and supplies will be removed from the facility and, if used, plastic sheeting will be taken up.

D. Clean Up
  1. All floors will be cleaned and disinfected. Any furniture, tables or shelves used for holding crates and animals will be wiped down with disinfectant wipes. Handrails, water fountains and doorknobs will be wiped down with disinfectant wipes.
  2. Trash receptacles will be emptied and bagged trash placed in designated dumpsters.
  3. Cages, crates and kennels will be cleaned and disinfected with detergent and bleach after being used. All towels, sheets and bedding will be laundered before storing in watertight containers
  4. The site will be inspected by personnel to document any new damage to the area.

E. Report Writing
  1. The Emergency Animal Shelter Supervisor will submit a written report to the Coordinator of Emergency Management. This report will be based on the Incident log kept at the Emergency Animal Shelter and the log kept by the Richmond Animal Care and Control Liaison in the EOC. It will include the

number and types of animals housed, an assessment of operations and staffing, descriptions of problems or "incidents within the incident" and how they were handled, and identify any gaps in skills, staffing or logistics. The report will include a section on lessons learned during the incident.

F.   Documentation
1.   Documentation of the incident will include all registration and animal intake forms, photographs of pets and owners and incident logs kept by the Emergency Animal Shelter Supervisor. This documentation will form the basis of the report submitted to the Coordinator of Emergency Management.

G.   Close-Out Meeting
1.   The Emergency Animal Shelter Supervisor will attend the EOC close out meeting to help assess management of the incident and identify any problems.

Tab 5 to Emergency Support Function #16
Pet-Friendly Shelter Pet Registration/Discharge Form

Owner Information		
Full Name:		**Driver's License Number:**
Street Address:		
City, State, Zip		

Phone Numbers:	Home:	Alternate:
Emergency Contact:	Name:	Phone:

Pet Information		

Description of Animal: ☐ Dog ☐ Cat ☐ Other _____ **Pet's Name:** **Crate Assigned:**

MALE		**FEMALE**		
☐ Intact	☐ Neutered	☐ Intact	☐ Spayed	☐ In Heat

Breed: **Color:** **Age:**

Distinctive Markings:

Microchip: ☐ Yes ☐ No **If yes, number:** **Expected Reclaim Date:**

Veterinarian Name: **Phone Number:**

Pet Medications - List any medications below that you pet is currently taking and note if available			
Name of Medication	Dosage	Y/N	Purpose

TO BE COMPLETED BY SHELTER			
Arrival Date:	**Departure Date:**		
Did the owner provide proof of the following:		**Yes**	**No**
• Written proof of vaccinations during the past 12 months			
• Proper ID collar and up to date rabies tag. If yes, record Tag #_____			
• Proper ID on all belongings			
• Leash			
• Ample food supply			
• Water/food bowls			
• Necessary medication(s) (ensure medications are listed above)			
• Owner provided cage has owner's name, address, pet name & other pertinent information labeled clearly & securely			

Registration Agreement

I understand that I must pick up my pet(s) when leaving the designated shelter or at the closing of the shelter, whichever comes first, or may pet(s) will become property of the local animal control facility and treated as stray(s).

I, the animal owner signed below, certify that I am the legal owner and request the emergency housing of the pet(s) listed on this form. I hereby release the person or entity receiving the pet(s) from any and all liability regarding the care and housing of the animal during and following this emergency. I acknowledge if emergency conditions pose a threat to the safety of these animals, additional relocation may be necessary, and this release is intended to extend to such relocation.

I acknowledge that the risk of injury or death to my pet(s) during an emergency cannot be eliminated and agree to be responsible for any additional veterinary expenses which may be incurred in the treatment of my pet(s) outside of the shelter triage. **I also understand that it is the owner or his/her agent's responsibility for the care, feeding, and maintenance of my pet(s). Signing in and out upon entering and leaving area. Check-out is required when departing from the shelter.**

I have read and understand this agreement and certify that I am the owner/agent of the above listed animal(s).

SIGNATURE	
Owner's Signature	Shelter Intake personnel

ESF #16 - 133

Tab 6 to Emergency Support Function #16
Pet-Friendly Shelter Sites

Name	Address	Type	Pet Capacity
Richmond Animal Care and Control	1600 Chamberlayne Avenue Richmond, Virginia	Shelter	60

Tab 7 to Emergency Support Function #16
Lost Animal Report

Today's Date	Information Received By

Owner Information	
Name	Address

Temporary Address	Phone Number

Date/Location Where Animal Was Last Seen	
Date Last Seen	Location

Do You Have A Picture Of The Animal?	Is The Animal Friendly?

Does The Animal Have A History Of Running Away?

Animal Description		
Type Of Animal	If A Litter, Number In Litter	

Breed	Size (Small/Medium/Large)	Animal's Name

Male/Female/Fixed	Tail (Short/Long/Curly/Straight)	Distinguishing Marks

Fur Length/Coat Type	Colors	Ears (Floppy/Erect)

Is Animal Wearing A Collar?	Does The Animal Have An ID Tag?	Info On Tag?	Microchip number:

Rabies License Number?	Indoor/Outdoor Animal	Cat – Declawed?

Veterinarian Used	
Name	Phone

Address	Are Shots Current?

Animal On Any Medication?	Frequency

When Was Medication Last Given?

Contacts
Who Else Have You Notified That The Animal Is Missing?

Office Use Only	
Lost Animal Matched With Animal ID #	Date Owner Contacted

Date Animal Reclaimed	Released to Owner Print & Sign Name

Owner's Drivers License #	State	Phone Number

Status Of Animal			
Owner Located	Matched At Shelter	Deceased	Unknown After 30 Days

This page is intentionally left blank.

Support Annex – Dam Safety

Introduction

Coordinating Agency

- Dam Owner - St. Michael's Episcopal School

Cooperating Agencies

- Office of Emergency Management

Purpose

The Dam Safety Support Annex provides the mechanism to facilitate the evacuation of downstream residents or notification of the public in the event of an imminent or impending dam failure at the Winston Lake Dam.

Scope

This annex is applicable to agencies and organizations that will participate and respond with assistance to a dam failure impacting the City of Richmond.

Authorities

In addition to those listed in the Plan:

A. The Virginia Dam Safety Act, Article 2, Chapter 6, Title 10.1 (10.1-604 et seq) of the Code of Virginia.
B. Virginia Soil and Water Conservation Board, Chapter 20 – Impounding Structure Regulations. 4VAC50-20-10 through 4VAC50-20-400 of the Virginia Administrative Code.

Concept of Operations

A. As the dam owner, St. Michael's will report abnormal conditions at the dam to the Emergency Communications Center (911 Center) and the Coordinator of Emergency Management and recommend evacuation of the public below the dam if it appears necessary.

B. Standards have been established for "Dam Classifications" and "Emergency Stages," see Tab 2. The affected public will be routinely notified of conditions at the dam during Stage I.

C. If conditions escalate to Stage II, emergency services personnel will immediately notify the public affected to be on alert for possible evacuation of the areas that would be flooded.

D. If conditions deteriorate and overtopping or failure of a dam has occurred or is imminent, as in Stage III, the Director of Emergency Management or his designee will order evacuation from the affected area and declare a local emergency.

Organization and Assignment of Responsibilities

St. Michael's Episcopal School, the dam owner, will provide the following:
1. Proper design, construction, operation, maintenance, and safety of the Winston Lake Dam.
2. Develop and maintain an Emergency Action Plan, to include a method of notifying and warning persons downstream and of notifying local authorities in the event of impending failure of the dam, as required by the Virginia Department of Conservation and Recreation prior to the issuance of an Operation and Maintenance Certificate.

The Office of Emergency Management will provide the following services as necessary:
1. Maintain a copy of the Winston Lake Dam Emergency Action Plan on file.
2. Coordinate an evacuation of the affected public, if necessary.

Tab 1 to Dam Safety Support Annex
Action Checklist

Routine Operations

- Develop an Emergency Action Plan (EAP) for warning and evacuating the public in event of dam failure.
- Obtain an Operations and Maintenance Certificate from the Virginia Department of Conservation and Recreation.
- Operate and maintain the dam to assure the continued integrity of the structure.
- Exercise and test dam EAP to ensure that it meets current codes and regulations.

Increased Readiness

Stage I Conditions
- Alert on-duty emergency response personnel.

Stage II Conditions
- Notify the public of possible dam failure.
- Place off-duty emergency response personnel on alert.

Response Operations

Mobilization Phase – Latter Part of Stage II or Stage III

- Activate the EOC.
- Notify the Virginia Emergency Operations Center.
- Alert emergency response personnel to stand-by status.
- Begin record keeping of all incurred expenses.

Emergency Phase – Stage III

- Order immediate evacuation of residents in expected inundation areas.
- Warn individuals to evacuate immediately out of the area or to high ground in area for later rescue.
- Call in emergency response personnel necessary to save lives and property.
- Follow all established procedures within designated functional areas specified in the City of Richmond EOP
.
Recovery Operations

- Provide assistance to impacted residents.
- Review dam safety plans, policies and procedures in respect to the recent emergency response. Update as necessary and disseminate.
- Determine what mitigation measures, if any, should be initiated.

Tab 2 to Dam Safety Support Annex
Dam Classifications and Emergency Stages

Dam Classifications

Dams are classified, as the degree of hazard potential they impose should the structure fail completely. This hazard classification has no correlation to the structural integrity or probability of failure.

Dams which exceed 25 feet in height **and** impound more that 50 acre feet in volume, or 100 acre feet if for agricultural purposes, are required to obtain an Operation and Maintenance Certificate which includes the development of an emergency action plan administered by the Department of Conservation and Recreation.

High - dams that upon failure would cause probable loss of life or serious economic damage

Significant - dams that upon failure might cause loss of life or appreciable economic damage

Low - dams that upon failure would lead to no expected loss of life or significant economic damage. Special criteria: This classification includes dams that upon failure would cause damage only to property of the dam owner.

Emergency Stages

When abnormal conditions impact on a dam, such as flooding or minor damage to the dam, the dam owner should initiate specific actions that will result in increased readiness to respond to a potential dam failure. The following stages identify actions and response times which may be appropriate.

> **Stage I** - Slowly developing conditions; five days or more may be available for response. Owner should increase frequency of observations and take appropriate readiness actions.

> **Stage II** - Rapidly developing conditions; overtopping is possible. One to five days may be available for response. Increase readiness measures. Notify local Coordinator of conditions and keep him informed.

> **Stage III** - Failure has occurred, is imminent, or already in flood condition; overtopping is probable. Only minutes may be available for response. Evacuation recommended.

Support Annex – Damage Assessment

Introduction

Coordinating Agency:

- Office of Emergency Management

Support Agencies and Organizations:

- Richmond Fire and Emergency Services
- Department of Public Works
- Department of Planning and Development Review
- Department of Public Utilities
- Department of Parks, Recreation and Community Facilities
- Richmond Police Department
- Richmond Public Schools System
- Richmond Sheriff's Office
- CERT Volunteers

Purpose

The Damage Assessment Support Annex describes the coordinating process used by the City of Richmond to assess the overall damage to public and private property in a timely and accurate manner, thereby providing a basis for an emergency declaration and/or disaster assistance. The completion of specific information using designated forms is required in order to be eligible for post-disaster assistance.

Scope

This annex covers a broad scope of responsibilities, assignments and standard forms to be used in the overall damage assessment process; it is applicable to agencies and organizations that assist with the post-event damage assessment as coordinated by the Office of Emergency Management. This document will address general situations with no consideration given for incident specific scenarios.

Definitions:

Initial Damage Assessment (IDA): Independent City of Richmond review and documentation of the impact and magnitude of a disaster on individuals, families, businesses, and public property. This report is due into the Virginia Emergency Operations Center in the required format (see Tab 4) within 72 hours of disaster impact. The Governor will use this information to determine if a Preliminary Damage Assessment needs to be requested from FEMA in response to outstanding needs.

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

Situation:

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

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

1. Individual Assistance (IA) which may include:
    a. Temporary housing;
    b. Individual and family grants (IFG);
    c. Disaster unemployment assistance;
    d. Disaster loans to individuals, businesses and farmers;
    e. Agricultural assistance;
    f. Legal services to low-income families and individuals;
    g. Consumer counseling and assistance in obtaining insurance benefits;
    h. Social security assistance;
    i. Veteran's assistance; and
    j. Casualty loss tax assistance.

2. Public Assistance (PA) which may include:
    a. Debris removal;
    b. Emergency protective measures; and
    c. Permanent work to repair, restore or replace road systems, water control facilities, public buildings and equipment, public utilities, public recreational facilities, etc.

Assumptions:

1. Fast and accurate damage assessments are vital to effective disaster response.
2. Damage will be assessed by pre-arranged teams.
3. If promptly implemented, this plan can expedite relief and assistance for those adversely affected.

4. A catastrophic emergency will require the expenditure of large sums of local funds. Financial operations will be carried out under compressed schedules and intense political pressures, which will require expeditious responses that meet sound financial management and accountability requirements.
5. Damage to utility system and to the communications systems will hamper the recovery process.

Concept of Operations

A. Three types of reports are available for use in reporting the emergency to the Virginia Emergency Operations Center (VEOC). (1) A Situation Report based on the essential elements of information, (2) a Needs Assessment Report based on the Emergency Support Functions, and (3) an Initial Damage Assessment (IDA) Report and Worksheet to facilitate the state in asking for federal and state assistance.

B. Initial Damage Assessment Reports will be compiled and submitted following any disaster or emergency which causes damage to public or private property, of a magnitude which requires expenditure of City of Richmond funds, or which might be eligible for, or require, a request for State or Federal assistance. Part I should be submitted by fax to the Virginia EOC within 24 hours. An updated Part I and Part II should be completed and forwarded within 72 hours. See Tab 3.

C. Designated teams will assess damage within the limits of their capability. See Tab 2.

D. Damage to State-owned roads and bridges will be assessed by VDOT. If the nature of the emergency is such that City of Richmond resources are incapable of assessing the damage, then State assistance will be requested by the Coordinator of Emergency Management to the VEOC.

Organization and Assignment of Responsibilities

The Office of Emergency Management is responsible for damage assessments, the collection of the data and preparation of necessary reports. The damage assessment teams will be supported by multiple agencies from the City of Richmond. If the nature of the incident is such that city resources are incapable of assessing the damage, state assistance will be requested through normal resource request procedures to the VEOC.

Additionally, the Office of Emergency Management will provide the following:
1. Overall direction and control of damage assessment for the City of Richmond.
2. Assemble the appropriate team and develop damage assessment plans, policies and procedures.
3. Coordinate damage assessment training programs for the teams.
4. Collect and compile incoming damage reports from teams in the field, from other operations directors, and outside agencies, systems and companies.
5. Report of damages to the Virginia EOC within 72 of the incident in the appropriate Initial Damage Assessment format.
6. Appropriate and adequate public information and education regarding the damage assessment process.

The Department of Public Works will provide the following services as appropriate:
1. Designate representatives to serve as members of damage assessment teams.
2. Participate in damage assessment training.
3. Collect and compile damage data and provide to the EOC.
4. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.

The Department of Public Utilities will provide the following services as appropriate:
1. Designate representatives to serve as members of damage assessment teams;
2. Participate in damage assessment training.
3. Collect and compile damage data and provide to the EOC.
4. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.

The Department of Community Development and Review will provide the following services as appropriate:
1. Maintain a list of critical facilities that will require immediate repair if damaged.
2. Appoint a representative to be located within the EOC to direct damage assessment operations to include operation of the teams, collecting data, and developing accurate and appropriate reports for the Emergency Management Coordinator.
3. Using existing policies and procedures, determine the state of damaged buildings and place notification/placards as needed.
4. Using existing policies and procedures, facilitate the issuance of building permits and for the review and inspection of the site-related and construction plans submitted for the rebuilding/restoration of buildings.
5. Assist in the establishment of the sequence of repairs and priorities for the restoration of affected areas.

The Department of Parks and Recreation will provide the following services as appropriate:
1. Designate representatives to serve as members of damage assessment teams;
2. Participate in damage assessment training.
3. Collect and compile damage data and provide to the EOC.
4. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.

Richmond Police Department will provide the following services as appropriate;
1. Provide security for ingress and egress of the damaged area(s) post-event.
2. Provide access and security for damage assessment activities with the City.

Richmond Fire and Emergency Services Department will provide the following services as appropriate:
1. Designate representatives to serve as members of damage assessment teams.
2. Participate in damage assessment training.
3. Collect and compile damage data and provide to the EOC.
4. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.

Richmond Public Schools System will provide the following services as appropriate:
1. Designate representatives to serve as members of damage assessment teams.
2. Participate in damage assessment training.
3. Collect and compile damage data and provide to the EOC.

Tab 1 to Damage Assessment Support Annex
Action Checklist

Routine Operations

- Develop and communicate plans and procedures.
- Review forms.

Increased Readiness

- Damage Assessment Team meets and task assignments are made.

Response Operations

Mobilization Phase

- Prepare to make an Initial Damage Assessment (IDA).
- Alert Teams to stand-by status.

Emergency Phase

- Submit a Situation Report within 24 hours of the onset of the event.
- Submit additional Situation Reports at least once every 24 hours during the event.
- Complete and submit an official Initial Damage Assessment Report (compiled jointly by the Coordinator and the Damage Assessment Team) within 72 hours.
- Continue to provide damage assessment and assist with record keeping, as required.

Recovery Operations

- Continue to assist with damage assessment(s) and requests for post-disaster assistance as required.

Tab 2 to Damage Assessment Support Annex
Damage Assessment Teams

Damage Assessment Teams will be assembled and instructions provided relative to the emergency. Team Leaders will be designated to compile information for situation and damage assessment reports. Team assignments are based on the categories listed on the Damage Assessment Form.

PRIVATE PROPERTY

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

Category B – Business and Industry - Industrial plants and businesses (facilities, equipment, materials, commercial vehicles).

PUBLIC PROPERTY

Category A – Debris Clearance - Debris on roads and streets, on public property, on private property and structure demolition.

Category B – Protective Measures

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

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

Category C – Road Systems - Damage to roads and streets, bridges, culverts, sidewalks, traffic control systems.

Category D – Water Control Facilities - Damage to dams and drainage systems.

Category E – Public Buildings and Equipment - Damage to buildings, inventory, vehicles and equipment.

Category F – Public Utility Systems - Damage to water plants, dams, sanitary/sewage systems and storm drainage systems.

Category G – Recreational Facilities - Damage to parks, shelters, lighting and equipment.

Tab 3 to Damage Assessment Support Annex

DAMAGE ASSESSMENT – TELEPHONE REPORT

1. CALLER NAME	2. PROPERTY ADDRESS (include apt. no; zip code)	

3. TELEPHONE NUMBER			4. TYPE OF PROPERTY	5. OWNERSHIP
Home	**Work**	**Cell**	☐ **Single Family**	☐ **Own**
			☐ **Multi-Family (usually Apts.)**	☐ **Rent**
			☐ **Business**	☐ **Lease (business only)**
Best time to call	**Best number to use**		☐ **Check here if residence is a vacation home—not a primary residence**	

6. CONSTRUCTION TYPE

☐ **Masonry**   ☐ **Wood Frame**   ☐ **Mobile Home**   ☐ **Manufactured**   ☐ **Other**

7. TYPE OF INSURANCE

☐ **Property** ☐ **Sewer Back-up** ☐ **Flood (Structure)** ☐ **Flood (Contents)** ☐ **Wind/Hurricane** ☐ **None**

8. DAMAGES (Check all that apply)

HVAC ☐ Yes ☐ No **Water Heater** ☐ Yes ☐ No **Electricity** ☐ On ☐ Off **Natural Gas** ☐ On ☐ Off

Roof Intact ☐ Yes ☐ No **Foundation** ☐ Yes ☐ No **Windows** ☐ Yes ☐ No **Sewer** ☐ OK ☐ Not OK

Major Appliances ☐ Yes ☐ No **Basement Flooding** ☐ Yes - Depth___Feet **Furnace** ☐ Yes ☐ No

9. SOURCE OF DAMAGES

☐ **Sewer back-up** ☐ **Primarily Flood** ☐ **Wind/Wind driven rain** ☐ **Tornado** **Other** ☐_____

10. Based on the damages reported, the property is ☐ **Habitable** ☐ **Uninhabitable**

11. CALLER'S ESTIMATE OF DAMAGES

REPAIRS	CONTENTS	TOTAL
$	$	$

12. COMMENTS

12. CALL TAKER	**13. DATE & TIME REPORT TAKEN**

Tab 4 to Damage Assessment Support Annex
Cumulative Initial Damage Assessment Report

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

Jurisdiction:	
Date/Time Report Prepared:	
Prepared By:	
Call back number:	
Fax Number:	
Email Address:	

Part I: Private Property CUMULATIVE DAMAGES

Type Property	# Destroyed	# Major Damage	# Minor Damage	# Affected	Dollar Loss	% Flood Insured	% Property Insured	% Owned	% Secondary
Single Dwelling Houses (inc. condo units)									
Multi-Family Residences (count each unit)									
Manufactured Residences (Mobile)									
Business/Industry									
Non-Profit Organization Buildings									
Agricultural Facilities									

Part II: Public Property (Includes eligible non-profit Facilities) CUMULATIVE DAMAGES

Type of Property	Estimated Dollar Loss	% Insured
Category A (Debris Removal)		
Category B (Emergency Protective Measures)		
Category C (Roads and Bridges)		
Category D (Water Control Facilities)		
Category E (Public Buildings and Equipment		
Category F (Public Utilities)		
Category G (Parks and Recreation Facilities)		
TOTAL	$0.00	

Additional Comments:

Tab 5 to Damage Assessment Support Annex
Public Assistance Damage Assessment Guidelines

Category	Purpose	Eligible Activities
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	• Debris removal from a street or highway to allow the safe passage of emergency vehicles • Debris removal from public property to eliminate health and safety hazards
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	• Emergency Operations Center activation • Warning devices (barricades, signs, and announcements) • Search and rescue • Security forces (police and guards) • Construction of temporary levees • Provision of shelters or emergency care • Sandbagging • Bracing/shoring damaged structures • Provision of food, water, ice and other essential needs • Emergency repairs • Emergency demolition • Removal of health and safety hazards
C: Roads and Bridges	Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting and signs	• Eligible work includes: repair to surfaces, bases, shoulders, ditches, culverts, low water crossings, and other features, such as guardrails.
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	• Channel alignment • Recreation • Navigation • Land reclamation • Fish and wildlife habitat • Interior drainage • Irrigation • Erosion prevention • Flood control
E: Buildings and Equipment	Repair or replacement of buildings, including their contents and systems; heavy equipment; and vehicles	• Buildings, including contents such as furnishings and interior systems such as electrical work. • Replacement of pre-disaster quantities of consumable supplies and inventory. Replacement of library books and publications. • Removal of mud, silt, or other accumulated debris is eligible, along with any cleaning and painting necessary to restore the building. • All types of equipment, including vehicles, may be eligible for repair or replacement when damaged as a result of the declared event.
F: Utilities	Repair of water treatment and delivery systems; power generation facilities and distribution lines; and sewage collection and treatment facilities	• Restoration of damaged utilities. • Temporary as well as permanent repair costs can be reimbursed.
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	• Roads, buildings, and utilities within those areas and other features, such as playground equipment, ball fields, swimming pools, tennis courts, boat docks and ramps, piers, and golf courses. • Grass and sod are eligible only when necessary to stabilize slopes and minimize sediment runoff. • Repairs to maintained public beaches may be eligible in limited circumstances.

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

Tab 6 to Damage Assessment Support Annex
Public Assistance Damage Assessment Field Form

JURISDICTION: **INSPECTOR**: **DATE**: **PAGE__of**

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

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

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

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

Tab 7 to Damage Assessment Support Annex
Individual Assessment Damage Assessment Level Guidelines

Damage Definitions	General Description	Things to Look For	Water Levels
DESTROYED	**DESTROYED**	**DESTROYED**	**DESTROYED**
Structure is a total loss. *__Not economically feasible to rebuild.__*	Structure leveled above the foundation, or second floor is gone. Foundation or basement is significantly damaged.	Structure leveled or has major shifting off its foundation or only the foundation remains. Roof is gone, with noticeable distortion to walls.	More than 4 feet in first floor. More than 2 feet in *mobile home*.
MAJOR	**MAJOR**	**MAJOR**	**MAJOR**
Structure is currently uninhabitable. Extensive repairs are necessary to make habitable. *__Will take more than 30 days to repair.__*	Walls collapsed. Exterior frame damaged. Roof off or collapsed. Major damage to utilities: furnace, water heater, well, septic system.	Portions of the roof and decking are missing. Twisted, bowed, cracked, or collapsed walls. Structure penetrated by large foreign object, such as a tree. Damaged foundation.	2 to 4 feet in first floor without basement. 1 foot or more in first floor with basement. 6 inches to 2 feet in *mobile home* with **plywood** floors. 1 inch in *mobile home* with **particle board** floors.
MINOR	**MINOR**	**MINOR**	**MINOR**
Structure is damaged and uninhabitable. Minor repairs are necessary to make habitable. *__Will take less than 30 days to repair.__*	Interior flooring / exterior walls with minor damage. Tree(s) fallen on structure. Smoke damage. Shingles / roof tiles moved or missing.	Many missing shingles, broken windows and doors. Loose or missing siding. Minor shifting or settling of foundation. Minor damage to septic system.	2 inches to 2 feet in first floor without basement. 1 foot or more in basement. <u>Crawlspace</u> – reached insulation. <u>Sewage</u> - in basement. *Mobile home,* "Belly Board" to 6 inches.
AFFECTED HABITABLE	**AFFECTED HABITABLE**	**AFFECTED HABITABLE**	**AFFECTED HABITABLE**
Structure has received minimal damage and is *__habitable without repairs.__*	Chimney or porch damaged. Carpet on first floor soaked. Broken windows.	Few missing shingles, some broken windows. Damage to air conditioning units / etc. Some minor basement flooding.	Less than 2 inches in first floor. Minor basement flooding. *Mobile home*, no water in "Belly Board".

IDA Tips: Estimating Water Depths

Brick - 2 1/2 inches per course   Lap or aluminum siding - 4 inches or 8 inches per course   Stair risers - 7 inches

Concrete or cinder block - 8 inches per course   Door knobs - 36 inches above floor   Standard doors - 6 feet 8 inches

Tab 8 to Damage Assessment Support Annex

LOCALITY INDIVIDUAL DAMAGE ASSESSMENT FIELD FORM

Incident Type			Sector		Place Name				IDA Date	

Georgraphic Area Description						Page #		Of Total Pages	

IDA Team	

		SINGLE FAMILY	MULTI - FAMILY	MOBILE HOME	Total Surveyed	% Owner	% FL Ins.	% HO Ins.	% Low Income	Number Inaccessible
AFFECTED	OWNER									
	RENTER									
	Secondary									
MINOR	OWNER									
	RENTER									
	Secondary									
MAJOR	OWNER									
	RENTER									
	Secondary									
DESTROYED	OWNER									
	RENTER									
	Secondary									
TOTAL PRIMARY										
TOTAL SECONDARY										
TOTAL (Incl. Secondary)										

ROADS / BRIDGES	Number of Roads / Bridges Damaged		Number of Households Impacted	

UTILITIES	Number of Households Without Utilities		Estimated Date for Utilities Restoration	

Comments	

This page is intentionally left blank.

Support Annex – Evacuation

Introduction

Coordinating Agency

- Department of Public Works (Traffic Engineer)
- Greater Richmond Transit Company (GRTC)

Cooperating Agencies

- Richmond Police Department
- Richmond Sheriff's Office
- Department of Social Services
- Richmond City Health District
- Richmond Animal Care and Control
- Richmond Public School System

Purpose:

The Evacuation Support Annex establishes the organizational basis for operations in the City of Richmond to effectively respond to and recover from disasters and/or emergency situations which involve an evacuation. Additionally, the plan outlines details of an evacuation process for events occurring without warning, and the transportation components necessary to address the operations of assembly areas that may be used during a declaration of emergency.

Scope:

This annex is applicable to agencies and organizations that will participate and respond with assistance to an evacuation as coordinated by the Coordinator of Emergency Management. This document will address wide-ranging scenarios with no consideration for special incident(s) at this time.

There are four basic scenarios in which a planned evacuation or evacuation without warning may be required:

1. <u>Catastrophic event with warning</u> – An event where citizens may need to evacuate or shelter in place then seek evacuation; citizens will not be able to return home in a reasonable period of time. Examples may include major hurricanes and severe river flooding.
2. <u>Disruptive event with warning</u> – An event where citizens may need to evacuate; citizens will be able to return home in a reasonable period of time. Examples may include hurricanes, minor to moderate flooding events, or hazardous materials events.
3. <u>Catastrophic event without warning</u> – An event where citizens need to take immediate action to protect themselves which may or may not involve evacuation efforts after the event. Citizens will not be able to return home in a reasonable period of time. Examples may include terrorism events, severe tornadoes and hazardous material events.

4. Disruptive event without warning – An event where citizens need to take immediate action to protect themselves which may or may not involve evacuation after an event. Citizens will be able to return home within a reasonable period of time. Examples may include severe weather, flash flooding and transportation accidents.

Definitions:

Assembly Area: Site where mass transit resources collect as directed by the EOC to assist in the transporting of populations out of the risk area.

Evacuation Route **-** Road or highway designated as a primary route for motorists evacuating from the threat.

Evacuee: A person moving out of the risk area of a potential or occurring hazard. Evacuees are categorized either as transit dependent or as "self-evacuating". Transit dependent evacuees may require public transportation for immediate life safety, and it is assumed that this population will require public sheltering. The self-evacuating population can be further categorized into two groups: evacuees with end-point destinations (i.e. hotel, family or friends' home) and evacuees without end point destinations. It is possible that the self-evacuating population without end-point destinations will require public sheltering.

Pick-up Point: Site that is used to pick up transit dependent evacuees to move them to the assembly area(s) to be transported out of the risk area.

Refuge of Last Resort: A facility that may be identified that can provide temporary relief from the risk. A refuge of last resort is not intended to be designated as a "shelter" and may not be able to provide basic services such as food, accommodations for sleeping or first aid, but security is provided. It should be considered only as a probable safe haven for evacuees who are unable to clear the area until the risk passes. In many cases these sites can be pre-identified.

Shelter – A facility where evacuees with no end destination point can be processed evaluated and provided disaster services from government agencies and/or pre-established voluntary organizations. This facility is generally designed for stays less than 3 days. Supplies available are meals and water for 3 days, basic first aid, pet sheltering (if applicable,) sleeping quarters, hygienic support and basic disaster services (counseling, financial assistance and referral, etc.)

Assumptions:

1. A decision to implement a voluntary or mandatory evacuation may require interaction and coordination between local, state, federal and certain private sector entities.
2. Warning time, in the case of a hurricane or river flood, will normally be available to evacuate the threatened population. A local evacuation might be needed because of a hazardous materials incident, major fire, terrorist incident or other incident. Additional regional evacuations may be necessary in the event of a larger incident such as an impending hurricane.
3. Given warning of an event, a portion of the population will voluntarily evacuate before an evacuation has been recommended or directed. Most people who leave their homes will seek shelter with relatives, friends or in hotels.

4. Evacuation of people at risk for emergency situations that occur with little or no warning will be implemented as determined necessary to protect life and property. Evacuation instructions should be based on known or assumed health or safety risks associated with the hazard. The individual responsible for implementing it should be the Incident Commander at the scene of the emergency, with support from the EOC as necessary.
5. The timing of an evacuation directive will be determined by the circumstances of the event.
6. During events without warning, there might be limited to no time prior to the event to implement more formalized evacuation processes.
7. Emergency evacuations might require evacuation of all or part of the City of Richmond. Evacuation from a designated risk area might affect adjacent and outlying areas within and outside of the City of Richmond. Traffic control resources must be in place prior to issuance of an evacuation order.
8. Evacuation will require a greater lead-time to implement than that of in-place sheltering. A delayed evacuation order could endanger lives.
9. There are on-going efforts to proactively reach out and educate citizens about family preparedness, evacuation procedures, and where to go for additional information on these subjects.
10. Evacuation procedures, to include notification and routing, will be made available to the public by all available means.
11. The primary means of evacuation from any event will be private vehicles.
12. Residents who are ill or disabled may require vehicles with special transportation capabilities.
13. Stranded motorists could present significant problems during an evacuation situation.
14. Evacuation or protective action guidance must be communicated in a clear, concise and timely manner in order to ensure the effective implementation of the strategy recommended. A variety of communication pathways may have to be used in order to effectively communicate the hazard, level or risk and the recommended evacuation or protection action to the public.
15. Some owners of companion animals might refuse to evacuate unless arrangements have been made to care for their animals.
16. Despite the comprehensive effort implemented to communicate evacuation or protective action guidance, some segments of the population might not receive or follow the instructions given.
17. Every hospital, long-term care facility and home health agency is to have plans in place to shelter in place, evacuate patients in their care, transport them to safe and secure alternate facilities and support their medical needs.

Policies:

Under the provisions of Section 44-146.17 of the Commonwealth of Virginia Emergency Services and Disaster Law, the Governor may direct and compel evacuation of all or part of the populace from any stricken or threatened area if this action is deemed necessary for the preservation of life or other emergency mitigation, response or recovery; prescribe routes, modes of transportation and destination in connection with evacuation; and control ingress and egress at the emergency area, the movement of persons within the area and the occupancy of premises therein provided resources are in place to support such an operation.

Concept of Operations

A. Evacuation of the City will be directed by the Mayor or his designee.

B. In small-scale incidents or incidents requiring immediate evacuation, the on-scene incident commander will have the authority to determine and implement evacuation orders.

C. Additional ESFs may need to be used to enhance the results of the evacuation. The primary ESFs, as listed, will use their ESF specific annex and any supporting departments and/or organizations to implement their portion of the evacuation.
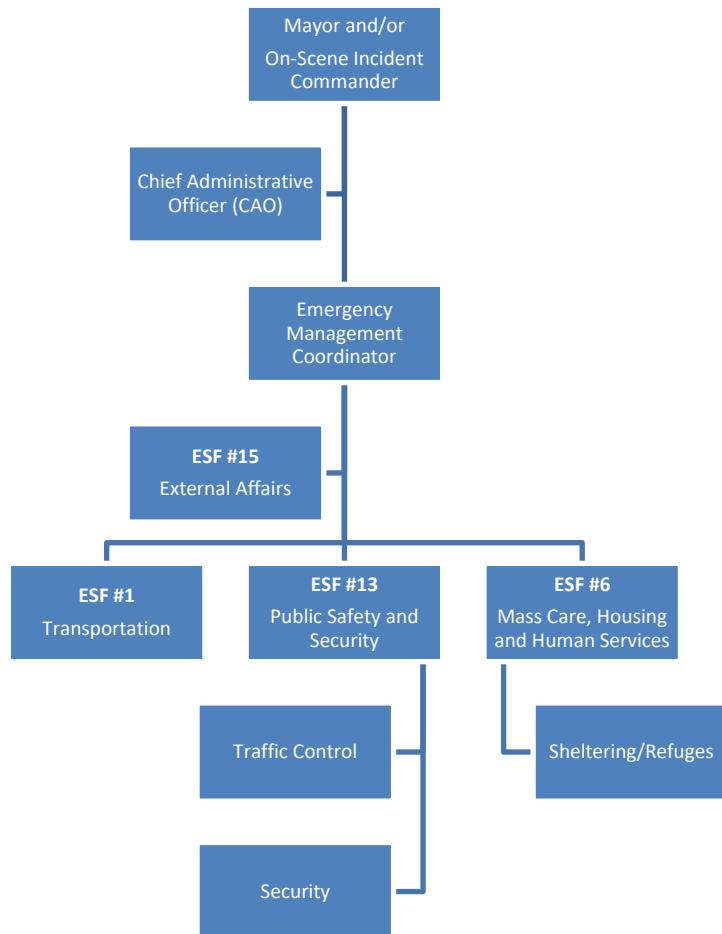
Organization and Assignment of Responsibilities

The Office of Emergency Management will provide the following services as necessary:
1. Develop, review and test City of Richmond evacuation plans, policies and procedures.

City of Richmond Emergency Operations Plan

2. Recommend policies, procedures and projects necessary for the implementation of evacuation plans.
3. Facilitate training to departments and other organizations regarding evacuation plans.
4. Publish approved policy guidance including performance measures.
5. Coordinate evacuation efforts with external agencies including, federal, state and other localities.
6. Work with the Office of the Press Secretary to coordinate and disseminate public information through all media types regarding evacuation efforts pre-event, during the event and post-event.

The Department of Public Works will provide the following services as necessary:
1. Assist with traffic control in accordance with Highway Laws of Virginia and the policies of the State Highway Commission and any local laws and ordinances.
2. Assist in moving motorists to refuges of last resort as an event with warning approaches.
3. Assist with the development, review and testing of the City of Richmond evacuation plans, policies and procedures.

The Richmond Police Department, in coordination with the Sherriff's Office, will provide the following services as necessary:
1. Coordinate traffic control in the event of an emergency requiring evacuation in accordance with Highway Laws of Virginia and the policies of the State Highway Commission and any local laws and ordinances.
2. Coordinate resources and information with state and adjacent jurisdiction law enforcement.
3. Assist in directing motorists to refuges of last resort as an event with warning approaches.
4. Provide security for ingress and egress of the evacuated area(s) and for shelters and refuges of last resort.
5. Assist with the development, review and testing of the City of Richmond evacuation plans, policies and procedures.

The Department of Social Services will provide the following services as necessary:
1. Assist in selection of and initiation of sites to serve as refuges of last resort and shelters.
2. Fulfill sheltering plan as required in response to an evacuation.
3. Assist with outreach efforts to citizens on evacuation education pre-event and notification during an event regarding personal evacuation and sheltering planning.
4. Assist with the development, review and testing of the City of Richmond evacuation plans, policies and procedures.

City of Richmond Emergency Operations Plan

<div align="center">

Tab 1 to Evacuation Support Annex
Action Checklist

</div>

Routine Operations

- Encourage special facilities to develop emergency procedures and evacuation plans for those charged to their care and custody and provide them to the Office of Emergency Management for comment and review.
- Encourage citizens to develop household emergency plans that include their pets and any other dependents in all aspects of response including evacuation and sheltering.
- Develop, review and test City of Richmond evacuation plans, policies and procedures.
- Provide training to departments and staff on task-appropriate plans, policies and procedures.
- Select, prepare plans for and initiate sites to serve as refuges of last resort and/or shelters.

Increased Readiness

- Develop the necessary logistical support to carry out emergency tasking. Instruct all departments to maintain an inventory of supplies on hand.
- Coordinate information dissemination internally and externally;

Response Operations

Mobilization Phase

- Provide on-the-spot training as necessary on task-appropriate plans, policies and procedures.
- Report any anticipated shortfalls and request needed assistance or supplies.
- Continue to coordinate information dissemination internally and externally.
- Ensure appropriate recordkeeping such that federal or state disaster assistance can be sought for reimbursement of disaster related expenditures.

Emergency Phase

- Implement evacuation plans, policies and procedures.
- Implement mutual aid agreements, contracts, and the listing of potential resource providers to fill resource needs.
- Continue to provide record keeping, as required.

Recovery Operations

- Review evacuation plans, policies and procedures in respect to the recent emergency response. Update as necessary and disseminate.
- Assist with requests for post-disaster assistance as required.

Support Annex – Functional Needs

Introduction

Coordinating Agency

- Department of Social Services
- Human Services
- Office of Emergency Management
- Richmond Behavioral Health Authority
- Richmond City Health District
- Richmond Redevelopment and Housing Authority

Cooperating Agencies

- Office of the Press Secretary
- Richmond Sheriff's Office
- Virginia Voluntary Organizations Active in Disaster

Purpose:

The Functional Needs Support Annex describes the processes the City of Richmond will incorporate to assist persons with functional needs during an emergency or disaster.

The term "functional needs" population describes populations that under usual circumstances are able to function on their own or with support systems. Consistent with the definition of "special needs populations" as it appears in the National Response Framework (NRF), the City of Richmond definition reflects the capabilities of individuals, not the condition or label. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized setting; who are elderly; who are children; who are from diverse cultures; who have limited English proficiency; or who are non-English speaking; or who are transportation disadvantaged. Persons with functional needs may include individuals who are hospitalized, homebound, homeless, transient, tourists or visitors; people who have mental disorders, visual impairments, and hearing impairments; those persons living in long-term and residential care facilities; and people with limited English proficiency or literacy.

The definition focuses on the following function-based aspects:

Maintaining Independence – Individuals requiring support to be independent in daily activities may lose this support during an emergency or a disaster. Such support may include consumable medical supplies (diapers, formula, bandages, ostomy supplies, etc.), durable medical equipment (wheelchairs, walkers, scooters, etc.), service animals, and/or attendants or caregivers. Supplying needed support to these individuals will enable them to maintain their pre-disaster level of independence.

City of Richmond Emergency Operations Plan

Communication – Individuals who have limitations that interfere with the receipt of, and response to, information will need that information provided in methods they can understand and use. They may not be able to hear verbal announcements, see directional signs, or understand how to get assistance due to hearing, vision, speech, cognitive, or intellectual limitations, and/or limited English proficiency.

Transportation – Individuals who cannot drive or who do not have a vehicle may require transportation support for successful evacuation. This support may include accessible vehicles (e.g., lift-equipped or vehicles suitable for transporting individuals who use oxygen) or information about how and where to access mass transportation during an evacuation.

Supervision – Before, during, and after an emergency, individuals may lose the support of caregivers, family, or friends or may be unable to cope in a new environment (particularly if they have dementia, Alzheimer's or psychiatric conditions such as schizophrenia or intense anxiety). If separated from their caregivers, young children may be unable to identify themselves; and when in danger, they may lack the cognitive ability to assess the situation and react appropriately.

Medical Care – Individuals who are not self-sufficient or who do not have adequate support from caregivers, family, or friends may need assistance with: managing unstable, terminal, or contagious conditions that require observation and ongoing treatment; managing intravenous therapy, tube feeding, and vital signs; receiving dialysis, oxygen, and suction administration; managing wounds; and operating power dependent equipment to sustain life. These individuals require support of trained medical professionals.

Scope:

This document provides a general framework within which the various care giving entities shall function in a disaster situation, while promoting flexible and creative strategies and solutions that are consistent with the resources currently available to the City of Richmond.

Situation:

The City of Richmond is vulnerable to many disasters that could endanger large numbers of citizens. Among these are people with functional needs. During an emergency, people with functional needs may require additional assistance with medical services, shelter and transportation, communication equipment, and support and adaptive equipment. Adequate preparation and empowerment of individuals with functional needs and their families can improve response capacities and effectiveness during emergencies and disaster events.

The responsibility of assisting persons with functional needs generally begins with their families or caregivers; however, city departments involved in emergency response need to design specific awareness, prevention, preparedness, response, and recovery operations to accommodate those requiring additional assistance. Activities and preparedness designed to accommodate individuals with functional needs can also benefit the general population and improve response to the entire community.

Assumptions:

1. The City of Richmond has ultimate responsibility to protect the health and well being of populations with functional needs. If a disaster or emergency does occur, injuries can be lessened and lives can be saved with proper pre-event planning that addresses those persons with functional needs.
2. Citizens with functional needs will first be assisted at the family or care giver level.
3. Individuals with functional needs will require assistance after exhausting their usual resources and support network. Since this level of support varies among individuals, proper pre-event planning will improve the effectiveness of the city's emergency response.
4. Designated emergency shelters within the city provide sufficient resources to assist people with functional needs.
5. Departments have identified and designated individuals with special skills available to assist the population with functional needs.
6. Departments have coordinated with private sector vendors to provide essential adaptive equipment and supplies to assist individuals with functional needs.
7. Departments provide emergency services that recognize and accommodate persons with functional needs and expedite access to needed services until routine assistance is re - established.
8. Departments develop and maintain emergency planning and response capabilities that accommodate the diverse and functional needs represented in the city. Allowances include but are not limited to interpreter and translation services, adaptive equipment and services, access and referral to medical and specialized support services in shelter and feeding environments, transportation, crisis counseling, and culturally sensitive accommodations.
9. The capability exists to disseminate information and instructions to the populations with functional needs via radio, television, and other available media as necessary. Information to be communicated includes immediate actions people should take and other pertinent information.
10. Health care and social service providers are accustomed to addressing individuals with functional needs. They will continue to support the needs of individuals in the event of an emergency, as outlined in the City of Richmond Emergency Operations Plan.
11. Failure to consider and incorporate planning and preparedness for persons with functional needs into facility emergency operation plans will contribute to adverse outcomes for those persons and shortcomings in response and recovery operations.

Concept of Operations

A. Each care-giving entity within the city is responsible for using all its resources to form a comprehensive emergency response program that addresses citizens with functional needs who either have been or might be affected by an emergency or major disaster.

B. Family and care givers provide the first and most important level of response in a disaster. Until routine assistance is re-established, providing emergency services that recognize and accommodate those persons with functional needs will be required.

C. Private industry and service organizations are key partners for city departments in responding to emergencies affecting persons with functional needs. Volunteer organizations with specific training and experience supporting persons with Functional needs, such as the American Red Cross, The Salvation Army, and church groups are uniquely suited to assist when emergencies happen. Including these organizations in the city's planning process is critical to the success of the subsequent response efforts.

D. People with functional needs, and agencies and organizations that provide support to these individuals are valuable resources in the city. Individuals with functional needs have firsthand experience regarding the assistance they require. Including people with functional needs at all levels of emergency response planning is critical to the development of a comprehensive response plan.

Organization and Assignments of Responsibilities

All departments are responsible for conducting their routine and emergency services in ways that promote assistance to persons with functional needs.

The Office of Emergency Management, in partnership with Human Services and the Department of Social Services will provide the following, as necessary:
1. Identification of emergency response barriers affecting the functional needs population.
2. Facilitate the delivery of specialized training regarding persons with functional needs.
3. Preparation and dissemination of appropriate emergency public information to include specialized materials tailored to specific populations with functional needs.
4. Coordinate the distribution of essential resources, supplies or services during an emergency.

City of Richmond Emergency Operations Plan

<center>**Tab 1 to Functional Needs Support Annex**</center>
<center># Action Checklist</center>

Routine Operations

- Develop plans and procedures that address the requirements of citizens with functional needs.
- Review and update plans and procedures.

Increased Readiness

- Confirm task assignments and alert key personnel to stand-by status.
- Anticipate and resolve special problems.
- Begin record keeping of disaster related expenses and continue for the duration of the event.

Response Operations

Mobilization Phase

- Activate the shelter or activate agreements for other lodging, as required.
- Provide mass transportation, as required.
- Receive and care for evacuees/displaced persons with functional needs. Register and maintain accurate records on their status. Provide mass feeding, as required.
- Provide status reports to the EOC.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase

- Continue to receive and care for displaced persons with functional needs until reentry to the impacted area(s) is granted. Provide mass feeding, as required.

Recovery Operations

- Provide long-term housing and care, as needed.
- Consolidate and report disaster-related expenses.

This page is intentionally left blank.

Support Annex – Shelter Management

Introduction

Coordinating Agency

- Department of Social Services

Cooperating Agencies

- American Red Cross
- Department of Parks, Recreation and Community Facilities
- Human Services
- Office of Emergency Management
- Office of the Press Secretary
- Richmond Behavioral Health Authority
- Richmond Animal Care and Control
- Richmond City Health District
- Richmond Public School System
- Richmond Redevelopment and Housing Authority
- Richmond Sheriff's Office
- Virginia Voluntary Organizations Active in Disaster

Purpose:

The Shelter Management Support Annex describes the coordinating processes used to direct shelter operations in the City.

Scope:

This annex assigns broad responsibilities to city departments and support organizations for sheltering preparedness, operations, and response. It is supported by documents that address specificities relevant to the process of shelter operations.

Situation:

The City of Richmond is vulnerable to a variety of hazards such as flash flooding, river flooding, hurricanes, winter storms, tornadoes and hazardous materials incidents. Many of these hazards could result in the need to shelter residents. To respond effectively to any emergency of a size or complexity beyond routine response systems, it is critical that public officials, departments, non-governmental emergency organizations and the public understand their roles and responsibilities. These non-routine responsibilities begin as the incident is recognized and preparation or response ensues, and become particularly important as command organizes beyond the initial reactive phase of first responders.

Assumptions:

1. The development and execution of effective shelter management takes into consideration the character and associated needs of the impacted community by an evacuation and/or sheltering operation, and includes an assessment of the resources and capabilities required to implement the various actions that may be employed in a timely manner.
2. Plans and procedures for identified shelter sites will be available pre-event to ensure that shelter sites are prepared, trained, and staffed.
3. Sufficient warning time may not be available, pre- or post-event, to ensure that shelters are opened in time to provide shelter and other services for the people that have been evacuated from an area.
4. There are ongoing efforts to proactively reach out and educate citizens on all sheltering procedures to include when to shelter-in-place, where to go for information on sheltering options, and what to bring to a public shelter to assist in self-sustainment.
5. All hospitals, nursing homes, and group residential facilities operated by private or public agencies based upon licensing requirements will have pre-determined evacuation and/or refuge plans.
6. Departments will work together to allow for adequate shelter management staff at the designated shelter sites.
7. A variety of communication pathways will be used in order to effectively communicate not only the location of shelters, but also what materials citizens will need to have in hand to increase comfort at available shelter sites. Additionally, these pathways will need to disseminate information on what not to bring to shelters and how to assist with certain special consideration populations (i.e., pets, medically fragile, etc.).
8. Despite the comprehensive effort implemented to communicate shelter locations, some segments of the population might not receive or follow the instructions given.
9. A method for registering and tracking evacuees will be established and maintained.
10. Richmond Animal Care and Control, as the lead department for ESF #16, produces and maintains plans, policies and procedures for overarching animal care and control activities, animal recovery and household pet sheltering.
11. Should the City of Richmond, opt to provide ice and care packages to residents impacted by an emergency, the resources will be distributed using the existing shelters as distribution points.

Concept of Operations

A. The Shelter Management Support Annex is the core plan for managing sheltering procedures with an all-hazards approach. Other supplemental department and interdepartmental plans provide details on authorities, response protocols, and technical guidance for responding to and managing specific incidents (such as hazardous materials spills, hurricanes, etc.).

B. At the onset of any of these events, plans that are in place, to include shelter site plans, would be set into motion to assist with the sheltering needs of any given area that would be affected by these events.

C. Sheltering operations will vary from situation to situation, especially when consideration is given to incidents involving the need for decontamination of evacuees prior to entry into a shelter environment. This document will address general situations with no consideration given for special incident scenarios. For more information on special incident scenarios, consult the appropriate City of Richmond Emergency Operations Plan annex for additional guidance.

D. The Shelter Management Support Annex may be used in conjunction with other City of Richmond incident management and EOPs developed under these and other authorities as well as memoranda of understanding (MOUs) among various local, State, and Federal agencies.

Organization and Assignment of Responsibilities

The emergency situation will determine the scope of evacuation and the number of evacuees. Determination of a need for shelter operations will be accomplished by a coordinated effort between the Department of Social Services and Office of Emergency Management. Departments with operational responsibilities include, but are not limited to the following.

The Department of Social Services will provide the following, as necessary:
1. Coordinate the effort to identify shelter sites.
2. Maintain site specific plans and procedures.
3. Exercise the functionality of those plans and procedures.
4. Oversee the operation of shelters in caring for people evacuated from their homes, as well as homeless and transient citizens.
5. Request and coordinate the assistance provided by non-governmental and volunteer relief organizations.
6. Facilitate the transition of evacuees through the human service system from response to recovery.
7. Provide shelter occupancy data to the Emergency Operations Center.
8. Use 3-1-1 and/or other communications channels to assist with outreach efforts to citizens on evacuation education pre-event, notification during an event and reunification post-event.
9. Monitor, coordinate and manage shelter activation.
10. Coordinate long-term housing and care as needed.
11. Subject matter expertise to other city departments, as needed.

The Office of Emergency Management will provide the following, as necessary:
1. Recommend policies, procedures and projects necessary for the implementation of sheltering for the City of Richmond.
2. Facilitate training across departments regarding sheltering plans.
3. Publish approved policy guidance including performance measures.
4. Coordinate city sheltering efforts with external agencies to include state and federal partners.
5. Coordinate efforts for reimbursement to departments and partners participating in sheltering efforts.

The Richmond Sherriff's Office will provide the following, as necessary:
1. Law enforcement staffing and security at shelters.

2. Subject matter expertise to other city departments, as needed.

Richmond Behavioral Health will provide the following, as necessary:
1. Subject matter expertise in matters relating to the needs of citizens with mental health, intellectual disability, and/or substance abuse issues.
2. Guidance in developing assistance for citizens with mental health, intellectual disability, and/or substance abuse issues that may come to a shelter.
3. Assurance that the local facilities and community services boards are aware of their responsibilities in the event of a major disaster involving sheltering operations and have in place necessary procedures and plans for responding to major disasters.
4. Direction to the local facilities, in the event of a major disaster, to establish liaison with local and State emergency services offices and to make their facilities available for relief assistance.
5. Crisis intervention services at shelters.
6. Any additional assistance as required by the Office of Emergency Management, within the capability of the Department; this includes on-site visits to assess service needs and provision of needed technical assistance.

Richmond City Health District will provide the following, as necessary:
1. Plan and prepare to assist evacuees with special medical needs at shelters.
2. Assist with the media outreach efforts of shelter education pre-event targeting potential medically fragile evacuees.
3. Subject matter expertise in matters relating to the people with special medical needs in shelter.
4. Subject matter expertise on other topics to other city departments, as needed.

Richmond Public School Systems will provide the following, as necessary:
1. Coordinate with the Department of Social Services regarding available facilities for use as shelters.
2. Additional means of transportation for evacuation of impacted citizens.
3. Subject matter expertise to other city departments, as needed.

Department of Parks, Recreation and Community Facilities will provide the following, as necessary:
1. Coordinate with the Department of Social Services regarding available facilities for use as shelters.
2. Subject matter expertise to other city departments, as needed.

American Red Cross will provide the following, as necessary:
1. Assistance, as outlined in Memorandum of Understanding and in concert with VAVOAD, to support feeding, supplies and food provisions at shelter locations as needed.

Virginia Voluntary Organizations Active in Disaster (VAVOAD) will provide the following, as necessary:
1. Feeding capability and food provisions at shelter locations.

Tab 1 to Shelter Management Support Annex
Action Checklist

Routine Operations

- Develop plans and procedures to receive and care for evacuees.
- Designate shelter center(s). Determine maximum capacities for each.
- Designate shelter manager(s) and other key personnel.
- Review and update plans and procedures.

Increased Readiness

- Confirm task assignments and alert key personnel to stand-by status.
- Prepare the necessary forms.
- Anticipate and resolve special problems, such as receiving nursing home patients, closing of schools, etc.
- Begin record keeping of disaster related expenses and continue for the duration of the event.

Response Operations

Mobilization Phase

- Activate the shelter or activate agreements for other lodging, as required.
- Provide mass transportation, as required.
- Receive and care for evacuees/displaced persons. Register and maintain accurate records on their status. Provide mass feeding, as required.
- Provide status reports to the EOC.
- Using WebEOC, begin tracking all disaster-related actions and expenditures and continue to do so for the duration of the event.

Emergency Phase

- Continue to receive and care for displaced persons until reentry to the impacted area(s) is granted. Provide mass feeding, as required.

Recovery Operations

- Provide long-term housing and care, as needed.
- Consolidate and report disaster-related expenses.

Tab 2 to Shelter Management Support Annex
Designated Shelters

Facility	Capacity
Arthur Ashe Center 3001 N. Boulevard Richmond, VA 23230	1920
Linwood Holton Elementary 1600 W. Laburnum Ave 23227	358
Thomas Henderson Middle School 4319 Old Brook Road 23227	312
James Blackwell Elementary 1600 Everett Street 23224	358
Miles Jones Elementary 200 Beaufont Hill Drive 23225	358
Boushall Middle School 3400 Hopkins Road 23234	290

.

City of Richmond Emergency Operations Plan

Incident Annex – Hazmat

Introduction

Purpose

The Hazardous Materials (Hazmat) support annex provides the organizational framework and defines the roles and responsibilities City departments will use when responding to a hazardous materials incident. It emphasizes the relationship between the regulatory, law enforcement, emergency management and private sector components of the program, to more effectively support prevention and preparedness initiatives, as well as enhance the capabilities and capacities of response and recovery organizations involved in protecting the health, safety, and property of the citizens of the City of Richmond. Additionally, it is designed to adapt to and meet the challenges of these types of incidents by adopting NIMS.

Situation

Accidents or emergencies involving the broad spectrum of hazmat can and do occur anywhere within the City. The vulnerability to hazardous materials incidents is continually increasing due to the growth in the use, storage, processing and transportation of hazardous materials to support the needs of the industrial, technological, medical, and energy sectors of the economy. As such, local, regional, state and federal response organizations must develop the tactical capability and acquire the necessary tools to assist in promptly identifying the hazard(s) with which they are confronted and develop an effective incident action plan with the necessary resources to support it.

Assumptions

A. It may not be initially evident that the emergency or disaster event is accidental or naturally occurring in nature, or precipitated by criminal acts or terrorist actions.

B. The complexities of hazmat incidents and the associated consequences may exceed the capabilities of the City and require specialized assistance and support from a variety of regional, state, federal and military organizations.

C. Site restoration and rehabilitation will be conducted to the extent that it is technically feasible, economically practical and prudent from a health, environmental and public safety perspective.

D. Site remediation will be overseen and monitored by the appropriate agencies that have jurisdiction under the law and possess the necessary technical knowledge and expertise to restore the impacted area to a level that is considered clean, safe and capable of supporting the same or similar type pre-event use.

E. Other departments not specifically tasked in this plan may be assigned tasks as required under the authority of the City of Richmond EOP.

Concept of Operations

A. If the shipper, manufacturer, or other responsible party is unable to report the incident in a timely manner, the spiller is unknown, unwilling, or unable to find an appropriate response to alleviate the situation, the City, within its capability, must act to prevent or minimize injuries and property damage and report the incident in accordance with state and federal regulations. Once informed of actual or potential events, the Richmond Fire Department Hazmat Officer is responsible for notifying the VEOC of the incident whether or not assistance is required.

B. When notified of a hazmat incident, the VEOC will contact the Region I Hazardous Materials Officer (RHMO). The RHMO will assess the situation and respond on scene, if warranted, or if requested by the City, to provide advice and coordinate requests for further assistance through the VEOC. The VEOC will also notify the appropriate Local Support Services Division Region I Coordinator.

C. Richmond Fire Department will establish an Incident Command, assess the situation and take steps necessary to provide public warning, initiate protective actions and isolate the general area affected.

D. If the situation exceeds local capabilities, the RHMO activates the regional HAZMAT team that services the City of Richmond. The determination to activate the team can be made based on discussions with the Incident Commander by telephone or after arriving on-scene and assessing the situation.

E. A field command post will be established at the scene of incidents that require on-scene coordination. On-scene coordination of the response will be accomplished within the framework of NIMS using the ICS. The unified command will develop a response strategy after conducting an assessment of the situation that will include but not be limited to the following: the nature, amount, and locations of real or potential releases of hazmat; pathways to human and environmental exposure; probable direction and time of travel of the materials; potential impact on human health, welfare, safety, the environment, and property; identification of the types, location, and availability of response resources and technical support required; and establishment of priorities.

F. ESF 10 will be established, if necessary, to coordinate resources in support of field operations. ESF #8 will provide technical assistance and support to ESF 10 as required.

G. The Emergency Alert System (EAS) will be activated as necessary to alert the public of an imminent or actual hazardous materials event that may pose a threat to life and/or property and require the immediate implementation of protective actions (evacuation/in-place sheltering). The National Weather Service also has the capability through NOAA Weather Radio (NWR) to send a Civil Emergency Message (CEM) to the public.

H. All costs associated with response and recovery operations will be tracked and documented to support reimbursement from the responsible party or from the appropriate state and federal funds that may be applicable to the event.

Organization and Assignment of Responsibilities

The organizational response framework to events involving hazmat necessitate the coordination and interface of a variety of local, state and federal agencies that have certain authorities, responsibilities and jurisdiction by statute, executive order or presidential directive. These authorities may vary by the type of incident, the categorization of the incident, geographic area involved and may transition by operational stage during an event. The planning and response frameworks established at the local, state and federal levels are briefly summarized below.

1. The Richmond Local Emergency Planning Committees (LEPCs) and the Virginia Emergency Response Council (VERC) are organizational structures that were established under the Superfund Amendments and Reauthorization Act (SARA Title III), also referred to as the Emergency Planning and Community Right to Know Act (EPCRA). This legislation requires industry to share information with the community to enhance hazmat preparedness.

2. The VERC was established to carry out the provisions of EPCRA at the state level. The duties of the Council include designating emergency planning districts, appointing Local Emergency Planning Committees, providing guidance and technical assistance to LEPCs and the regulated community, and establishing procedures for receiving and processing requests from the public for information.

The general assignment of responsibilities is detailed in the City of Richmond EOP and more specifically within the ESF Annexes. Responsibilities specific to a hazmat incident are provided below:

Richmond Fire and Emergency Services Department

1. Develop and maintain plans and procedures to address the full spectrum of technological hazards.
2. Develop and maintain a hazmat emergency response program to protect human health and the environment from the effects of hazmat incidents.
3. Establish standard and comprehensive procedures to ensure the safety of emergency responders while responding to hazmat incidents.
4. Coordinate the preparation and dissemination of public information releases with the appropriate local, state, and federal agencies.

Richmond Police Department and Sheriff's Office

1. Assist in dissemination of warning.
2. Assist in evacuating areas at risk in coordination with state and federal law enforcement authorities, as well as other emergency support functions.
3. Implement traffic control actions in and around site, as required.
4. Establish the necessary security and accessibility policies around site and evacuated areas in coordination with state and federal law enforcement.

5. Coordinate the development and preservation of evidence to support criminal litigation during the response and recovery phases of an incident with other emergency support functions.

Richmond City Health District

1. Develop plans and procedures to coordinate emergency medical and health operations for the control of chemical and biological contamination. Coordinate response and recovery actions for public health hazards resulting from such contamination.
2. Coordinate the activation and deployment of follow-on medical resources needed to stabilize extended incidents.
3. Assist in incident evaluation and assessment.
4. Conduct environmental/health monitoring as required.
5. Recommend the necessary protective actions for responders, essential facilities comprising the medical care system, and the general population.
6. Provide technical advice, as requested, to medical facilities in developing and maintaining a capability to receive, treat, and care for contaminated patients.
7. Identify medical facilities capable of receiving, decontaminating, and treating contaminated patients, along with the number of patients each facility can accept.
8. Develop criteria for reentry into structures and evacuated areas, and advise the City when the health and medical criteria have been met.

<div align="center">

Tab 1 to Hazmat Incident Annex
Action Checklist

</div>

Routine Operations

- Develop, review and test City of Richmond hazardous materials plans, policies and procedures.
- Provide training to departments and staff on task-appropriate plans, policies and procedures.

Increased Readiness

- Determine availability of special team members.
- Coordinate information dissemination internally and externally

Response Operations

Mobilization Phase

- Report any anticipated shortfalls and request needed assistance or supplies.
- Alert personnel to stand-by status.
- Continue to coordinate information dissemination internally and externally.
- Ensure appropriate recordkeeping such that federal or state disaster assistance can be sought for reimbursement of disaster related expenditures.

Emergency Phase

- Follow established procedures in providing HAZMAT response.
- Continue to coordinate information dissemination internally and externally.
- Implement evacuation or shelter in place plans, policies and procedures, as necessary.
- Continue to provide record keeping, as required.

Recovery Operations

- Review plans, policies and procedures in respect to the recent emergency response. Update as necessary and disseminate.
- Assist with requests for post-disaster assistance as required.
- Recover equipment and return it to service, replace where necessary.
- Compile and submit records of incurred disaster related expenses.

Tab 2 to Hazmat Incident Annex
Authorities

Local

1. The Local Emergency Planning Commission (LEPC) *Hazardous Materials Response Plan.*

State

1. Commonwealth of Virginia Emergency Services and Disaster Law.
2. Commonwealth of Virginia Emergency Operations Plan.
3. Commonwealth of Virginia Radiological Emergency Response Plan, 2006.
4. Commonwealth of Virginia, Department of Environmental Quality Hazardous Waste Management Regulations, as amended.
5. Code of Virginia, Title 62 (Water Control Law), as amended.
6. Commonwealth of Virginia Hazardous Materials Transportation Regulations (VR672-30-1), as amended.
7. Virginia Waste Management Act, Section 10.1-1400 of the Code of Virginia (1950), as amended.
8. Code of Virginia, Fire Protection, Section 27-15.1, as amended.

Federal
1. National Response Framework, January 2008.
2. Public Law 96-510, December 1980, Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), commonly known as "Superfund."
3. Public Law 99-499, October 17, 1986, Superfund Amendments and Reauthorization Act, Title III, Emergency Planning and Community Right-to- Know, commonly known as SARA Title III.
4. Public Law 92-500, Federal Water Pollution Control Act, commonly known as the Clean Water Act (CWA), as amended.
5. Public Law 93-288, The Robert T. Stafford Disaster Relief and Emergency Assistance Act.
6. Public Law 101-380, The Oil Pollution Act of 1990, commonly known as OPA-90.
7. National Hazardous Substance Contingency Plan, 40 CFR, Part 300, November 1985, U. S. Environmental Protection Agency.
8. Federal Region III Oil and Hazardous Substance Pollution Contingency Plan, November 1988.
9. Virginia Coastal Area Contingency Plan, U.S. Coast Guard, October 2006.
10. Virginia Inland Area Contingency Plan, Environmental Protection Agency, December 1996.
11. 29 CFR 1910, Occupational Safety and Health Standards for General Industry

Incident Annex – Hurricane

Introduction

Purpose

The Hurricane Incident Annex is a hazard-specific incident plan to the City of Richmond Emergency Operations Plan. This plan establishes, within the general guidance of the City of Richmond EOP, the hurricane-specific concepts and policies under which all elements of city government will operate. It was developed to provide for the safety and welfare of citizens by minimizing the loss of life and property and expediting the restoration of essential services following a tropical storm or hurricane.

Situation

The City of Richmond is susceptible to impacts from a tropical storm or hurricane. Tropical systems can produce high winds, localized heavy rains and/or flooding. These secondary tropical system effects are less predictable than the storm surge and hurricane force winds that can impact the coastal communities of Virginia.

Reporting, warning, notification and communications are included in the City of Richmond EOP. In addition there are several hurricane-specific requirements, which must be considered.
- There will be an immediate and continuous demand for information needed in the decision-making process.
- There may be delays in acquiring and assimilating the information.
- Communications problems, damage, weather, flooding and other environmental factors may restrict situation assessment operations.

Richmond is located near two summer tourist areas, Virginia Beach and the Outer Banks of North Carolina. Tourists and residents may travel through Richmond if those areas are evacuated. The City of Richmond will coordinate with the VEOC and neighboring jurisdictions to address traffic conditions and an influx of citizens in need of sheltering.

Assumptions

A. Pre-disaster warning time will vary; however, the National Weather Service will detect and track a hurricane in time for effective action to be taken in accordance with the provisions of this plan.

B. A declaration of emergency will be considered in advance of actual hurricane conditions.

C. When a hurricane strikes, help may not be immediately available from the state or federal government. The City of Richmond is prepared to bear the initial responsibility for hurricane response and relief as well as preparation for the arrival of a hurricane.

D. The EOC will continue to be operable despite the effects of a hurricane.

Concept of Operations

A. An effective response to a tropical storm or hurricane emergency is dependent on the development of plans, programs, and procedures, which will provide for rapid mobilization and effective use of the resources, capabilities and support from other localities through Statewide Mutual Aid *(SMA)*.

B. The City's response to the event will be under the direction of the Emergency Management Coordinator, who reports directly to the Mayor, or his designee.

C. The Office of Emergency Management will monitor the situation, disseminate appropriate weather information on a continuous basis and augment the Emergency Operations Center accordingly. The EOC will be staffed to collect information, review status of pre- and post-landfall protective actions, produce the required reports and coordinate requests for assistance.

D. Each department should designate an individual to develop and maintain their appropriate disaster preparedness, response, and recovery program in accordance with emergency duties and responsibilities as assigned in the City of Richmond Emergency Operations Plan and this annex.

E. Non-tasked departments may be called upon to provide assistance where needed.

Organization and Assignment of Responsibilities

General organization and assignment of responsibilities are detailed in the City of Richmond EOP and more specifically within the ESF Annexes. Responsibilities specific to a tropical storm or hurricane are provided below:

1. The Office of Emergency Management will participate in VDEM sponsored conference calls with National Weather Services and localities within the region.
2. As necessary, the Office of Emergency Management will conduct conference calls with National Weather Service and city departments to discuss storm arrival, potential impact and operational issues to include evacuation and sheltering.
3. The Office of Emergency Management will maintain storm assessment capability, utilizing the storm tracking computer program "HURREVAC."
4. If the City of Richmond is impacted by a tropical system, the Emergency Management Coordinator will submit situation reports, as needed, to the VEOC.
5. The decision, timing and interval of when to permit residents and property/business owners to return to the risk area, post landfall, will be made cooperatively between the City of Richmond and VEOC.
6. The Mayor may initiate a curfew as a crime prevention measure depending on the intensity of the disaster and the level of damage sustained.

Tab 1 to Hurricane Incident Annex
Action Checklist

The Readiness Conditions listed below aligned with the Commonwealth of Virginia Emergency Operations Plan (COVEOP) and Center (VEOC)

Routine Operations – *Readiness Condition 5 - (June 1ˢᵗ through November 30ᵗʰ)*

- Monitor weather systems for possible development of tropical systems.
- Maintain plans, conduct training and exercises, test emergency communications periodically.

Increased Readiness – *Readiness Condition 4 - A tropical weather system has developed which has the potential to impact the City within 144-96 hours (D-6 to D-4 days).*

- Begin preparatory actions by identifying stocks of materials, pre-warning emergency services personnel, etc.
- Continue to track the weather system and maintain situational awareness.
- Advise the public on emergency preparedness actions.

Response Operations

Mobilization Phase

Readiness Condition 3 - Tropical storm force winds from a tropical weather system may impact the City within 96-48 hours (D-4 to D-2 days).

- All appropriate departments and organizations should continue to be informed of the situation. Continue to track the weather system and maintain situational awareness.
- Augment Emergency Operations Center.
- Fuel vehicles and generators.
- Provide evacuation and shelter recommendations to the Mayor or his designee.
- Begin pre-positioning of evacuation personnel and resources.
- Advise ESF #6 and #16 of potential shelter operation requirements.

Readiness Condition 2 - Tropical storm force winds may impact the City within 48-24 hours (D-2 to D-1 days).

- **48 hours** prior to the forecast arrival of tropical storm force winds, the National Hurricane Center *(NHC)* will issue a Hurricane Watch for the projected impact areas.
- **36 hours** prior to the forecast arrival of tropical storm force winds, the National Hurricane Center *(NHC)* will issue a Hurricane Warning for the projected impact areas.
- Monitor status of public sheltering conditions.
- Accelerate all preparedness actions for emergency and vital affected services.
- Maintain knowledge of storm track, size, probabilities, and decision point times.

- Recommend departments take necessary actions in order to prepare for the threat from the approaching storm.
- Continue to track the weather system and maintain situational awareness.

Readiness Condition 1 - Tropical storm force winds may impact the City within 24 hours (D-1 day).

- Evacuations should be completed prior to the arrival of tropical storm force winds.
- Continue to monitor evacuation and sheltering activities and track availability and locations of local Refuges of Last Resort.
- Condition 1 should be maintained through the storm event and until the threat has receded as appropriate.

Emergency Phase

Landfall - Period between the arrival and final departure of tropical storm force winds.

- Report shelter status and needs to EOC as communications systems allow.
- Gather information about where damage has been observed.
- Shut down non life safety operations when sustained winds are above 40 mph.
- Shut down life safety operations when sustained winds are above 50 mph.

Emergency Relief Phase - Life-saving operations and the restoration of essential services. Usually ends when it is safe to allow residents to return to their homes.

- Coordinate the distribution of supplies and resources.
- EOC provides status reports to department heads and CAO.

Following the storm event, response and recovery operations should be undertaken as outlined in the City of Richmond EOP.

Recovery Operations

- Damage assessment teams complete assigned tasks and reports.
- Monitor progress of re-entry and shelter populations.
- Develop long-term sheltering capacity, if needed.

City of Richmond Emergency Operations Plan

Tab 2 to Hurricane Incident Annex
Saffir-Simpson Hurricane Scale

Non-Hurricane Classifications		
	Wind - Knots	**Wind - MPH**
Tropical Storm	35-63	39-73
Tropical Depression	< 34	< 39

Category	Winds Knots	Winds MPH	Pressure Millibars	Pressure Inches	Anticipated Damage
1	64 - 82	74 - 95	>980	28.94	Very Dangerous Winds – Will Produce Some Damage
2	83 - 95	96 - 110	965 - 979	28.50 - 28.91	Extremely Dangerous Winds – Will Cause Extensive Damage
3	96 - 113	111 - 130	945 -964	27.91 – 28.47	Extremely Dangerous Winds – Devastating Damage Will Occur
4	114 – 135	131 – 155	920 – 944	27.17 – 27.88	Extremely Dangerous Winds – Catastrophic Damage Will Occur
5	> 135	> 155	< 919	< 27.16	Extremely Dangerous Winds – Catastrophic Damage Will Occur

City of Richmond Emergency Operations Plan

This page is intentionally left blank.

Incident Annex – Terrorism

Introduction

Purpose

The Terrorism Incident Annex is a hazard-specific incident annex to the City of Richmond Emergency Operations Plan. It was developed to provide for the safety and welfare of citizens by minimizing the loss of life and property and expediting the restoration of essential services following an act of terror.

Situation

The City of Richmond is the state capital. Because of its location, in the middle of the eastern seaboard, it is within 750 miles of two-thirds of the nation's population and less than 100 miles from the nation's capital. The City is intersected by Interstates 95, 64 and 295, two major freight lines and Amtrak passenger service. The City is within 50 miles of both the Surry and North Anna Power Stations. Additionally, Richmond is home to the Fifth District Federal Reserve Bank and the Fourth Circuit U.S. Court of Appeals.

Assumptions

A. It may not be initially evident that the event is accidental or precipitated by criminal acts or terrorist actions.

B. A declaration of emergency will be declared at both the local and state level.

C. The EOC will continue to be operable despite the effects of a terrorist event.

E. The Federal Bureau of Investigation, Department of Homeland Security *(DHS)*, FEMA and other federal agencies may, in accordance with the National Response Framework, provide an immediate response and recovery assistance.

Concept of Operations

A. Depending on the type of incident, the Richmond Police Department (bomb, civil disorder), Department of Information Technology (cyber), Richmond City Health District (biomedical) or Richmond Fire and Emergency Services Department (hazmat, fire or MCI) will provide and coordinate the response to an incident until it is identified as a possible terrorism event.

B. Should an incident be identified as a possible terrorism event, the Virginia Emergency Operations Center will be notified.

C. Unified Command will be established.

Organization and Assignment of Responsibilities

Presidential Directive 39, states the Federal Bureau of Investigation is the designated lead federal agency for any terrorism event.

General organization and assignment of responsibilities for City departments are detailed in the City of Richmond EOP and more specifically within the ESF Annexes. Responsibilities specific to an act of terror are provided below:

1. The Office of Emergency Management will coordinate consequence management with VDEM.
2. Richmond Police Department and Sheriff's Office will coordinate crisis management with the Virginia State Police as well as provide traffic and crowd control, as needed.
3. Richmond City Health District will provide mass immunization and/or administer medication, as needed.
4. Richmond Fire and Emergency Services will provide technical rescue and search and rescue support, as needed.

Tab 1 to Terrorism Incident Annex
Action Checklist

Routine Operations

- Develop, review and test City of Richmond terrorism response plans, policies and procedures.
- Provide training to departments and staff on task-appropriate plans, policies and procedures.

Increased Readiness

If warning of an event occurs:
- Determine availability of special team members.
- Coordinate information dissemination internally and externally.

Response Operations

Mobilization Phase

- Alert personnel to stand-by status.
- Continue to coordinate information dissemination internally and externally.
- Ensure appropriate recordkeeping such that federal or state disaster assistance can be sought for reimbursement of disaster related expenditures.
- Activate Emergency Operations Center, if appropriate.

Emergency Phase

- Follow established procedures.
- Continue to coordinate information dissemination internally and externally.
- Implement hazmat, search and rescue and other plans, policies and procedures, as necessary.
- Continue to provide record keeping, as required.

Recovery Operations

- Review plans, policies and procedures in respect to the recent emergency response. Update as necessary and disseminate.
- Assist with requests for post-disaster assistance as required.
- Compile and submit records of incurred disaster related expenses.

Incident Annex – Earthquake

Introduction

Purpose

To enable coordinated, multi-department, multi-jurisdictional response to an earthquake. It applies to all City Departments and provides information to all partners that support or depend on the City response.

Scope

This Annex addresses the challenges posed by the following hazards:
- Earthquake and associated aftershocks
- Severe earthquake that causes large numbers of causalities, widespread damage, and catastrophic impacts.

Assumptions

A detailed common operating picture may not be achievable for 24 to 48 hours, or longer, after the earthquake, response operations may have to begin without a complete or detailed situation and critical needs assessment.

Staffing varies in many City departments depending on the time of day, should an earthquake strike at the time of lowest levels of staffing the response will be significantly impaired until personnel can respond.

There are not enough City public safety resources to immediately address all, or even a majority of the life safety needs expected after a severe earthquake.

Fires are the leading danger immediately following an earthquake due to the expected number fires, damage to fire suppression systems, damage to water pipelines, difficulty in accessing fire incidents and limited resources.

The number of expected deaths could exceed the capacity of the Medical Examiner's Office, as well as any local mutual aid that office might call upon, which may require the mobilization of federal resources, establishment of temporary morgues, and instructions to the public on fatality management.

The 911 phone system, if operating, may be overloaded.

During the initial response, the amount of radio use by responders could overload the 800 MHz radio system.

The limited capacity in the region for charging portable radio batteries and the expected high tempo of operations will make it difficult to keep City 800 MHz portable radios charged.

Damage to City owned buildings may impact the ability of City employees to effectively respond.

Traffic congestion may be significant due to possible roadway damage which can impact operations such as the establishment of shelters.

The City does not stockpile food or water for the general public.

The level of personal preparedness by the public is insufficient to significantly decrease the need for public services

Hospitals may not have sufficient capacity to meet the surge in patient demand.

Damage to water utility infrastructure may impair firefighting.

Numerous initial, separate fires may combine to create extremely large fires.

Spontaneous shelters will likely be established by private entities not in coordination with government.

The number of individuals seeking shelter will exceed the City's emergency shelter capacity.

Unreinforced masonry buildings may be at risk of significant damage or collapse.

Social media will be an important source of information for the general public; however, the accuracy of social media reports may cause confusion.

The private sector will volunteer assistance to the response effort and provide contract services, which will require coordination with the public response.

Many individuals will volunteer to assist with the response; while this represents a potential resource it will also present significant operational and logistical challenges.

Donated goods, solicited and unsolicited, may present a significant challenge to manage

Departments should expect to receive no logistical support from the City Emergency Operations Center for 72 hours.

Neighboring jurisdictions will also be impacted, limiting the availability of mutual aid, and making it important to coordinate regional response operations through the Virginia Emergency Operations Center (VEOC).

Concept of Operations

City of Richmond Emergency Operations Plan

Even in an earthquake with catastrophic impacts, the City will retain jurisdiction and authority over the response and recovery efforts. This will be accomplished by maintaining a line of succession throughout the City government, clearly defining areas of operations and responsibility, establishing alternate command centers, augmenting command and general staff using Mutual Aid resources and delegating authority where needed.

On duty personnel will be responsible for the first hours of the response. The initial common operating picture will be imperfect due to the many challenges that will follow an earthquake. It will be based primarily on windshield surveys conducted by the Police and Fire Department and possibly some early media reports.

The initial response to an earthquake consists of supporting and coordinating life safety efforts; controlling fires, addressing hazardous materials releases, providing emergency medical care, ensuring access to hospitals, conducting rescues and evacuations and maintaining public order. Damage to dams, water storage facilities or large pipelines may require immediate response operations to address hazards.

Responders may have to make difficult choices regarding where to assign the limited resources available. Close coordination and unity of effort between all responders will be especially critical.

Repair of roads and bridges and water service to support life safety response operations will have priority over other repair missions.

Inspecting city own buildings to include bridges will have priority.

To support the response, the first public message will be broadcast within the first hour following the earthquake. The first message will include instructions to limit travel on roadways and use of the phone system.

Concurrent with these early response operations, command center will be activated, the mobile command center will be deployed, damage or impacts to infrastructure, facilities and systems determined, a more comprehensive command operating picture developed. City objects and priorities established, resources obtained, a local emergency declared if necessary.

Efforts will begin as soon as possible to establish shelter operations. The strategy for sheltering will be determined during the first operational period in the Emergency Operations Center.

As immediate life safety issues are addressed and stabilized, the number of shelters established and their capacity may increased as rapidly as available resources permit. To the degree practical, shelters will be established nearest to the community in need. Residents will be encouraged to remain in their homes if at all possible. Points of Distribution for fold and water may be established for this purpose.

Communications and coordination with neighboring jurisdictions and the State will be established as early as possible. The plans and logistics necessary to address the best use of private sector and State resources will be coordinated from a strategic level through the City Emergency Operations Center.

Mass fatality management and missing person investigations will be established as early as possible. An effective process for determining the status of missing persons contributes to stabilization and ultimately decreases the demand on law enforcement, medical and rescue resources. The city will advocate for a regional approach to mass fatality management and missing person investigations in order to maximize limited resources provide for a consistent approach and high quality of service. Public Health will lead this mission with close support from ESF 13. Planning for recovery will begin as soon as possible and in parallel to response operations.

Earthquake Response
City departments will err on the side of caution and be proactive when determining what initial actions to take following an earthquake.
Departments
Departments will initiate response operations when an earthquake occurs that may have caused damage or impacts to City facilities systems or services.

Emergency Operations Center
Office of Emergency Management (OEM) staff will automatically respond to activate the Emergency Operations Center (EOC) immediately following an earthquake that may have caused damage or impacts to City facilities systems or services. OEM staff will issue information via the most effective communication method available.

Earthquake Responses Goals
- Saving and protecting the greatest number of people at risk
- Provide for the safety of responders and other city employees
- Saving and protecting as many residential, business and industrial properties as possible
- Saving and protecting as much critical infrastructure as possible
- Stop the spread of environmental damage
- Minimizing human hardship and economic disruption

Response Priorities
- Life Safety
- Incident Stabilization
- Property Conservation
- Environmental Protection

Initial City Objectives for Earthquake Response
Initial City objectives provide a starting point for the response and will be modified as needed.
- Support a City strategy for firefighting, emergency medical service, rescue and hazardous material response
- Assess damage and impacts to community
- Provide sheltering in coordination with regional efforts
- Sustain public confidence and trust in response and recovery efforts
- Ensure life sustaining essentials are available to the public such as food, water, sanitation, medical care and fuel
- Sustain situational awareness for City response and recovery

Common Operating Picture
Departments will exchange information on damage and impacts to systems through the most effective communication method available at the time. Once the EOC is activated, these reports will be consolidated into Situation Reports and Incident Action Plans. The goal is to develop a Common Operating Picture that includes an understanding of the extent of damage and impacts to people, systems and services.

Attachment 1 – Critical Information for the First 24 Hours

The following information should be collected as soon as reasonably possible to protect life and property.

− Number and locations of deaths and injuries.

− Location and extent of secondary events, including aftershocks, fires, landslides, and hazardous materials events.

− Requirements for major evacuations and estimated number of people displaced.

− Location of severely damaged or collapsed structures

− Location and estimated number of people trapped in collapsed structures.

− Status of communication systems, including:

☐ Public telephone and wireless systems (to include internet)
☐ Public Safety Answering Points (PSAP) "911 center"
☐ Radio and televisions (emergency public information access points)

− Damage to critical public buildings and other infrastructure, including:

☐ Emergency Operation Centers
☐ Police and fire facilities
☐ Hospitals, shelters, and skilled nursing facilities
☐ Bridges and tunnels
☐ Schools
☐ Jails
☐ Public transportation networks.
☐ Other facilities deemed to be critical infrastructure

− Status of and damage to major utility systems or infrastructure, including:

☐ Water
☐ Sewer
☐ Power / Electrical (to include nuclear facilities)
☐ Natural gas

− Critical resource shortfalls impacting public health and safety.

City of Richmond Emergency Operations Plan

Incident Annex – Tornado

Introduction

Purpose

To facilitate a coordinated response and assign responsibilities by city agencies to reduce potential loss of life and to or quickly restored following a tornado. provide the basis for a tornado emergency response in order to protect the lives and property of citizens and visitors to the city of Richmond.

Situation

The city of Richmond is susceptible to impacts from a tornado, often occurring with little or no warning. Many structures may not survive the effects of toradic winds. Persons in vehicles or mobile homes are particularly susceptible to serious injury or death when a tornado strikes.

Reporting, warning, notification and communications are included in the city of Richmond EOP. In addition there are several specific requirements, which must be considered.
- There will be an immediate and continuous demand for information needed in the decision-making process.
- There may be delays in acquiring and assimilating the information.
- Communications problems, damage, weather, down trees and power lines and other environmental factors may restrict situation assessment operations.
- Secondary effects of a tornado must be planned for including hazardous materials, health issues, power failure and others.

Assumptions

A. Citizens will be advised of potential severe weather conditions through a variety of means, including National Oceanic & Atmospheric Administration (NOAA) radio, standard radio announcements, TV announcements, etc.

B. The National Weather Service (NWS) will provide tornado and severe weather warnings. Warning time will vary.

C. When a tornado strikes, help may not be immediately available from the state or federal government. The city of Richmond is prepared to bear the initial responsibility for a tornado response and relief.

Concept of Operations

A.   A tornado **watch** means that conditions are favorable for tornadoes to develop.

B.   A tornado **warning** means that a tornado has actually been sighted or is developing, as indicated on radar.

C. An effective response to a tornado is dependent on the development of plans, programs, and procedures, which will provide for rapid mobilization and effective use of the resources, capabilities and support from other localities through Statewide Mutual Aid *(SMA)*.

D. The city's response to the event will be under the direction of the Emergency Management Coordinator, who reports directly to the Deputy Director Emergency Manager (CAO) or his designee.

E. The Office of Emergency Management will monitor the situation, disseminate appropriate weather information on a continuous basis and augment the Emergency Operations Center (EOC) accordingly. The EOC will be staffed to collect information, review status, produce the required reports and coordinate requests for assistance.

F. The extent of the initial response will depend on warning time, the severity and location of the strike, the number of people and structures affected by the tornado, and the ability to provide assistance.

G. Each department should designate an individual to develop and maintain their appropriate disaster preparedness, response, and recovery program in accordance with the emergency duties and responsibilities as assigned in the city of Richmond Emergency Operations Plan and this annex.

H. Non-tasked departments may be called upon to provide assistance where needed.

I. The Community Emergency Response Team (CERT) Volunteer Program may be called upon to provide assistance where needed.

Organization and Assignment of Responsibilities

1. General organization and assignment of responsibilities are detailed in the city of Richmond EOP and more specifically within the ESF Annexes. Responsibilities specific to a tornado are provide below:

2. As necessary, the Office of Emergency Management will participate in situation awareness conference calls with VDEM and localities within the region.

3. The Office of Emergency Management, Coordinator will submit situation reports, as needed to the Virginia Emergency Operations Center (VEOC)

4. The Mayor may initiate a curfew as a crime prevention measure depending on the intensity of the disaster and the level of damage sustained.

5. Maintain communications with the Deputy Emergency Manager (CAO) or designee, and VDEM and local jurisdictions regarding the status of response and recovery efforts.

6. Establish traffic control on state highways and preserve law and order.

7. Maintain communications and advise dispatch of current conditions in all areas impacted.

8. Administer assistance programs including Individual & Family Grants Program.

9. Plan for and provide mental health services to victims and rescuers.

10. Provide shelters and provisions for stranded people in accordance with internal procedures.

11. Provide assistance to local health facilities in impacted area for public health issues, water quality and hazardous materials issues.

12. Provide assistance by providing barricades, debris removal and road repair as requested.

13. Deploy Damage Assessment teams.

14. ESFs that are likely to be involved in a tornado emergency are: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 12, 14 -- agency involvement will vary with the circumstances of each incident.

15. Other agencies will provide support as requested.

Attachment 1 – Critical Information for the First 24 Hours

The following information should be collected as soon as reasonably possible to protect life and property.

− Number and locations of deaths and injuries.

− Location and extent of secondary events, including fires, and hazardous materials events.

− Requirements for major evacuations and estimated number of people displaced.

− Location of severely damaged or collapsed structures

− Location and estimated number of people trapped in collapsed structures.

− Status of communication systems, including:

☐ Public telephone and wireless systems (to include internet)
☐ Public Safety Answering Points (PSAP) "911 center"
☐ Radio and televisions (emergency public information access points)

− Damage to critical public buildings and other infrastructure, including:

☐ Emergency Operation Centers
☐ Police and fire facilities
☐ Hospitals, shelters, and skilled nursing facilities
☐ Bridges and tunnels
☐ Schools
☐ Jails
☐ Public transportation networks.
☐ Other facilities deemed to be critical infrastructure

− Status of and damage to major utility systems or infrastructure, including:

☐ Water
☐ Sewer
☐ Power / Electrical (to include nuclear facilities)
☐ Natural gas

− Critical resource shortfalls impacting public health and safety.

City of Richmond Emergency Operations Plan