Smyth County

EMERGENCY OPERATIONS PLAN

May 14 2019
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Executive Summary

The Smyth County Emergency Operations Plan (EOP) has been revised as required by the Commonwealth of Virginia Emergency Services and Disaster Laws of 2000, as amended, § 44-146.13 to § 44-146.29:2. A local planning team was developed to provide input and gather information to complete the revision of this plan.

The revised plan is an accurate and appropriate reflection of how the County will address natural and man-made disasters and events as they develop. The revised plan is based on current resources available at the local level.

The plan has been re-formatted to conform to the recommendations of the Virginia Department of Emergency Management, the National Response Framework (NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS).

The EOP consists of a basic plan followed by the Emergency Support Functions (ESFs), Support Annexes, and Incident Annexes.

The Basic Plan establishes the legal and organizational basis for emergency operations in Smyth County to effectively respond to and recover from all-hazards and emergency situations.

The Emergency Support Functions group resources and capabilities into functional areas to serve as the primary mechanisms for providing assistance at the operational level. The ESF structure results in improved effectiveness and efficiency in mitigation, preparedness, response, and recovery operations.

The Support Annexes describes the framework through which local departments and agencies, the private sector, volunteer organizations, and nongovernmental organizations coordinate and execute the common functional processes and administrative requirements necessary to ensure efficient incident management. The actions described in the Support Annexes are not limited to particular types of events but are overarching in nature and applicable to nearly every type of incident. In addition, they may support several ESFs.

The Incident Annexes address contingency or hazard situations requiring specialized application of the EOP. Incident Annexes are organized alphabetically. The overarching nature of functions described in these annexes frequently involves either the support to, or the cooperation of, all departments and agencies involved in incident management efforts. In some cases, actions detailed in the annex also incorporate various components of local agencies and other departments and agencies to ensure seamless integration of and transitions between preparedness, prevention, response, recovery, and mitigation activities.

In addition to the Executive Summary, included in the Basic Plan is a Board Resolution. The purpose of this resolution is two fold. First, it serves as the format for formal adoption of the County of Smyth Emergency Operations Plan. Second, it charges and authorizes the Director or his/her designee with the responsibility of maintaining this plan over the next four (4) years, when it will once again come before this Board for formal adoption.
I. Introduction

Smyth County is vulnerable to a variety of hazards such as flash flooding, major river flooding, winter storms, high winds, wildfires and resource shortages. To respond effectively to any emergency of a size or complexity beyond routine response systems, it is critical that all Smyth County public officials, departments and agencies, non-governmental emergency organizations and the public understand their roles and responsibilities. These non-routine responsibilities begin as the incident is recognized and response ensues, and become particularly important as command organizes beyond the initial reactive phase of first responders.

A planned-for and coordinated response on the part of state and local officials in support of in-the-field emergency responders can save lives, protect property, and more quickly restore essential services. The foundation for this coordinated response is established through the Smyth County Emergency Operations Plan (EOP). The "Commonwealth of Virginia Emergency Services and Disaster Laws of 2000", as amended (Code of Virginia, § 44-146.13 to 44-146.29:2) requires that state and local governments develop and maintain current Emergency Operations Plans (EOP) in order to be prepared for such events.

The Smyth County Emergency Operations Plan (EOP) consists of a basic plan followed by the Emergency Support Functions, Support Annexes, and finally Incident Annexes.

Plan Preface

The following items are included in the Smyth County EOP:

- Table of contents
- Promulgation statement
- Executive Summary
- Record of changes
- Distribution list
- Basic Plan
- Emergency Support Functions
- Support Annexes
- Incident Annexes

Purpose and Scope

The purpose of the Basic Plan is to establish the legal and organizational basis for operations in Smyth County to effectively respond to and recover from all-hazards disasters and/or emergency situations. It assigns broad responsibilities to local government agencies and support organizations for disaster prevention, preparedness, response, and recovery operations. These responsibilities are generally extensions of normal, day-to-day functions involving the same personnel and material resources.

The EOP employs a multi-agency operational structure based upon the principles of the National Incident Management System (NIMS) / Incident Command System (ICS) to manage, coordinate and direct resources committed to an incident. Smyth County is a practitioner of NIMS and is committed to insuring that required trainings are provided to all persons with direct responsibility for implementing the plan and critical functions within the plan. Supporting plans for all-hazards disasters set forth the concepts and procedures whereby Smyth County can effectively apply available resources to insure that casualties and property damage will be minimized and those essential services will be restored as soon as possible following an emergency or disaster situation.

The Emergency Operations Plan (EOP) identifies a range of disasters that could possibly occur in or near this locality. The EOP works to anticipate the needs that the jurisdiction might experience during
an incident and provides guidance across county departments, agencies, and response organizations by describing an overall emergency response system:

- How county departments/agencies will be organized during response to an event, including command authorities;
- Critical actions and interfaces during response and recovery;
- How the interaction between the jurisdiction and regional, state, and federal authorities is managed;
- How the interaction between the jurisdiction and its private partner organizations (hospitals, non-governmental emergency organizations and others) is managed during emergencies; and
- How to handle and manage needs with the resources available.

The EOP is applicable to all local agencies that may be requested to provide support. The plan has taken into consideration the local comprehensive plans adopted by Smyth County and the incorporated towns.
II. Planning Situation and Assumptions

Situation

The plan recognizes that Smyth County is a remote, rural area, with a population of approximately 32,208 based on 2009 U.S. Census population estimate. The following demographics are included in the population estimate:

<table>
<thead>
<tr>
<th>SMYTH COUNTY DEMOGRAPHIC DATA</th>
<th>Percentages/Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Households</td>
<td>13,000</td>
</tr>
<tr>
<td>Persons per Household</td>
<td>2.40</td>
</tr>
<tr>
<td>Median Household Income, 2009</td>
<td>38,237</td>
</tr>
<tr>
<td>Average Age of Resident</td>
<td>42.5</td>
</tr>
<tr>
<td>Persons under 5 years old</td>
<td>5.1%</td>
</tr>
<tr>
<td>Persons under 18 years old</td>
<td>6.9%</td>
</tr>
<tr>
<td>Person 65 years old and over</td>
<td>17.6%</td>
</tr>
<tr>
<td>Persons with a disability, age 5 and older</td>
<td>7.63%</td>
</tr>
<tr>
<td>Persons below poverty, 2009</td>
<td>20%</td>
</tr>
<tr>
<td>Persons of Caucasian Race</td>
<td>95.9%</td>
</tr>
<tr>
<td>Persons of African-American Race</td>
<td>2.0%</td>
</tr>
<tr>
<td>Persons of Hispanic or Latino Race</td>
<td>1.6%</td>
</tr>
<tr>
<td>Persons of Other Race</td>
<td>0.9%</td>
</tr>
</tbody>
</table>

*Table No. 1 – Demographic Data*

Smyth County is located in the lower portion of the Great Valley of Western Virginia. Interstate 81 runs through the county's central valley, and intersects with Interstate 77 approximately 25 miles northeast of the Town of Marion. Three towns are located in Smyth County: Marion, Chilhowie, and Saltville.

Approximately, 4,850 students are in one of fifteen schools supported by the county. The School Board operates seven elementary schools, three middle schools, three high schools, an alternative school, and one county wide career and technology center.

The county has three major valleys carved by the three forks of the Holston River, and a large portion of the county is located within the boundaries of a popular tourist destination, Mount Rogers National Recreation Area. Every year, thousands of visitors and county residents alike enjoy Hungry Mother State Park and the Mount Rogers National Recreation Area.

The plan takes into account the increasing risks related to man made hazards, identified through hazardous materials reporting required by the Superfund Amendments and Reauthorization Act of 1986 (SARA). The plan further takes into account, through a review of the Pre-Hazard Mitigation Plan for Mount Rogers Region, Virginia, the risk levels related to identified hazards and the past and ongoing mitigations to address those risks. The chief natural hazards occurring in Smyth County include flooding, severe snow and ice storms, high winds, and risk of wildfire. Substantial parts of Smyth, encompassing roughly 74,284 acres, are subject to wildfire risk. Smyth County also has an undefined risk of potential for landslides, especially in the northern part of the county. The table below indicates the probability of the incidents identified above. Both natural and man-made hazards identified below pose a potential for loss of life, property, agriculture, and infrastructure. These chief hazards are addressed in the Hazard Incident Annexes of the EOP.
<table>
<thead>
<tr>
<th>Hazard</th>
<th>Probability</th>
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</thead>
<tbody>
<tr>
<td>Flooding</td>
<td>High</td>
</tr>
<tr>
<td>Winter Storms/Ice</td>
<td>High</td>
</tr>
<tr>
<td>Drought</td>
<td>Moderate</td>
</tr>
<tr>
<td>High Winds/Windstorms</td>
<td>Moderate</td>
</tr>
<tr>
<td>Wildfire</td>
<td>Moderate</td>
</tr>
<tr>
<td>Biological</td>
<td>Moderate</td>
</tr>
<tr>
<td>Chemical</td>
<td>Moderate</td>
</tr>
<tr>
<td>Transportation Incident</td>
<td>Moderate</td>
</tr>
<tr>
<td>Earthquakes</td>
<td>Low</td>
</tr>
<tr>
<td>Karst &amp; Sinkholes</td>
<td>Low</td>
</tr>
<tr>
<td>Thunderstorms/Lightning</td>
<td>Low</td>
</tr>
<tr>
<td>Tornadoes/Hurricanes</td>
<td>Low</td>
</tr>
<tr>
<td>Aircraft Incident</td>
<td>Low</td>
</tr>
<tr>
<td>Radiological</td>
<td>Low</td>
</tr>
<tr>
<td>Water Supply Contamination</td>
<td>Low</td>
</tr>
</tbody>
</table>

*Table No. 2 – Hazard Probability*

Hazard indices and vulnerability assessments for moderate and significant risk events were developed for Smyth County. The hazard indices evaluated the extent to which the buildings were at risk from a particular hazard. The vulnerability assessments estimated the potential impacts if a particular area was affected by a specific hazard. These assessments are described in the Mount Rogers Regional Hazard Mitigation Plan.

Capability Assessments indicate the strength and knowledge of the personnel in emergency procedures, the importance of the installed and tested emergency alert system throughout the County, and reinforce the need to continue efforts to integrate response with local and state response plans. The Local Capability Assessment for Readiness (LCAR) is a process used to determine community capabilities and limits in order to prepare for and respond to the defined hazards. The LCAR is updated annually, as required by the “Commonwealth of Virginia Emergency Services and Disaster Laws of 2000”, as amended. A copy of the full report may be obtained by contacting the County Administrator or Emergency Management Director.

**Assumptions**

Smyth County’s Emergency Operations Plan is based on an all-hazards principle that most emergency response functions are similar regardless of the hazard.

- The emergency manager will mobilize resources and personnel as required by the situation to save lives, protect property, restore critical infrastructure, insure continuity of government, and facilitate recovery of individuals, families, businesses, and the environment.
- Incidents are managed at the local level.
- Smyth County will have mutual aid agreements with neighboring jurisdictions.
- Smyth County uses the National Incident Management System (NIMS) and the Incident Command Structure (ICS).
- Special facilities (schools, nursing homes, adult day care and child care facilities) are required to develop emergency plans, and the Emergency Manager may request the facility to furnish a copy for review as applicable by the Code of Virginia.
- 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.
Tab 1 to Planning Situation and Assumptions

MAP OF SMYTH COUNTY

1 - Emergency Operations Center (Courthouse)
2 - Marion High School/Evacuation Assembly Center
3 - R. B. Worthy High School/Evacuation Assembly Center
III. Roles and Responsibilities

The Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended, provides that emergency services organizations and operations are structured around existing constitutional government. Section 44-146.19 of this Code establishes the powers and duties of political subdivisions.

Smyth County's Emergency Management program involves local government officials, local government agencies, private sector and non-profit organizations. Their roles are summarized in the following discussions.

Elected Officials

Members of the Smyth County Board of Supervisors and Town Councils are responsible for:
- Protecting the lives and property of citizens;
- Understanding and implementing laws and regulations that support emergency management and response;
- Establishing the local emergency management program;
- Appointing the local emergency management director; and
- Adopting and promulgating the Emergency Operations Plan (EOP).

Local Chief Executive Officer

The County Administrator and Town Managers, serving as the jurisdiction's chief executives, are responsible for the public safety and welfare of the people of Smyth County. The County Administrator/Town Manager is responsible for:
- Continuity of Government
- Control, Coordination, and Communication of emergency operations
- Coordinating local resources to address the incident;
- Directing evacuations;
- In coordination with the District Health Director, ordering a quarantine;
- Providing leadership; and
- Communicating information to the public.

Director of Emergency Management (County Administrator/City Manager or member of the Board of Supervisors)

The Director of Emergency Management shall be a member of the Board of Supervisors or the County Administrator. The Director is responsible for:
- Determining the need to evacuate endangered areas;
- Exercising direction and control from the EOC during disaster operations; and
- Overall responsibility for maintaining and updating the plan.

Coordinator of Emergency Management

The Coordinator of Emergency Management is appointed by the local governing body. The Coordinator has the day-to-day responsibility for overseeing emergency management programs and activities, including:
- Assessing the availability and readiness of local resources most likely required during an incident;
- Developing mutual aid agreements to support the response to an incident;
- Coordinating damage assessments during an incident;
- Advising and informing local officials about emergency management activities during an incident;
- Developing and executing public awareness and education programs;
• Conducting exercises to test plans and systems and obtain lessons learned;
• Involving the private sector and nongovernmental organizations in planning, training, and exercises;
• Maintaining the local EOC in a constant state of readiness;
• Developing and maintaining the Emergency Operations Plan (EOP), ensuring the plan takes into account the needs of the jurisdiction, including persons, property, structures, individuals with special needs, and household pets;
• Assuming certain duties in the absence of the director of emergency management; and
• Ensuring that the EOP is reviewed, revised and adopted every four years.

Local Government Agencies

Local department and agency heads collaborate with the emergency manager during development of the EOP and provide key response resources. Participation in the planning process ensures that specific capabilities (e.g., firefighting, law enforcement, emergency medical services, legal counsel, public works, and public health) are integrated into the EOP. These department and agency heads develop, plan, and train to internal policies and procedures to meet response and recovery needs safely. They also participate in interagency training and exercises to develop and maintain their capabilities. Local departments and agencies participate in the Emergency Support Function (ESF) structure as coordinators, primary response agencies, and/or support agencies as required to support incident management activities, such as:
• Develop and maintain detailed plans and standard operating procedures (SOPs);
• Identify sources of emergency supplies, equipment and transportation;
• Negotiate and maintain mutual aid agreements which are identified in the plan;
• Maintain records of disaster related expenditures and appropriate documentation;
• Protect and preserve records essential for the continuity of government; and
• Establish and maintain list of succession of key emergency personnel.

Emergency Support Functions (ESFs)

An ESF is a grouping of government and certain private-sector capabilities into an organizational structure to provide support, resources, program implementation, and emergency services that are most likely to be needed during incidents. Operating agencies and local departments participate in the Emergency Support Functions (ESF) structure as coordinators, primary response agencies, and/or support agencies and/or as required to support incident management activities. Smyth County identifies the primary agencies on the basis of authorities, resources, and capabilities. Support agencies are assigned based on the resources and capabilities in a given functional area. (See Appendix 1 – Matrix of Responsibilities) Additional discussion on roles and responsibilities of ESF coordinators, primary agencies, and support agencies can be found in the introduction to the ESF Annexes. Note that not all incidents result in the activation of the ESFs. It is possible an incident may be addressed without activating the ESFs. The ESFs are responsible for:

• Developing and maintaining detailed plans and Standard Operating Procedures (SOPs) to support their functional requirements;
• Identifying sources of emergency supplies, equipment and transportation;
• Maintaining accurate records of disaster-related expenditure and documentation;
• Protecting and preserving records essential for continuity of government; and
• Establishing a line of successions for key emergency personnel.

Nongovernmental and Volunteer Organizations

Nongovernmental organizations 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 when assistance is not available from other sources. For example, a local American Red Cross chapter provides relief at the local level and also provides staffing of ESF #6 – Mass Care. The Virginia Voluntary Organizations Active in Disaster
(VVOAD) is a group of recognized local, state, and national organizations that provide disaster relief. VVOAD provides significant capabilities to incident management and response efforts.

Local Disaster Recovery Task Forces also provide for individuals, families, and businesses who have applied for available state and federal assistance but who may still have unmet needs.

**Private Sector**

Private sector organizations play a key role before, during, and after an incident. They must provide for the welfare and protection of their employees in the workplace. The Emergency Manager must work with businesses that provide water, power, communications, transportation, medical care, security, and numerous other services upon which both response and recovery are dependent. Primary and support agencies coordinate with the private sector to effectively share information, form courses of action, and incorporate available resources to prevent, prepare for, respond to, and recover from disasters.

The roles, responsibilities and participation of the private sector during disaster vary based on the nature of the organization and the type and impact of the disaster. The four distinct roles of the private sector organizations are summarized below.

<table>
<thead>
<tr>
<th>Type of Organization</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Impacted Organization or Infrastructure</td>
<td>Private sector organizations may be affected by direct or indirect consequences of the incident, including privately owned critical infrastructure, key resources, and those main private sector organizations that are significant to local economic recovery. Examples of privately owned infrastructure include transportation, telecommunications, private utilities, financial institutions, and hospitals.</td>
</tr>
<tr>
<td>Response Resource</td>
<td>Private sector organizations provide response resources (donated or compensated) during an incident—including specialized teams, equipment, and advanced technologies—through local public-private emergency plans, mutual aid agreements, or incident specific requests from local government and private sector volunteered initiatives.</td>
</tr>
<tr>
<td>Regulated and/or Responsible Party</td>
<td>Owners/operators of certain regulated facilities or hazardous operations may bear responsibilities under the law for preparing for and preventing incidents from occurring, and responding to an incident once it occurs.</td>
</tr>
<tr>
<td>Local Emergency Organization Member</td>
<td>Private sector organizations may serve as an active partner in local emergency preparedness and response organizations and activities, such as membership on the Local Emergency Planning Committee.</td>
</tr>
</tbody>
</table>

*Table No. 3 – Private Sector Roles*

Private sector organizations support emergency management by sharing information with the local government, 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 and recovery activities. Private sector organizations are encouraged to develop and maintain capabilities to respond and to manage a complete spectrum of incidents and emergencies. Smyth County maintains ongoing interaction with the critical infrastructure and key resources and industries to provide coordination of prevention, preparedness, and response and recovery activities. Private sector representatives should be included in planning and exercises.
Citizen involvement

Strong partnerships with citizen groups and organizations provide support for incident management prevention, preparedness, response, recovery, and mitigation. The Citizen Corps brings these groups together and focuses efforts of individuals through education, training, and volunteer services to help make communities safer, stronger, and better prepared to address all-hazards incidents. The Citizen Corps works through a national network of state and local Citizen Corp Councils, which bring together leaders from law enforcement, fire, emergency medical, and other emergency management volunteer organizations, local elected officials, the private sector, and other community stakeholders.

The Citizen Corps Council implements the Community Emergency Response Teams (CERT), Medical Reserve Corps (MRC), Neighborhood Watch, Volunteers in Police Service, and the affiliate programs and provides opportunities for special skills and interests. These programs develop targeted outreach for special needs groups and organize special projects and community events.

The Mount Rogers Health District (MRHD) has over 400 Medical Reserve Corps volunteers available to assist with emergency preparedness, response and recovery activities. The MRHD serves the counties of Bland, Carroll, Smyth, Smyth, Washington and Wythe and the cities of Bristol and Galax. MRC members include health care professionals and community members. MRC volunteers are activated by the Medical Director of the Mount Rogers Health District. MRC volunteers receive annual training and participate in local and regional exercises.

Individuals and Households

Although not formally a part of emergency management operations, individuals and households play an important role in the overall emergency management strategy. Community members can contribute by:

- Reducing hazards in and around their homes, such as raising utilities above flood level;
- Preparing an emergency supply kit and household emergency plan, including supplies for household pets and service animals;
- Monitoring emergency communications carefully to reduce their risk of injury, keep emergency routes open, and reduce demands on landline and cellular communication;
- Volunteering with an established organization to become part of the emergency management system and ensure that their efforts are directed where they are needed most; and
- Enrolling in emergency response training courses to enable them to take initial response actions required to take care of themselves and their households.
IV. Concept of Operations

General
This section describes the local coordinating structures, processes, and protocols employed to manage incidents. These coordinating structures and processes are designed to enable execution of the responsibilities of local government through the appropriate departments and agencies, and to integrate State, Federal, nongovernmental organizations and private sector efforts into a comprehensive approach to incident management.

1. The Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended, provides that emergency services organizations and operations will be structured around existing constitutional government. Smyth County's organization for emergency operations consists of existing government departments, non-governmental, and private sector emergency response organizations.

2. The Director of Emergency Management (County Administrator) is a designated Board of Supervisors Member. The day-to-day activities of the emergency preparedness program have been delegated to the Coordinator of Emergency Management. The Director, in conjunction with the Coordinator, will direct and control emergency operations in time of emergency and issue directives to other services and organizations concerning disaster preparedness. The Sheriff's Office, in conjunction with the County Administrator/Town Manager, will be responsible for emergency public information.

3. The Coordinator of Emergency Management, assisted by department heads, will develop and maintain a primary Emergency Operations Center (EOC) from which to direct operations in time of emergency. The primary EOC is located in the Smyth County Courthouse 109 West Main St., Marion, VA 24354. The alternate EOC is the Mobile Command Post.

4. The day-to-day activities of the emergency management program, for which the Coordinator of Emergency Management is responsible, include developing and maintaining an Emergency Operations Plan, maintaining the County ECC in a constant state of readiness, and other responsibilities as outlined in local and state regulation.

5. The Director of Emergency Management (County Administrator) and Coordinator of Emergency Management will determine the need to evacuate large areas and will issue orders for evacuation or other protective action as needed. Local law enforcement will implement evacuation and provide security for the evacuated area. In the event of a hazardous materials incident, the local Fire Chief or his representative on the scene should implement immediate protective action to include evacuation as appropriate.

6. Succession to the Director of Emergency management will be the Vice-Chairperson of the Smyth County Board of Supervisors, the Asst. County Administrator, and the Coordinator of Emergency Management, respectively.

7. The heads of operating agencies will develop and maintain detailed plans and standing operating procedures necessary for their departments to effectively accomplish their assigned tasks. Department and agency heads will identify sources from which emergency supplies, equipment, and transportation may be obtained promptly when required. Accurate records of disaster-related expenditures will be maintained. All disaster-related expenditures will be documented to provide a basis for reimbursement should federal disaster assistance be needed. In time of emergency, the heads of County offices, departments, and agencies will continue to be responsible for the protection and preservation of records essential for the continuity of government operations. Department and agency heads will establish lists of succession of key emergency personnel.
8. The Coordinator of Emergency Management will assure compatibility between the locality's Emergency Operations Plan and the plans and procedures of key facilities and private organizations within the county as appropriate.

In the event an incident exceeds local emergency response capabilities, outside assistance is available, either through mutual support agreements with nearby jurisdictions and volunteer emergency organizations or, through the Virginia Emergency Operations Center (VEOC). A local emergency must be declared and local resources must be fully committed before state and federal assistance is requested.

**Concurrent Implementation of Other Plans**

The Local Emergency Operations Plan (EOP) is the core plan for managing incidents and details the local coordinating structures and processes used during incidents. Other supplemental agency and interagency plans provide details on the authorities, response protocols, and technical guidance for responding to and managing specific contingency situations (such as hazardous materials spills, wild land fires, etc.). In many cases these local agencies manage incidents under these plans using their authorities. These supplemental agency or interagency plans may be implemented concurrently with the EOP, but are subordinated to the overarching core coordinating structures, processes, and protocols detailed in the EOP.

**Organizational Structure**

In accordance with the National Incident Management System (NIMS) process, resource and policy issues are addressed at the lowest possible organizational level. If issues cannot be resolved at that level, they are forwarded up to the next level. Reflecting the NIMS construct and in alignment with the National Response Framework (NRF), the EOP includes the following command and coordination structures:

- Incident Command Posts, on-scene using the Incident Command System;
- Area Command (if needed);
- Emergency Operations Centers;
- Emergency Support Functions;
- Joint Field Office (JFO), which is responsible for coordinating Federal assistance supporting incident management activities locally;
- Local Department of Emergency Management;
- Director of Emergency Management;
- Coordinator of Emergency Management; and
- Incident Commander

Organizational charts for Smyth County Incident Command Structure, Emergency Management Structure, Emergency Operations Center Structure, and Joint Field Office Structure are located on pages 17 – 20 of this EOP.

**Emergency Operations Center (EOC)**

When the local Emergency Operations Center (EOC) is activated, the emergency manager will coordinate with the incident commander to ensure a consistent response:

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

The Incident Command System ensures:

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

Joint Field Office (JFO)

The Joint Field Office (JFO) is responsible for coordinating Federal assistance supporting incident management activities locally. Activities at the JFO primarily focus on recovery operations; however, a JFO may be operating simultaneously with a local EOC during response operations.

The diagram on Page 20 represents the JFO Organizational Structure. Additional details on the programs and services coordinated from the JFO are available in Emergency Support Function #14 Annex.
SMYTH COUNTY EMERGENCY MANAGEMENT
ORGANIZATIONAL STRUCTURE

Board Of Supervisors

County Administrator/Assistant County Administrator

Coordinator of Emergency Management

911 Coordinator
SMYTH COUNTY
EMERGENCY OPERATIONS
STRUCTURE

BOARD OF SUPERVISORS

COUNTY ADMINISTRATOR
/ASSISTANT ADMINISTRATOR

COORDINATOR OF
EMERGENCY MANAGEMENT

911 COORDINATOR

FIRE DEPARTMENTS

PUBLIC WORKS
DEPARTMENT

PUBLIC HEALTH
DEPARTMENT

SOCIAL
SERVICES

AMERICAN
RED CROSS

SHERIFF'S
DEPARTMENT

MARION POLICE
DEPARTMENT

CHILHOWIE POLICE
DEPARTMENT

SALTVILLE POLICE
DEPARTMENT

RESCUE SQUADS

VT EXTENSION
SERVICE

BOARD OF EDUC.
(SCHOOL SUPT.)

QUASI-PUBLIC &
VOLUNTEER
RELIEF
ORGANIZATIONS
Sequence of Action

This section describes incident management actions ranging from initial threat notification, to early coordination efforts to assess and disrupt the threat, to preparatory activation of the ESF structure, to deployment of resources in support of incident response and recovery operations. These actions do not necessarily occur in sequential order; many may be undertaken concurrently in response to single or multiple threats or incidents.

Non-emergency/Normal Operations

These are actions that are implemented during non-emergency or disaster periods that will prepare Smyth County for potential emergency response if necessary:

- Public information and educational materials will be provided to the public via municipal newsletters, brochures, publications in telephone directories, municipal web-sites and other media;
- Develop, review and exercise emergency operations plans and standard operating procedures;
- Assure the viability and accuracy of emergency contact lists, resource lists and emergency contracts; and
- Conduct response and incident management training.

Pre-Incident Actions

These are actions that are implemented if the Emergency Manager receives notice of a potential emergency from the federal Homeland Security Advisory System, National Weather Service watches and warnings or other reliable sources.

Some issues to consider at this point in the incident are:
- Communication alert & warning;
- Public health and safety;
- Responder health and safety;
- Property protection;
- Possible partial activation of the EOC;
- Brief the local governing body of the impending situation;
- Alert emergency response personnel and develop a staffing pattern;
- Coordinate with external agencies (i.e. Health Department, American Red Cross, etc.); and
- Determine any protective action measures that need to be implemented in preparation for the situation.

Response Actions

These actions are taken to preserve life, property, the environment, and the social, economic, and political structure of the community. Some issues to consider at this point in the incident are:
- Law enforcement;
- Protection of responder health and safety;
- Fire;
- Emergency medical services;
- Evacuations;
- Dissemination of public information;
- Actions to minimize additional damage;
- Urban search and rescue;
• Public health and medical services;
• Distribution of emergency supplies;
• Debris clearance;
• Protection and restoration of critical infrastructure;
• Daily functions of the government that do not contribute directly to the emergency operation may be suspended for the duration of the emergency response;
• Efforts and resources may be redirected to accomplish an emergency task;
• Implement evacuation orders as needed;
• Open and staff emergency shelters as needed;
• Open and staff special needs shelters if needed; and
• Submit Situation Reports to the Virginia Emergency Operations Center (VEOC).

Once immediate response missions and life-saving activities conclude, the emphasis shifts from response to recovery operations, and if applicable, hazard mitigation.

Recovery Actions

These actions occur after the initial response has been implemented. These actions should assist individuals and communities return to normal as much as feasible. During the recovery period, some of the issues that will need to be addressed are:

• Initial damage assessment—within 72 hours of impact, complete and submit an Initial Damage Assessment (IDA) to the VEOC;
• Assess local infrastructure and determine viability for re-entry of residents;
• Begin immediate repairs to electric, water, and sewer lines and pumping stations;
• Assess long-term recovery needs
• Begin cleanup and restoration of public facilities, businesses, and residences;
• Re-establishment of habitats and prevention of subsequent damage to natural resources; and
• Protection of cultural or archeological sites during other recovery operations.

A Joint Field Office (JFO) may open to assist those impacted by the disaster if the event is declared a Federal Disaster. The JFO is the central coordination point among Federal, State and Local agencies and voluntary organizations for delivering recovery assistance programs.

Mitigation Actions

These actions are completed to reduce or eliminate long-term risk to people and property from hazards and their side effects. During the mitigation process, these issues will need to be addressed:

• Review the All-Hazard Mitigation Plan and update as necessary any mitigation actions that could be of assistance in preventing similar impacts for a future disaster.
• Work with the Virginia Department of Emergency Management Mitigation Program to develop mitigation grant projects to assist in the most at risk areas.
• Grant programs for loss reduction measures (if available);
• Delivery of loss reduction building-science expertise;
• Coordination of Federal Flood Insurance operations and integration of mitigation with other program efforts;
• Conducting flood recovery mapping to permit expedited and accurate implementation of both recovery and mitigation programs;
• Predictive modeling to protect critical assets;
• Early documentation of losses avoided due to previous hazard mitigation measures; and
• Community education and outreach necessary to foster loss reduction.
• Implement mitigation measures in the rebuilding of infrastructure damaged in the event
Declaration of a Local Emergency

The Board of Supervisors shall declare by resolution an emergency to exist whenever the threat or actual occurrence of a disaster is or threatens to be of sufficient severity and magnitude to require significant expenditure and a coordinated response in order to prevent or alleviate damage, loss, hardship or suffering. A local emergency may be declared by the Director of Emergency Management with the consent of the local governing board. If the governing body can not convene due to the disaster or other exigent circumstances, the director or in his absence the deputy director shall declare the existence of an emergency, subject to the confirmation by the governing board within 14 days of the declaration.

Activation of the Emergency Operations Center (EOC)

The Emergency Manager may activate the EOC if the following conditions exist:
- 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;
- The disaster affects multiple political subdivisions within counties or cities that rely on the same resources to resolve major emergency events; and/or
- The local emergency ordinances are implemented to control the major emergency or disaster event.

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).

During an emergency, the primary EOC location has the capability to become operational in a short time, by bringing in laptop and/or desktop computers, status boards, communications equipment (i.e. portable radios, additional phone/fax lines, amateur radio communicators/equipment, cell phones, etc.) and general office equipment. Should primary communications through the Smyth County E-911 center be disrupted, calls will be re-routed through the Mobile Command Post.

Communication, Alert and Warning will be provided to the public via the Emergency Alert System (EAS). Other systems will be used as available.
V. Finance and Administration

Smyth County’s Finance Department ensures the necessary management controls, budget authorities, and accounting procedures are in place to provide the necessary funding in a timely manner to conduct emergency operations, document expenditures, and maximize state and federal assistance following the disaster.

The Director of Emergency Management must notify the Finance Director or designee that a local emergency or disaster has been declared in accordance with the provisions set forth in Section 44-146.21 of the Virginia Emergency Services and Disaster Law of 2000, as amended.

Concept of Operations

A. In an emergency situation as defined by the Emergency Operations Plan (EOP), the Finance Director or designee will be responsible for expediting the process of purchasing necessary capital items. Verbal approval will replace the usual written budget change request process; however, the budget change requests must be documented at a later time. The Director of Emergency Management or designee must request verbal approval of funding.

B. The Finance Director or designee would permit over-spending in particular line items (e.g. overtime, materials, and supplies) under emergency circumstances as defined in the EOP. A year-end adjustment can be made if required.

C. The Finance Department will staff the Emergency Operations Center’s Finance and Administration Section during emergency operations. This section will work with the Emergency Support Functions (ESF) to facilitate needed purchases.

D. The Director of Emergency Management or designee must define disaster related expenditures for the Finance Section and the appropriate length of time these disaster-related expenditures will be incurred. All disaster related expenditures must be documented in order to be eligible for post-disaster reimbursement from the Commonwealth of Virginia or Federal government. The Finance Department will implement record keeping of all incurred expenses throughout the emergency/disaster period. This office will also assist in compilation of information for the “Report of Disaster-Related Expenditures” as required.

E. The Finance Department will work with ESF #7 - Resource Management – to track resource needs, purchases, equipment, and personnel, utilizing electronic software to the extent possible.

F. Employees must complete times sheets, to include overtime hours worked, during disaster response and recovery operations. Copies of employee time sheets must be signed by their immediate supervisor or the EOC Manager, as appropriate.

G. The County Administrator may re-assign local government employees, as needed, to maintain continuity of government during disaster response and recovery operations.

H. Smyth County has mutual aid agreements in place with local volunteer and non-governmental agencies for use of facilities, food, equipment, etc. during disaster response and recovery operations. Smyth County also participates in the Statewide Mutual Aid (SMA) Agreement, which provides for requesting goods, services, personnel, and equipment through the Virginia Emergency Operations Center. Mutual Aid Agreements are referenced in ESF #7 and are also contained in the Continuity of Operations Plan (COOP).

Actions
• Develop, maintain, and disseminate budget and management procedures to ensure the prompt and efficient disbursement and accounting of funds to conduct emergency operations, as well as support and maximize claims of financial assistance from state and federal governments;
• Provide training to familiarize staff with state and federal disaster assistance requirements and forms;
• Instruct all departments to maintain a continuous inventory of supplies on hand at all times;
• Prepare to make emergency purchases of goods and services;
• Inform departments of the procedures to be followed in documenting and reporting disaster related expenditures;
• Implement emergency budget and financial management procedures to expedite the necessary purchases of goods and services to effectively address the situation;
• Track and compile accurate cost records from data submitted by departments and ESFs;
• Prepare and submit disaster assistance applications for reimbursement;
• Assist in the preparation and submission of government insurance claims;
• Work with the County Treasurer to ensure reimbursements are received and reconciled; and
• Update and revise, as necessary, human resource policies and procedures.
VI. Plan Maintenance

Coordination

The Emergency Management Coordinator or designee will update the Emergency Operations Plan annually. The Coordinator will coordinate with each emergency resource organization and assure the development and maintenance of an appropriate emergency response capability.

The planning team may include Coordinator of Emergency Management, Public Works, representatives from internal agencies such as Finance, Human Resources, etc. External group representatives may include Emergency Medical Services (EMS), Fire, Law Enforcement, Hospitals, Red Cross, Health Department, Mount Rogers Mental Health, Dept of Rehabilitation and others as appropriate.

Smyth County will conduct a comprehensive plan review and revision of its EOP every four years, followed by adoption from the Board of Supervisors to ensure the plan remains current.

Such review shall also be certified in writing to the Virginia Department of Emergency Management (VDEM).

It is the responsibility of the Coordinator to assure the plan is tested and exercised on a scheduled basis.
VII. Exercise and Training

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

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

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

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

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

Following each exercise or actual event, a hot-wash and After Action Review (AAR) will take place. Strengths and areas for improvement will be identified, addressed and incorporated into an update of the EOP.
Appendix 1 – Glossary of Key Terms

Amateur Radio Emergency Services
A 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
A 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.

Command Section
One of the five functional areas of the Incident Command System. The function of command is to direct, control, or order resources, including people and equipment, to the best possible advantage.

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.

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

Coordination
The process of systematically analyzing a situation, developing relevant information, and informing appropriate personnel of viable alternatives for selection of the most effective combination of available resources to meet specific objectives.

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 and may involve governmental action beyond that authorized or contemplated by existing law because governmental inaction for the period required to amend the law to meet the exigency would work immediate and irrevocable harm upon the citizens or the environment of the Commonwealth or clearly defined portion or portions thereof.

Decontamination
The process of making people, objects, or areas safe by absorbing, destroying, neutralizing, making harmless, or removing the Hazardous Materials/HAZMAT.

Emergency/Disaster/Incident
An event that demands a crisis response beyond the scope of any single line agency or service and that presents a threat to a community or larger area. An emergency is usually an event that can be controlled within the scope of local capabilities; a major emergency or disaster usually requires resources beyond what is available locally.

Emergency Alert System
A network of broadcast stations interconnecting facilities authorized by the Federal Communications Commission (FCC) to operate in a controlled manner to warn and inform the public of needed protective actions in the event of a disaster or emergency situation.
Emergency Operations Center
A facility from which government directs and controls its emergency operations; where information about the status of the emergency situation is officially collected, assimilated, and reported on; where coordination among response agencies takes place; and from which outside assistance is officially requested.

Emergency Operations Plan
A document which provides for a preplanned and coordinated response in the event of an emergency or disaster situation.

Emergency Management
The preparation for and the carrying out of functions (other than functions for which military forces are primarily responsible) to prevent, minimize, and repair injury and damage resulting from natural or manmade disasters. These functions include fire-fighting, police, medical and health, rescue, warning, engineering, communications, evacuation, resource management, plant protection, restoration of public utility services, and other functions related to preserving the public health, safety, and welfare.

Emergency Support Function
A functional area of response activity established to facilitate the delivery of Federal assistance required during the immediate response phase of a disaster to save lives, protect property and public health and maintain public safety.

Exercise
An activity designed to promote emergency preparedness; test or evaluate emergency operations plans, procedures, or facilities; train personnel in emergency response duties, and demonstrate operational capability. There are three specific types of exercises: tabletop, functional, and full scale.

Evacuation
Assisting people to move from the path or threat of a disaster to an area of relative safety.

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).

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

Hazardous Materials
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, or corrosive materials, and radioactive materials.

Hazardous Materials Emergency Response Plan
The plan was developed in response to the requirements of Section 303 (a) of the Emergency Planning and Community Right-to-Know Act (Title III) of Superfund Amendments and Reauthorization Act of 1986. It is intended to be a tool for our community’s use in recognizing the risks of a hazardous materials release, in evaluating our preparedness for such an event, and in planning our response and recovery actions. This plan is separate from the county’s Emergency Operations Plan.
Homeland Security Exercise and Evaluation Program
The Homeland Security Exercise and Evaluation Program (HSEEP) is a capabilities and performance-based exercise program that provides a standardized methodology and terminology for exercise design, development, conduct, evaluation, and improvement planning. The HSEEP constitutes a national standard for all exercises. The HSEEP is maintained by the Federal Emergency Management Agency’s National Preparedness Directorate, Department of Homeland Security.

Incident Command System
A model for disaster response that uses common terminology, modular organization, integrated communications, unified command structure, action planning, manageable span or control, pre-designed facilities, and comprehensive resource management. In ICS there are five functional elements: Command, Operations, Logistics, Planning and Finance/Administration.

Incident Commander
The individual responsible for the management of all incident operations.

Initial Damage Assessment Report
A report that provides information regarding overall damage to public and private property, thereby providing a basis for emergency declaration and/or disaster assistance.

Integrated Communications Plan
This plan coordinates the use of available communications means and establishes frequency assignments for certain functions.

Local Emergency
The condition declared by the local governing body when, in its judgment, the threat or actual occurrence of a disaster is or threatens to be of sufficient severity and magnitude to warrant coordinated local government action to prevent, or alleviate loss of life, property damage, or hardship. Only the Governor, upon petition of a local governing body, may declare a local emergency arising wholly or substantially out of a resource shortage when he deems the situation to be of sufficient magnitude to warrant coordinated local government action to prevent or alleviate the hardship or suffering threatened or caused thereby.

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

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.

Mobile Crisis Unit
A field response team staffed and operated by mental health professionals specially trained in crisis intervention. The Mobile Crisis Unit is available to provide on-scene crisis intervention to incident victims and to follow up work with victims and formal Critical Incident Stress Debriefings for service providers after the incident has been brought under control.
Mutual Aid Agreement
A written agreement between agencies and/or jurisdictions in which they agree to assist one another, upon request, by furnishing personnel and/or equipment in an emergency situation.

National Response Framework
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
The federal agency which provides localized weather information to the population, and during a weather-related emergency, to state and local emergency management officials.

Preparedness
The development of plans to ensure the most effective, efficient response to a disaster or emergency. Preparedness activities are designed to help save lives and minimize damage by preparing people to respond appropriately when an emergency is imminent. Preparedness also includes establishing training, exercises and resources necessary to achieve readiness for all hazards, including Weapons of Mass destruction incidents.

Presidential Declaration
A presidential declaration frees up various sources of assistance from the Federal government based on the nature of the request from the governor.

Primary Agency
While several County departments will be performing varied and critical tasks during a disaster, in most cases only one agency will be considered the ‘primary agency.’ The primary agency shall be responsible for detailed planning, testing, and evaluation of their respective emergency support function. The Department Director of the primary agency shall serve as the principle advisor to the County Executive during the response and recovery phase. In addition, the Department Director or the primary agency must assure that essential operations of his/her agency will continue, unless otherwise directed by the County Executive or his/her designee.

Regional Information Coordination Center
The center facilitates communications and coordination among local, state, and federal government authorities to ensure an effective and timely response to regional emergencies and incidents, including coordination of decision-making regarding events such as closings, early release of employees, evacuation, transportation decisions, health response, etc.

Search and Rescue
Search and Rescue functions include searching for persons who are missing or lost, and the removal of non-injured persons from non-technical situations.

Situation Report
A form which, when completed at the end of each day of local Emergency Operations Center operations, will provide the County with an official daily summary of the status of an emergency and of the local emergency response. A copy should be submitted to the State EOC via fax or submitted through the Virginia Department of Emergency Management website.

Span of Control
As defined in the Incident Command System, Span of Control is the number of subordinates one supervisor can manage effectively. Guidelines for the desirable span of control recommend three to seven persons. The optimal number of subordinates is five for one supervisor.
State of Emergency
The condition declared by the Governor when, in his judgment, a threatened or actual disaster in any part of the State is of sufficient severity and magnitude to warrant disaster assistance by the State to supplement local efforts to prevent or alleviate loss of life and property damage.

Superfund Amendments and Reauthorization Act of 1986
Established Federal regulations for the handling of hazardous materials

Technical Rescue
Rescues from below grade (trench) high angle (slopes greater than 60 degrees), low angle (slopes from 15 to 60 degrees), water (including surface, swift, flood and dive); structural collapse, confined space, and machinery

Unified Command
Shared responsibility for overall incident management as a result of a multi-jurisdictional or multi-agency incident. In the event of conflicting priorities or goals, or where resources are scarce, there must be a clear line of authority for decision-making. Agencies contribute to unified command by determining overall goals and objectives, jointly planning for tactical activities, conducting integrated tactical operations and maximizing the use of all assigned resources.

Weapons of Mass Destruction
Any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than 4 ounces, or a missile having an explosive incendiary charge of more than 0.25 ounce, or mine or device similar to the above; poison gas; weapon involving a disease organism; or weapon that is designed to release radiation or radioactivity at a level dangerous to human life. (Source: 18 USC 2332a as referenced in 18 USC 921).
Appendix 2 – List of Acronyms

APHIS  Animal and Plant Health Inspection Service
CERT  Community Emergency Response Team
CFO  Chief Financial Officer
CR  Community Relations
DSCO  Deputy State Coordinating Officer
DHS  Department of Homeland Security
DRC  Disaster Recovery Center
DMME  Department of Mines, Minerals, and Energy
DRM  Disaster Recovery Manager
EAS  Emergency Alert System
EOC  Emergency Operations Center
ESF  Emergency Support Function
EPA  Environmental Protection Agency
ERT-A  Emergency Response Team – Advance Element
FBI  Federal Bureau of Investigation
FCO  Federal Coordinating Officer
FEMA  Federal Emergency Management Agency
HSEEP  Homeland Security Exercise and Evaluation Program
ICS  Incident Command System
JIC  Joint Information Center
JFO  Joint Field Office
MACC  Multi-agency Command Center
MOA  Memorandum of Agreement
MOU  Memorandum of Understanding
NAWAS  National Warning System
NCR  National Capital Region
NGO  Nongovernmental Organization
NIMS  National Incident Management System
NOAA  National Oceanic and Atmospheric Administration
NRC  Nuclear Regulatory Commission
NRF  National Response Framework
NWS  National Weather Service
PDA  Preliminary Damage Assessment
PIO  Public Information Officer
POC  Point of Contact
RACES  Radio Amateur Civil Emergency Services
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>SAR</td>
<td>Search and Rescue</td>
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<td>SCC</td>
<td>State Corporation Commission</td>
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<td>SOP</td>
<td>Standard Operating Procedures</td>
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<td>USACE</td>
<td>U.S. Army Corps of Engineers</td>
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<td>USCG</td>
<td>U.S. Coast Guard</td>
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<td>USDA</td>
<td>U.S. Department of Agriculture</td>
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<td>VOAD</td>
<td>Voluntary Organizations Active in Disaster</td>
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<td>WAWAS</td>
<td>Washington Area Warning System</td>
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<td>WMD</td>
<td>Weapons of Mass Destruction</td>
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</tbody>
</table>
Appendix 3 – Authorities and References

Federal
2. The Homeland Security Act
3. *National Response Framework*

State

Local
1. *Mount Rogers Regional Pre-Hazard Mitigation Plan*, 2004
2. *Smyth County Comprehensive Plan*
## Appendix 4 – Matrix of Responsibilities

<table>
<thead>
<tr>
<th></th>
<th>Board of Supervisors/Director</th>
<th>County Administrator or Asst</th>
<th>Coordinator of Emergency Mgmt</th>
<th>Sheriff / Town Police Departments</th>
<th>Fire Departments</th>
<th>Superintendent of Schools</th>
<th>Department of Social Services</th>
<th>American Red Cross</th>
<th>Health Department</th>
<th>Rescue Squads</th>
<th>County Engineer</th>
<th>Smyth County Community Hospital</th>
<th>VT Extension Agent</th>
<th>Building Inspector</th>
<th>County Attorney</th>
<th>911 Coordinator</th>
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<td>Direction and Control</td>
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TECHNICAL RESCUE SHALL BE THE PRIMARY RESPONSIBILITY OF FIRE DEPARTMENTS, WITH EMS HAVING A SECONDARY RESPONSIBILITY

* County Attorney to:
  - Advise the County concerning legal responsibilities, powers, and liabilities regarding emergency operations and post-disaster assistance;
  - Assist the County Administrator and the Board of Supervisors with maintaining continuity of government.
Appendix 5 – Succession of Authority

Continuity of emergency operations is critical to the successful execution of emergency operations. Therefore, the following lines of succession are specified in anticipation of any contingency, which might result in the unavailability of the ranking member of the administrative hierarchy. The decision-making authority for each organization or service function is listed in the table below by position in decreasing order.

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<tr>
<th>Organization/Service Function</th>
<th>Authority in Line of Succession</th>
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<td>4. Assistant County Administrator</td>
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<td>5. Emergency Management Coordinator</td>
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<td>1. Sheriff</td>
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<td>3. Second Lieutenant</td>
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<td>2. Assistant Superintendent</td>
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<td>3. Director of Transportation</td>
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<td>Public Works/Utilities</td>
<td>1. Building Official</td>
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<td>2. Building Inspector</td>
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<td>1. Director</td>
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<td>2. Assistant Director</td>
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<td>1. District Health Director</td>
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<td>2. Sanitation Officer</td>
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Appendix 6 – Emergency Operations Plan Distribution List

Director of Emergency Management
Coordinator of Emergency Management (6)
County Administrator / Asst Administrator
Sheriff’s Department
Marion Police Department
Chilhowie Police Department
Saltville Police Dept
Chilhowie Fire/EMS
Saltville Volunteer Fire Department
Sugar Grove Volunteer Fire Department
Nebo Volunteer Fire Department
Atkins Volunteer Fire Department
Adwolfe Volunteer Fire Department
American Red Cross, Smyth County Chapter
Marion Fire/EMS
Saltville Rescue Squad
Sugar Grove Rescue Squad
Smyth County Community Hospital
Community Development Planner
Hungry Mother State Park
Virginia Department of Emergency Management

Superintendent of Schools
Director of Finance
County Engineer
911 Coordinator
County Building Inspector
Communications Center
County Attorney
Social Services
VT Extension Agent
County Health Department
Appendix 7 – Essential Records

Court Records

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

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

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

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

Agencies/Organizations

Each agency/organization within Smyth County government should establish its own records protection program. Those records deemed essential for continuing government functions should be identified and procedures should be established for their protection, such as duplicate copies in a separate location and/or the use of safe and secure storage facilities. Provisions should be made for the continued operations of automated data processing systems and records.
Appendix 8 – NIMS Resolution

Declaration of Adoption
National Incident Management System

BE IT RESOLVED by the Smyth County Department of Emergency Management as follows:

WHEREAS, at the request of the President, the Department of Homeland Security has developed the National Incident Management System (NIMS) for the purpose of unifying and coordinating all emergency responders’ efforts during disasters; and

WHEREAS, the Department of Homeland Security has directed all Federal, State, Territorial, Tribal, and local entities involved in emergency response to adopt NIMS; and

WHEREAS, the Governor of the Commonwealth of Virginia has similarly endorsed NIMS by proclaiming it the official basis for management of incident response in Virginia; and

WHEREAS, the NIMS will enable responders at all levels to work together more effectively and efficiently to manage domestic incidents no matter what the cause, size or complexity, including catastrophic acts of terrorism and natural disaster; and

WHEREAS, Smyth County Department of Emergency Management currently uses the Incident Command System (ICS) as referred to in NIMS; and

WHEREAS, Smyth County Department of Emergency Management recognizes the need for a single Incident Management System to be used by all local agencies and disciplines;

BE IT THEREFORE RESOLVED, that Smyth County Department of Emergency Management (DEM) adopts the National Incident Management System. That this system will be used at all incidents and drills, taught in all DEM training courses, and reflected in all DEM emergency mitigation, preparedness, response and recovery plans and programs.

Adopted by the Smyth County Board of Supervisors and effective on the date of adoption.

Chairman, Board of Supervisors/City Council

ATTEST: 
Appendix 9 – Resolution of Adoption of EOP

Resolution
Emergency Operations Plan

WHEREAS the Board of Supervisors of Smyth County, Virginia recognizes the need to prepare for, respond to, and recover from natural and manmade disasters; and

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

WHEREAS Smyth County has established and appointed a Director and Coordinator of Emergency Management.

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors of Smyth County, Virginia, this Emergency Operations Plan as revised is officially adopted, and

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

Chairman, County Board of Supervisors

ATTEST:

Clerk
County Board of Supervisors

Adopted this ___ day of ____________________ 20___
Appendix 10 – Local Declaration of Emergency

Consent to Director of Emergency Management’s
DECLARATION OF EMERGENCY

WHEREAS, the Smyth County Board of Supervisors does hereby find:

1. That due to ____________________________, Smyth County is facing dangerous conditions;

2. That due to ____________________________, conditions of extreme peril to life and property necessitates the proclamation of the existence of an emergency;

3. The Director of Emergency Management has declared a local emergency.

NOW THEREFORE, IT IS HEREBY PROCLAIMED that the Smyth County Board of Supervisors consents to the declaration of emergency by the Director of Emergency Management and the emergency now exists throughout Smyth County; and

IT IS FURTHER PROCLAIMED AND ORDERED that the Smyth County Emergency Operations Plan is now in effect.

Smyth County Board of Supervisors

________________________________________

________________________________________

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________________________________________
ATTEST:

Clerk, Smyth County Board of Supervisors

Adopted this _____ day of ____________, 20_____  

Appendix 11 – Record of Changes

Changes to the Smyth County Emergency Operations Plan (EOP) are made following an After Action Review and Lessons Learned from previous disasters and/or training exercises. The EOP is updated annually to ensure accuracy of capabilities and plan content. Suggested changes or recommendations to enhance the EOP should be submitted to the Emergency Management Coordinator.

All agencies who have responsibilities in the EOP should notify the Emergency Management Coordinator immediately if their capabilities change, regardless of benefit or detriment, thus ensuring the EOP doesn’t make the agency responsible for capabilities that no longer exist and prevent the assignment of new responsibilities.

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<td>706-0767</td>
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<td>Charles Harrington</td>
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<tr>
<td>Lynn Garrett</td>
<td>Maintenance</td>
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<tr>
<td>Bill Turman</td>
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<td>Jason Marsh</td>
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<td>Chris Bennett</td>
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<td>Christy Moore</td>
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<td>Chris Austin</td>
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<td>LaVonda Brickey</td>
<td>Health Dept</td>
<td>781-7450</td>
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<tr>
<td>Sharon Dixon</td>
<td>American Red Cross</td>
<td>423-384-8471</td>
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<td>James Tyler</td>
<td>Smyth County Community Hospital</td>
<td>783-1234</td>
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<td>Mount Rogers</td>
<td>Community</td>
<td>540-228-2158</td>
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<tr>
<td>VT Extension Service</td>
<td>Andy Overbay</td>
<td>783-5175</td>
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<td>223-2541</td>
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<td>228-5953</td>
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<td>Police Department</td>
<td>783-8145</td>
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<td>Sheriff’s Department</td>
<td>783-7204</td>
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<td></td>
<td>Fire Dept Representative</td>
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<td></td>
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<td>Julius Winebarger</td>
<td>EMS Representative</td>
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<tr>
<td>Mary Begley</td>
<td>AEP Representative</td>
<td>451-8684</td>
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<tr>
<td>Eileen Honstra</td>
<td>Phone Company Representative</td>
<td>628-2100</td>
<td></td>
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<tr>
<td>Atmos Energy</td>
<td>Gas Company Representative</td>
<td>1-800-556-5469</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ken Heath</td>
<td>Public Information Officer</td>
<td>783-4190</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>759-1102</td>
<td></td>
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<td></td>
<td></td>
<td>781-1494</td>
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</table>
Emergency Support Function # 1 – Transportation

ESF Coordinator
Virginia Department of Transportation Representative

Primary Agencies
Smyth County Emergency Management
Virginia Department of Transportation (VDOT)

Secondary/Support Agencies
Smyth County Sheriff’s Office
Town Police Departments
Town Public Works Departments
Smyth County Public Schools
District Three Government Cooperative
Private Contractors

Introduction

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

Scope:
ESF #1 will:
- Coordinate evacuation transportation as its first priority during disaster operations;
- Prioritize and allocate all local government transportation resources;
- Facilitate movement of the public in coordination with other transportation agencies;
- Facilitate damage assessments to establish priorities and determine needs of available transportation resources;
- Maintain ingress/egress;
- Provide traffic control;
- Communicate and coordinate with Virginia Department of Transportation; and
- Coordinate with surrounding localities and private organizations to ensure that potential resources are available during disaster operations.

Policies:
Local transportation planning will use the most effective means of transportation to carry out the necessary duties during an incident, including, but not limited to:
- Use of available transportation resources to respond to an incident;
- Provide traffic control;
- Facilitate the prompt deployment of resources;
- Recognize State and Federal policies, regulations, and priorities used to control movement of relief personnel, equipment, and supplies;
- Develop and maintain priorities for various incidents through an interagency process led by Smyth County and the Virginia Department of Transportation;
- Request additional resources
Concept of Operations

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

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

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

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

VDOT, in conjunction with support agencies, will assess the condition of highways, bridges, signals, rail and bus transit and other components of the transportation infrastructure and where appropriate:
- Provide information on road closures, alternate routes, infrastructure damage, debris removal;
- Close infrastructure determined to be unsafe;
- Post signage and barricades; and
- Maintain and restore critical transportation routes, facilities, and services.

A copy of VDOT's Emergency Action Plan for the Smyth County Residency is included in this ESF. VDOT employees receive training in hazard communications, agency portable fire extinguishers, and first aid. A separate listing of employees who have received training in the identified areas is on file in the Office of Emergency Management and VDOT Residency Office.

Responsibilities:

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

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1 The VDOT Emergency Action Plan has been re-formatted by Smyth County for inclusion in the EOP. The contents of the plan have not changed; however, employee training rosters have not been included in the EOP but are on file in the Office of Emergency Management.
# Tab 1 to Emergency Support Function #1
## Transportation Resources

<table>
<thead>
<tr>
<th>Resource</th>
<th>Organization</th>
<th>Address</th>
<th>Contact</th>
<th>Phone Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support Equipment &amp; Services</td>
<td>VDOT</td>
<td>729 Matson Dr Marion, VA</td>
<td>Doug Bowling</td>
<td>276-783-1679</td>
</tr>
<tr>
<td></td>
<td>VDOT</td>
<td>Chilhowie / Broadford</td>
<td>Jeff Jones</td>
<td>276-646-2005</td>
</tr>
<tr>
<td><strong>Busses</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marion Public Transit</td>
<td></td>
<td>453 Lee Hwy Marion, VA</td>
<td>Mike Guy</td>
<td>276-759-6389</td>
</tr>
<tr>
<td>District Three Governmental</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Cooperative</td>
<td>Smyth County Schools</td>
<td>121 Bagley Circle Marion, VA</td>
<td>Sam Mutter</td>
<td>276-706-0916</td>
</tr>
<tr>
<td>A &amp; A Auto and Wrecker</td>
<td></td>
<td>Marion</td>
<td>Thomas Coley</td>
<td>276-783-3254</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>276-783-7047</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>276-685-6649 (Cell)</td>
</tr>
<tr>
<td>Blevin’s Motors</td>
<td></td>
<td>Adwolfe Road</td>
<td>Willis Blevins</td>
<td>276-783-5726</td>
</tr>
<tr>
<td>Bobby’s Body Shop</td>
<td></td>
<td>Saltville</td>
<td></td>
<td>276-646-8004</td>
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<tr>
<td></td>
<td></td>
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<td>276-685-3185</td>
</tr>
<tr>
<td>Collins Service Center</td>
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<td>Atkins</td>
<td>Giles Collins</td>
<td>276-783-4661</td>
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<tr>
<td></td>
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<td></td>
<td></td>
<td>276-685-6649</td>
</tr>
<tr>
<td>R &amp; S Auto</td>
<td></td>
<td>Marion/Chilhowie</td>
<td>Roger Conklin</td>
<td>276-782-8482</td>
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<tr>
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<td></td>
<td></td>
<td>276-780-5677</td>
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<tr>
<td>Roger's Towing</td>
<td></td>
<td>Thomas Bridge Rd</td>
<td>Roger Blevins</td>
<td>276-783-2347</td>
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<td></td>
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<td>Marion</td>
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<td>276-783-3890</td>
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<td></td>
<td></td>
<td>276-782-8415</td>
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<tr>
<td>Smith Auto</td>
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<td></td>
<td>276-646-8238</td>
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<td></td>
<td>276-646-2564</td>
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<tr>
<td>Lowe's Garage</td>
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<td>Chilhowie</td>
<td></td>
<td>276-783-4200</td>
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<td></td>
<td></td>
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<td></td>
<td>276-781-0441</td>
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<td></td>
<td></td>
<td>276-783-4316</td>
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<tr>
<td>Marion Frame and Towing</td>
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<td></td>
<td>276-646-6692</td>
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<td></td>
<td></td>
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<td></td>
<td>276-706-0243</td>
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<tr>
<td>Chilhowie Chevron</td>
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<td>Chilhowie</td>
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Emergency Support Function # 2 – Communications

ESF Coordinator
Smyth County E-911 Coordinator or designee

Primary Agencies
Smyth County Emergency Management
Smyth County E-911
Information Technology Department

Secondary/Support Agencies
Smyth County Sheriff’s Office
Town Police Departments
Amateur Radio
Century Link Telephone Company

Introduction

Purpose:
Communications supports public safety and other county agencies by maintaining continuity of information and telecommunication equipment and other technical resources. ESF #2 uses available communication resources to respond to an incident by:
- Alerting and warning the community of a threatened or actual emergency;
- Continuing to communicate with the community through a variety of media to inform of protective actions; and
- Provide guidance, when appropriate, to help save lives and protect property;

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

Scope:
ESF # 2 works to accurately and efficiently transfer information during an incident. ESF #2 also:
- Informs the community of a threatened or actual emergency;
- Ensures Smyth County has the ability to notify the community of a disaster or emergency;
- Provides for the technology associated with the representation, transfer, interpretation, and processing of data among people, places, and machine; and
- Supports Smyth County with the restoration, emission or reception of signs, signals, writing images, and sounds or intelligence of any nature by wire, radio, optical, or other electromagnetic systems.

Policies:
The following policies are reviewed and revised as necessary:
- The Emergency Communications Center (ECC) operates 24 hours a day, 7 days a week and serves as the 911 center and the locality’s warning point.
- The ECC is accessible to authorized personnel only;
- The ECC staff will consist of the Coordinator, Deputy Coordinator of Emergency Management and key department heads or their designated representatives.
- Support personnel to assist with communications, logistics, and administration will also be designated. The Director of Emergency Management will be available for decision making as required, and
- The ECC will initiate notification and warning of appropriate personnel.
Concept of Operations

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

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

Current ECC staffing includes two dispatchers on duty at all times, with additional personnel certified, and available as backup. The ECC operates on VHF high band / narrow band frequencies. The ECC is accessible to authorized personnel only. The ECC is most often the first point of contact for the general public.

The ECC has the capability to access the Emergency Alert System (EAS) to deliver warnings to the public. Use of all available forms of warning and notification will provide sufficient warning to the general public and special needs population.

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

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

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

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

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

Organization:
The Coordinator of Emergency Management will assure the development and maintenance of SOPs on the part of each major emergency support function. Generally, each designated agency should:
- Maintain current notification rosters;
- Designate and staff an official emergency control center;
- Designate and EOC;
- Establish procedures for reporting emergency information;
- Develop mutual aid agreements with like agencies in adjacent localities; and
- Provide ongoing training to maintain emergency response capabilities.
When an emergency threatens, available time will be used to implement increased readiness measures as listed in each emergency support function annex to this plan. The Coordinator of Emergency Management will assure that all actions are completed as scheduled.

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

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

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

**Actions/Responsibilities:**

ESF #2 will establish a working arrangement between the local Primary Agency, the local Emergency Operations Center, and the local news Media:

- The ECC will initiate notification and warning of appropriate personnel, utilizing landline telephones, voice or data—2 way radio, and wireless telecommunications devices, as required;
- Upon a report of severe weather, the E 911 center will contact the National Weather Service to report weather conditions (800) 221-2856, and the Emergency Management Coordinator.
- Should an evacuation become necessary, warning and directions for evacuation and or/ sheltering in place will be disseminated by all available means. Responding agencies will use mobile loudspeakers, and/ or go door to door to ensure that residents in threatened areas have received evacuation warning.
- Primary and alternate communications systems for contact with local jurisdictions, state agencies, non-governmental and private sector agencies required for mission support will be established and maintained;
- Emergency Services vehicles equipped with a public address system may be used to warn the general public;
- The Coordinator of Emergency Management or designee must authorize the use of the Emergency Alert System;
- Emergency warning may originate at the federal, state, or local level of government. Timely warning required dissemination to the public by all available means:
  o Emergency Communications Center
  o Emergency Alert System
  o Local radio and television stations
  o NOAA Weather Radio—National Weather Service
  o Mobile public address system (bullhorns or loudspeakers)
  o Telephone
  o General broadcast over all available radio frequencies
- Newspapers
- Amateur Radio volunteers
- NIXLE

- Ensure the ability to provide continued service as the Public Safety Answering Point (PSAP) for incoming emergency calls;
- Ensure communication lines and equipment essential to emergency services are maintained by the appropriate vendor;
- Provide additional staffing in the EOC to assist with communications functions;
- Develop and maintain an emergency communications program and plan;
- Develop and maintain a list of bilingual personnel;
- Provide telephone service providers with a restoration priority list for telephone service prior to and/or following a major disaster; and
- Maintain records of cost and expenditures and forward them to the Finance Section Chief.

**Notifications of Emergency Management Coordinator**

As the primary receiving point for the notification of emergency situations, the Smyth County 911 Communications center shall contact the Emergency Management Coordinator for all of the following situations:

- Road closures due to flooding
- Fallen trees blocking roads or damaging property
- All fuel spills EXCEPT private vehicles in the water
- Industrial fires
- Tractor Trailer fires (except brake fires)
- Bomb Threats
- Gas Line Ruptures
- Traffic accidents requiring multiple agency response
- Searches
- Any Technical rescue
- Fire in any commercial building
- Explosion
- Bus accidents
- Aviation incidents (crash)
- Power outages affecting more than 10 subscribers
- Hazardous materials spills
- Tornados
- School shooting
Tab 1 to Emergency Support Function #2

EMERGENCY NOTIFICATION PROCEDURES

Until the EOC is activated, the Communications Center of Smyth County E-911 will notify the following officials upon receipt of a severe weather warning, other impending emergency, or when directed by an on-scene incident commander:

<table>
<thead>
<tr>
<th>Official</th>
<th>Home Phone</th>
<th>Work Phone</th>
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</thead>
<tbody>
<tr>
<td>Director of Emergency Management</td>
<td>276-624-3552</td>
<td>276-783-3298 x 205</td>
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<tr>
<td>County Administrator</td>
<td></td>
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</tr>
<tr>
<td>Coordinator of Emergency Management</td>
<td>276-783-7074</td>
<td>276-378-7989</td>
</tr>
<tr>
<td>Sheriff</td>
<td></td>
<td>276-783-7204</td>
</tr>
<tr>
<td>Director of Social Services</td>
<td>276-312-1378</td>
<td>276-783-8148</td>
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</table>

Table 2.1 - Emergency Notification Procedures

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

A full listing of contact numbers is maintained in the Communications Center.
Tab 2 to Emergency Support Function #2

EMERGENCY NOTIFICATION PROCEDURES

Media Contact

(Partial Listing)

<table>
<thead>
<tr>
<th>Newspaper</th>
<th>Address</th>
<th>Contact</th>
<th>Phone Number(s)</th>
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<tbody>
<tr>
<td>Smyth County News</td>
<td>119 S. Sheffey St Marion, VA</td>
<td>Editor</td>
<td>276-783-5121</td>
</tr>
<tr>
<td>Saltville Progress</td>
<td>226 Panther Lane Saltville, VA</td>
<td>Editor</td>
<td>276-496-5792</td>
</tr>
<tr>
<td>Roanoke Times</td>
<td>201 W. Campbell Ave. Roanoke, VA</td>
<td>Editor</td>
<td>800-346-1234</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>540-981-3340</td>
</tr>
<tr>
<td>Bristol Herald Courier</td>
<td>320 Bob Morrison Blvd Bristol, VA</td>
<td>Editor</td>
<td>276-669-2181</td>
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</table>

<table>
<thead>
<tr>
<th>Radio Stations</th>
<th>Address</th>
<th>Contact</th>
<th>Phone Number(s)</th>
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<tbody>
<tr>
<td>WMEV</td>
<td>1041 Radio Hill Rd Marion, VA</td>
<td>Station Manager</td>
<td>276-783-3151</td>
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<table>
<thead>
<tr>
<th>Television Stations</th>
<th>Address</th>
<th>Contact</th>
<th>Phone Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>WDBJ 7 – Roanoke –</td>
<td>3601 Holiday Lane Blacksburg, VA 24060</td>
<td>Bureau Chief</td>
<td>540-951-7304</td>
</tr>
<tr>
<td>New River Newsroom</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WSLS 10 – Roanoke</td>
<td>401 3rd Street Roanoke, VA 24011</td>
<td>News Director</td>
<td>800-SEE-NEWS</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>540-981-9126</td>
</tr>
<tr>
<td>WCYB</td>
<td>101 East Lee Hwy Bristol, VA</td>
<td>News Director</td>
<td>276-645-1522</td>
</tr>
<tr>
<td>WJHL</td>
<td>338 E. Main St Johnson City, TN</td>
<td>News Director</td>
<td>423-926-2151</td>
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*Table 2.2 – Media Contacts*
### Tab 3 to Emergency Support Function #2
Available Methods of Communication

<table>
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<tr>
<th>Equipment</th>
<th>Organization and Address</th>
<th>Contact</th>
<th>E-Mail</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Dispatching Center</td>
<td>Smyth County Communications Center</td>
<td>E-911 Coordinator</td>
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<tr>
<td>Amateur Radios</td>
<td>Smyth County ARES</td>
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</tbody>
</table>

*Table 2.3 – Methods of Communication*
Emergency Support Function # 3 – Public Works

ESF Coordinator
Building Inspector or designee

Primary Agencies
Smyth County Public Works
Town of Marion Department of Public Works
Department of Building Inspection Services
Appalachian Power Company
Century Link Telephone

Secondary/Support Agencies
Smyth County Office of Emergency Management
Department of Planning and Zoning
Department of Parks and Recreation
Water Authorities
Fire and EMS
Law Enforcement
County Attorney
VDOT
VDEQ
VDH
American Red Cross

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

Purpose:
The purpose of ESF #3 is to:

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

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

- Pre-incident assessment and mitigation, if necessary;
- Assess extent of damage;
- Repair and maintenance;
- Debris removal;
- Provide maintenance of the buildings and grounds and engineering-related support; and
- Clear roadways.
Policies:
- Personnel will stay up to date with procedures through training and education;
- The Department of Public Works will develop work priorities in conjunction with other agencies when necessary;
- Local authorities may obtain required waivers and clearances related to ESF #3 support; and
- Acquiring outside assistance with repairs to the facility that are beyond the capability of the community.

Concept of Operations

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

Organization:
Following an emergency or disaster ESF #3 will coordinate the following functions, in conjunction with appropriate local, state, and federal government agencies and non-governmental agencies:
- Assessing damaged facilities;
- Inspections for structural, electrical, gas, plumbing and mechanical damages;
- Determine what type of assistance will be needed;
- Facilitation of the building permit process;
- Debris removal;
- Manage contracts with private firms;
- Coordinate with VDH on environmental and public health hazards; and
- Coordinate with VDOT for road clearance.

Actions/Responsibilities
- Alert personnel to report to the Emergency Operations Center (EOC);
- Review plans;
- Begin keeping record of expenses and continue for the duration of the emergency;
- Prepare to make an initial damage assessment (IDA);
- Activate the necessary equipment and resources to address the emergency;
- Assist in assessing the degree of damage of the community
- Assist in coordinating response and recovery;
- Identify private contractors and procurement procedures;
- Prioritize debris removal;
- Inspect buildings for structural damage;
- Post appropriate signage to close buildings; and
- Ensure all repairs comply with current building codes, land-use regulations, and the county's comprehensive plan, unless exempted.
Tab 1 to Emergency Support Function #3
Local Utility Providers
(Water, Electric, Natural Gas, Sewer, Sanitation)

<table>
<thead>
<tr>
<th>Provider</th>
<th>Address</th>
<th>Phone Number(s)</th>
<th>Contact Person</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Town of Marion</td>
<td>138 W. Main St. Marion, VA</td>
<td>276-783-4113</td>
<td>Town Manager</td>
<td>Water, Sewer, Solid Waste Disposal</td>
</tr>
<tr>
<td>Town of Chilhowie</td>
<td>325 E. Lee Hwy Chilhowie, VA</td>
<td>276-646-3232</td>
<td>Town Manager</td>
<td>Water, Sewer</td>
</tr>
<tr>
<td>Town of Saltville</td>
<td>302 Lake Dr Saltville, VA</td>
<td>276-4964321</td>
<td>Town Manager</td>
<td>Water, Sewer</td>
</tr>
<tr>
<td>Atmos Energy</td>
<td></td>
<td>866-322-8667</td>
<td></td>
<td>Natural Gas</td>
</tr>
<tr>
<td>Appalachian Power Company</td>
<td>Glade Springs, VA</td>
<td>1-800-956-4237</td>
<td></td>
<td>Electricity</td>
</tr>
<tr>
<td>Century Link</td>
<td></td>
<td>276-628-2100</td>
<td>Office Manager</td>
<td>Telephone</td>
</tr>
<tr>
<td>Smyth County</td>
<td>121 Bagley Circle Marion, VA</td>
<td>276-783-3298</td>
<td>County Administrator</td>
<td>Solid Waste Disposal</td>
</tr>
</tbody>
</table>

Table 3.1 – Utility Providers
Tab 2 to Emergency Support Function #3
Public Works Resources
(Include all available resources, location and contact information)

<table>
<thead>
<tr>
<th>RESOURCE</th>
<th>TYPE</th>
<th>ADDRESS</th>
<th>TELEPHONE</th>
<th>POINT OF CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>VDH – Smyth Co. Health Dept.</td>
<td>Environmental Health</td>
<td>201 Francis Marion Lane</td>
<td>276-676-5604</td>
<td>Scott Honaker</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Marion, VA</td>
<td>866-531-3068</td>
<td></td>
</tr>
<tr>
<td>Rubber Tired Loaders</td>
<td>Track loader</td>
<td>121 Bagley Circle</td>
<td>276-783-3381</td>
<td>County Administrator</td>
</tr>
<tr>
<td></td>
<td>Articulated dump truck</td>
<td>Marion, VA</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 roll off trucks - backhoe</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>top kick dump truck and</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>trailer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>tractor w/ bucket</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Skid steer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heavy Equipment Smyth County</td>
<td>Diesel generator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Works</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>W &amp; L Construction</td>
<td>Heavy Equipment</td>
<td>1484 Hwy 107 Chilhowie, VA</td>
<td>270-646-3804</td>
<td></td>
</tr>
</tbody>
</table>

Table 3.2 – Public Works Resources
Emergency Support Function #4 - Firefighting

ESF Coordinator
Jurisdiction Fire Chief

Primary Agencies
Fire Departments

Secondary/Support Agencies
VA Dept of Fire Programs
Virginia Department of Forestry (VDOF)
Emergency Medical Service (EMS)

Introduction

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

Scope:
ESF #4 manages and coordinates firefighting activities including the detection and suppression of fires, and provides personnel, equipment, and supplies to support to the agencies involved in the firefighting operations, as well as providing technical rescue.

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

Concept of Operations

General:
The coordinator will contact the Fire Department if resources are needed to handle the situation, and be prepared to have the Fire Department assume primary operational control in fire prevention strategies, fire suppression, and hazardous material incidents. (See the Hazardous Material Emergency Response Plan.) Fire department personnel who are not otherwise engaged in emergency response operations may assist in warning and alerting the public, evacuation, and communications as is necessary and appropriate during an emergency situation.

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

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

Organization:
A fire representative will be assigned to the EOC in order to coordinate the fire service response. The fire representative will be a part of the EOC staff and will assist with the overall direction and control of emergency operations. The Smyth County Volunteer Fire Departments have approximately 180 volunteer fire fighters. Each fire department maintains their equipment and supplies.

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

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

Responsibilities
- Fire prevention and suppression;
- Emergency medical treatment;
- Hazardous materials incident response and training;
- Radiological monitoring and decontamination;
- Assist with evacuation;
- Search and rescue;
- Temporary shelter for evacuees at each fire station;
- Assist in initial warning and alerting;
- Provide qualified representative to assist in the State EOC;
- Requests assistance from supporting agencies when needed;
- Arranges direct liaison with fire chiefs in the area;
- Implements Mutual Aid;
- Assist with clean-up operations; and
- Assist with inspection of damaged facilities, if applicable.
- Technical rescue
# Tab 1 to Emergency Support Function #4

## Fire Department Resources

<table>
<thead>
<tr>
<th>Department</th>
<th>Address</th>
<th>Phone Number(s)</th>
<th>Contact Person</th>
<th>Number of Firefighters</th>
<th>Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adwoile Vol. Fire Dept</td>
<td>P.O. Box 1305 Marion, VA</td>
<td></td>
<td>Chief</td>
<td>40</td>
<td>3 Pumpers, 2 Tankers, 1 Equipment Truck, 1 Brush Truck</td>
</tr>
<tr>
<td>Atkins Vol. Fire Dept</td>
<td>P.O. Box 381 Atkins, VA</td>
<td></td>
<td>Chief</td>
<td>27</td>
<td>1 Tanker, 1 Pumper, 1 Brush Truck, 1 Equipment Truck</td>
</tr>
<tr>
<td>Chilhowie Fire/EMS</td>
<td>P.O. Box 502 Chilhowie, VA</td>
<td>276-646-3131</td>
<td>Chief</td>
<td>23</td>
<td>3 Pumpers, 1 Tanker, 1 Brush Truck, 1 Support Unit, 1 Utility Vehicle, 1 Quint, 1 Inflatable Boat</td>
</tr>
<tr>
<td>Marion Vol. Fire Dept</td>
<td>P.O. Box 706 Marion, VA</td>
<td></td>
<td>Chief</td>
<td>32</td>
<td>2 Pumper/Tankers, 1 Equipment Truck, 1 Support Unit, 2 75Ft Quints, 1 Brush Truck, 1 Pumper, 1 Response Unit</td>
</tr>
<tr>
<td>Nebo Vol. Fire Dept</td>
<td>2408 Wilderness Rd Ceres, VA</td>
<td></td>
<td>Chief</td>
<td>34</td>
<td>4 Pumpers, 2 Pumper/Tankers, 1 Response Unit</td>
</tr>
<tr>
<td>Saltville Vol. Fire Dept</td>
<td>P.O. Box 930 Saltville, VA</td>
<td></td>
<td>Chief</td>
<td>16</td>
<td>1 Tanker/Pumper, 2 Engines, 1 Brush Truck, 1 Command Unit, 1 Equipment Truck</td>
</tr>
<tr>
<td>Sugar Grove Vol. Fire Dept</td>
<td>P.O. Box 257 Sugar Grove, VA</td>
<td></td>
<td>Chief</td>
<td>25</td>
<td>1 Equipment Truck, 1 Pumper, 1 Tanker, 1 Brush Truck</td>
</tr>
</tbody>
</table>
Emergency Support Function #5 – Emergency Management

ESF Coordinator
Emergency Management Coordinator or designee

Primary Agency
Emergency Management

Secondary/Support Agencies
Law Enforcement
Health Department
Fire/EMS
Information and Technology
Planning and Zoning
Public Works
American Red Cross
County Attorney
County Administrator
Finance
Logistics
Building Inspections
Social Services

Introduction

Purpose:
Directs controls and coordinates emergency operations from the Emergency Operation Center (EOC), or an emergency scene whichever is more appropriate for the situation, utilizing the Incident Command System (ICS).

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

ESF # 5 facilitates information flow in the pre-incident prevention phase in order to:
- Place assets on alert or pre-position assets for quick response;
- Provide alerting and notification; and
- Coordinate with agencies, organizations, and outside organizations when capabilities are anticipated to exceed local resources.

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

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

Concept of Operations

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

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

Procedures for these support operations should be established and maintained.

Smyth County participates in the Statewide Mutual Aid Agreement (SMA). Emergency Management staff is scheduled or has already been trained on WebEOC and this will be utilized when there is a need to request state-wide mutual aid.

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

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

• Staffing responsible for implementing the Crisis Management Plan;
• Procedures for reporting emergency information; and
• Provide ongoing training to maintain emergency response capabilities.

Coordinator of Emergency Management will assure that all actions are completed as scheduled.

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

**Responsibilities:**

• Maintain a notification roster of EOC personnel and their alternates;
• Establish a system and procedure for notifying EOC personnel;
• Coordinate Emergency Management mutual aid agreements dealing with adjunct jurisdictions and applicable relief organizations;
• Maintain plans and procedures for providing timely information and guidance to the public in time of emergency through ESF #2;
  a. Identify and maintain a list of essential services and facilities, which must continue to operate and may need to be protected;
  b. Test and exercise plans and procedures;
  c. Conduct outreach/mitigation programs for the community.
• Ensure compatibility between this plan and the emergency plans and procedures of key facilities and private organizations within the community;
• Develop accounting and record keeping procedures for expenses incurred during an emergency;
• Define and encourage hazard mitigation activities, which will reduce the probability of the occurrence of disaster and/or reduce its effects; and
• Prepare to provide emergency information to the community in coordination with ESF #2;
• Provide logistical support to on scene emergency response personnel;
• Maintain essential emergency communications through the established communications network;
• Provide reports and requests for assistance to the local and Virginia EOC;
• Ensure that the Smyth County Crisis and Emergency Plan is developed and coordinated with the local EOP pursuant to *Code of Virginia* 3.2 §44-146.
• Activates and convenes county emergency assets and capabilities;
Tab 1 to Emergency Support Function #5

EMERGENCY MANAGEMENT ORGANIZATION AND TELEPHONE LISTING

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Work Phone</th>
<th>Home Phone</th>
<th>Cell Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Management Director</td>
<td>Michael Carter</td>
<td>783-3298 x 205</td>
<td>276-624-3552</td>
<td>706-0767</td>
</tr>
<tr>
<td>Emergency Management Coordinator</td>
<td>Charles Harrington</td>
<td>378-7989</td>
<td>783-7074</td>
<td>759-2100</td>
</tr>
<tr>
<td>Marion Police</td>
<td>Chief</td>
<td>783-8145</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saltville Police</td>
<td>Chief</td>
<td>496-3949</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smyth Co. Sheriff's Office</td>
<td>Sheriff</td>
<td>783-7204</td>
<td></td>
<td>706-0201</td>
</tr>
<tr>
<td>American Red Cross</td>
<td>Sharon Dixon</td>
<td>423-384-8471</td>
<td></td>
<td>494-3619</td>
</tr>
<tr>
<td>Building &amp; Grounds Maintenance</td>
<td>Lynn Garrett</td>
<td>783-3298 X322</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Department – Environmental</td>
<td>Travis Holt</td>
<td>276-781-7450</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director of Social Services</td>
<td>Chris Austin</td>
<td>783-3148</td>
<td></td>
<td></td>
</tr>
<tr>
<td>County Attorney</td>
<td>Jeff Campbell</td>
<td>783-8197</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mt. Rogers HD Emergency Planner</td>
<td>Robert Peters</td>
<td>781-7450</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Building Official</td>
<td>Clegg Williams</td>
<td>783-3298x 8315</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 5.1 – Emergency Management Organization

Tab 2 to Emergency Support Function #5
EMERGENCY OPERATIONS CENTER (EOC)

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

Organization
1. See EOC Organizational Chart.
2. The EOC staff will be organized using the Incident Command System. A partial listing of job responsibilities for the command and general staff are described below:

A. Incident Commander/EOC Manager:
   • Manage overall operations
   • Coordinate activities for all Command and General Staff
   • Development and implementation of strategy
   • Approve and authorize the implementation of an Incident Action Plan (IAP)
   • Approve requests for additional resources or for the release of resources
   • Authorize release of information to the news media
   • Order the demobilization of the incident, when appropriate
   • Ensure establishment and oversight of a Joint Information Center (JIC)

B. Safety Officer:
   • Safety Officer is a member of the Command Staff and reports to the Incident Commander
   • Monitoring and assessing hazardous and unsafe situations
   • Developing measures for assuring personnel safety
   • Correct unsafe acts or conditions through the regular line of authority
   • Maintain an awareness of active and developing situations
   • Investigate or Coordinate the Investigation of accidents that occur within the EOC
   • Includes safety messages in each IAP

C. Liaison Officer:
   • Liaison Officer is a member of the Command Staff and reports to the Incident Commander
   • Interacting with the ESFs, state and federal agencies
   • Identifying current or potential interagency problems
   • Keeping the Incident Commander and Command Staff informed of current or potential problems

D. External Affairs:
   • Public Information Officer is a member of the Command Staff and reports to the Incident Commander
   • Initiates and maintains contact with the media throughout the incident
   • Arranges for press briefings with Incident Commander and other EOC staff, as appropriate
   • Coordinates with state and federal public information officers
   • Coordinates VIP visits to EOC and affected areas
   • Prepares fact sheet
   • Coordinates Community Relations with local community leaders
   • Keeps the public informed of the situation

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

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

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

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

Concept of Operations
The EOC will be activated and operated as follows:

1. The activation of the EOC will be ordered by the Director or Coordinator of Emergency Management based upon the best available information. Depending on the situation, a partial or full activation will be ordered.

2. Partial activation will be ordered when the emergency requires relatively few personnel to accomplish the necessary tasks. Such situations might vary from weather warnings or operations resulting from minor storm damage, fire, and vehicular accidents with multiple casualties, etc.

3. Full activation will be ordered when widespread destruction has occurred or there is an imminent threat of such destruction. An incident of such magnitude would require commitment of a large number of personnel and equipment resources to properly respond to and recover from an incident.

4. Prior to activation, laptops and/or desktop computers, phone lines, fax, copier, status boards, and other general office equipment will be set-up in the EOC. The EOC may remain functional during the mobilization, response and recovery operational phases.

5. Initial situation briefings will be provided by the Director / Coordinator of Emergency Management

6. Direction and control of county personnel and resources employed in support of disaster operations is exercised by the department or agency furnishing support.

7. When the Virginia EOC is operational, all requests for State or Federal resources are made via the Virginia Department of Emergency Management, through use of WebEOC, if available, or by phone at (804) 674-2400 or 1-800-468-8892.

8. Depending upon the severity and magnitude of the incident, the EOC may have to operate for an extended period of time. Therefore, each department or agency assigning personnel to the EOC should allow for additional relief personnel on a shift basis.

Location

The Emergency Operations Center (EOC) is located at 819 Matson Dr., Marion, Virginia. The alternate site EOC is the Mobile Command Post. The primary and back-up EOC’s have a back-up power supplies that are maintained on a routine basis. Fuel supplies are checked and maintained regularly.

**ACTIONS – EMERGENCY OPERATIONS CENTER**

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

Tab 3 to Emergency Support Function #5
PRIMARY EOC STAFFING

Skeletal Staffing
Coordinator of Emergency Services
Deputy Coordinator of Emergency Services
Law Enforcement
Message Clerk
Phone Operator

Full Staffing
Coordinator of Emergency Services
Deputy Coordinator of Emergency Services
Director of Emergency Services
Law Enforcement
Fire and Rescue Chief or Designated Person
Health Department Representative
Social Services Representative
Red Cross
Message Clerks (2)
PIO Officer
Utility Director or Designated Person
County Attorney Representative

Messengers (2)
Status Board/Map Assistants (2)
Rotter Security
Phone Operators (2)

Public Information/Rumor Control
Public Information Officer
Phone Operators
Message Clerk
Messenger
Security

Tab 4 to Emergency Support Function #5
EOC FLOOR PLAN (example)

Command Staff

Operations  Logistics  Planning  Finance

Human Services  Emergency Services  Infrastructure and Support

Additional Office Space

Tab 5 to Emergency Support Function #5
SUGGESTED EOC MESSAGE FLOW
(To be used when WebEOC or other electronic tracking system is not available)

Dispatcher/Phone Operator
Receive incoming messages. Record them on standard 3-color form. Enter in personal log and make a photocopy if desired. Deliver messages to the Coordinator.

Coordinator
Direct and control all emergency operations. Delegate action to service chiefs as needed by giving them the yellow action copy of the message. Assure the routing of all official messages through the Coordinator to the Message Clerk for filing.

Message Clerk
Maintain the official files for the Coordinator—"Incoming Messages," "On-going Actions," and "Completed Actions." Maintain a log of all messages. Assist the Coordinator in keeping abreast of the status of all actions.

Service Chiefs
Receive task with yellow copy from Coordinator. Complete action. Make a record of all action and attach to yellow "action copy" of message. Return to Coordinator. Retain a photocopy of yellow message plus attachments.

Messengers
Make photocopies of messages and supporting documentation and return them with the original to the individual making the request. Deliver messages and perform other support duties as required.
Tab 6 to Emergency Support Function #5
EOC MESSAGE FORM

EOC MESSAGE

MESSAGE NO: ______ DATE: ____________ TIME: ________

TO: NAME: __________________________ FROM: __________________________

ORGANIZATION: __________________________ ORGANIZATION: __________________________

TELEPHONE: ____________ TELEPHONE: ____________

SITUATION/INCIDENT DESCRIPTION:

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

ACTION TAKEN/RESPONSE/REPLY:

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

EOC ACTION OFFICER: __________________________

Table 5.2 – Message Form

Tab 7 to Emergency Support Function #5
## EOC MESSAGE LOG

<table>
<thead>
<tr>
<th>Message No.</th>
<th>Time</th>
<th>Incident/Message</th>
<th>To</th>
<th>From</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

**Table 5.3 - Message Log**
Tab 8 to Emergency Support Function #5
EOC SIGNIFICANT EVENTS LOG

<table>
<thead>
<tr>
<th>TIME</th>
<th>AREA AFFECTED</th>
<th>EVENT</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Table 5.4 – Significant Events Log

Tab 9 to Emergency Support Function #5
INCIDENT COMMAND SYSTEM

Emergency Operations Center (EOC) Structure

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

The Incident Command System ensures:
- Manageable span of control (3 to 7 staff; optimum is 5);
- Personnel accountability (each person reports to only one person in the chain of command); and
- Functional positions staffed only when needed (responsibilities for any positions that are not staffed remain with the next higher filled position).
Emergency Support Function #6 – Mass Care, Housing, Human Resources

ESF Coordinator
Department of Social Services Director or designee

Primary Agencies
Department of Social Services
American Red Cross
Emergency Management

Secondary/Support Agencies
Department of Criminal Justice Services
Department of Health
Law Enforcement (security for shelter or evacuation)
Salvation Army
Virginia Voluntary Organizations Active in Disaster (VVOAD)
Fire
EMS
Public Health
Mount Rogers Community Service Board
Schools
Housing Authority
Animal Control
VPI Extension Service
Local Recovery Task Force
Rooftop of Virginia community Action Agency
Private Sector

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

Policies:

- The Director and/or Coordinator of Emergency Management, in consultation with the Smyth County Chapter of the American Red Cross and the Director of Social Services, will determine the need to open a shelter and identify the shelter(s) location. This information will be communicated internally and externally through ESF # 2—Communications.
- ESF-6 support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts;
- To support mass care activities and provide services without regard to economic status or racial, religious, political, ethnic, or other affiliation;
- To coordinate with ESFs #1, #3,# 5, #11, #14 and others regarding recovery and mitigation assistance, as appropriate;
- To assign personnel to support ESF-6 functions in accordance with the rules and regulations of their respective parent agencies; and
- To reduce duplication of effort and benefits, to the extent possible. This includes streamlining assistance as appropriate and identifying recovery and mitigation measures to support local planning efforts.
Every effort will be made to utilize shelters that are equipped for individuals with special needs, including easy access, refrigerators for the storage of medicine, and emergency power for individuals utilizing oxygen machines.

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

The services and programs may include the following:
- Sheltering
- Food service
- Emergency First Aid
- Counseling
- Family Assistance Center (FAC)
- Reunification Services
- Virginia Criminal Injuries Compensation Fund

Concept of Operations

General:
The Smyth County Department of Social Services is designated the lead agency for ESF # 6 and maintains overview of ESF # 6 activities, resolves conflicts and responds to questions. The Smyth County Department of Social Services maintains Standard Operating Procedures for opening and managing a shelter. The American Red Cross, Smyth County Chapter, in partnership with the Department of Social Services is responsible for reception and care of evacuees including feeding operations. Local law enforcement will provide security at the shelters. Local health department and EMS providers will provide first aid and limited medical care at the shelter center. Local Fire Departments will provide fire protection to the shelters. Smyth County Schools may provide transportation of evacuees to the designated shelter location. The Department of Social Services, as the lead for ESF # 6 will ensure coordination with other ESFs for integration of special sheltering needs for non-general populations, including people with special medical needs and pets. The Department of Social Services will also lead the efforts in assisting impacted individuals with any benefits and programs available to them and will coordinate with the Mount Rogers Community Services Board to provide counseling services as needed.

Smyth County has pre-determined shelter locations in the event of a large disaster requiring an evacuation. Shelter locations have, at best, a limited supply of cots, blankets, personal hygiene supplies, etc. Additional supplies will be requested through ESF # 7 – Resource Management, if needed. The following services may be offered at these locations:

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

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

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

Counseling
• Mount Rogers Community Service Board has the responsibility to coordinate counseling services for the local government.
• Provide counseling through local government services if it appropriate based on the scale of the emergency and the capabilities of the counseling services.
• Events in which there are mass casualties and injuries that exceed local governments resources and capabilities can contact the following agencies:
• Outside counseling can be provided via the Department of Criminal Justice's Victims' Services Section, and the Department of Mental Health, Mental Retardation, and Substance Abuse Services, Emergency Mental Health Section, and activated via the local government.

Security
• The Smyth County Sheriff's Department and Town Police Departments have the responsibility for coordinating security during a disaster.
• Secure evacuated areas.
• Provide security to shelter(s)

Transportation
• Smyth County Emergency Management and Smyth County School have the responsibility to coordinate transportation during an emergency event. Additional transportation may be provided by District III Governmental Co-op, and Mount Rogers IDC.
• Ensure that residents are transported and sheltered safely. Refer to ESF #1 for details regarding Transportation

Family Assistance Center (FAC)
• The FAC plan should be based on the Commonwealth of Virginia FAC, which is currently under development by the Virginia Department of Social Services (VDSS). The final version will be posted on the VDSS website; VDEM will announce when the information is posted.
• The purpose of the FAC is to provide the seamless delivery of services and the dissemination of information to victims and families following a large scale incident or one in which there are mass casualties, as stated in the Commonwealth of Virginia Emergency Operations Plan, ESF #6 (CoVEOP).
• The scope of services that the FAC may provide include: reunification services, behavioral health care, medical records collection communication services, benefits application entry points, and personal care.
• ESF #6 personnel will report to the incident, coordinate/determine a physical site for FAC operations, and assume oversight and management of the FAC including establishing operational policies, maintaining situational awareness, coordinating needed services and/or
resources, identifying gaps and requesting additional resources. The plan should identify by title the individual responsible for this function and identify an alternate.

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.

If the services of the Virginia Criminal Injuries Compensation Fund (CICF) are required by the FAC, the State Program should be contacted, who will deploy the appropriate personnel to the FAC. These services will be necessary in cases where there are victims of crime in need of financial or advocacy assistance.

The current* contact information for the program is:
CICF, P.O. Box 26927, Richmond, Virginia 23261
PHONE: (804) 367-1018 Toll Free: (800) 552-4007
*This information should be maintained by the local government.
Tab 1 to Emergency Support Function #6

AMERICAN RED CROSS CHAPTERS

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Contact Person(s)</th>
<th>Phone</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mountain Empire</td>
<td>Sharon Dixon</td>
<td>423-384-8471</td>
<td>14298 Lee Highway</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Bristol, VA 24202</td>
</tr>
</tbody>
</table>

*Table 6.1 – American Red Cross Chapters*
Tab 2 to Emergency Support Function #6
Designated Shelter

<table>
<thead>
<tr>
<th>Facility Information</th>
<th>Contact Person(s) and Information</th>
<th>Capacity</th>
<th>Pet Friendly (Y/N)</th>
<th>Back Up Power (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maron Police Dept.</td>
<td>Terry Jennings 276-783-8145</td>
<td>50</td>
<td>y</td>
<td>y</td>
</tr>
<tr>
<td>District III Governmental Co-Op</td>
<td>David Richardson 276-783-8157</td>
<td>50</td>
<td>y</td>
<td>y</td>
</tr>
</tbody>
</table>

*Table 6.2 – Shelter Locations*
### Tab 3 to Emergency Support Function #6
Shelter Registration Form

**American Red Cross**

**SHELTER REGISTRATION FORM**
Please print all sections

<table>
<thead>
<tr>
<th>Family Name (Last Name)</th>
<th>Total Family Members Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total Family Members Sheltered</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pre-Disaster Address (City/State/Zip)</th>
<th>Home Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cell Phone / Other</td>
</tr>
</tbody>
</table>

| Post-Disaster Address (City/State/Zip) | Identification Verified By (Record type of ID:)
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(If different)</td>
<td>If none, write none</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Primary Language</th>
<th>Method of Transportation</th>
</tr>
</thead>
<tbody>
<tr>
<td>If primary language is not English, please list any family members who speak English</td>
<td>If Personal Vehicle—Plate #/State (for security purposes only)</td>
</tr>
</tbody>
</table>

**INFORMATION ABOUT INDIVIDUAL FAMILY MEMBERS** (for additional names, use back of page)

<table>
<thead>
<tr>
<th>Name (Last, First)</th>
<th>Age</th>
<th>Gender (M/F)</th>
<th>Rm/Col #</th>
<th>Arrival Date</th>
<th>Departure Date</th>
<th>Departing?</th>
<th>Relocation address and phone</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

Are you required by law to register with any state or local government agency for any reason?  
☐ Yes  ☐ No

If Yes, please ask to speak to the shelter manager immediately.

I acknowledge that I have read/been read and understand the Red Cross shelter rules and agree to abide by them.

**CONFIDENTIALITY STATEMENT**

The American Red Cross generally will not share personal information that you have provided to them with others without your agreement, in some circumstances disclosure could be required by law or the Red Cross could determine that disclosure would protect the health or well being of its clients, others or the community, regardless of your preference.

Below, please initial if you agree to release information to other disaster relief, voluntary or nonprofit organizations and/or governmental agencies providing disaster relief:

☐ I agree to release my information to other disaster relief, voluntary or nonprofit organizations.

☐ I agree to release my information to governmental agencies providing disaster relief.

By signing here, I acknowledge that I have read the confidentiality statement and understand it.

**Shelter Worker Signature**

**Date**

After registration, each family should go through the Shelter Initial Intake Form to determine if further assistance or accommodation is needed.

**FOR RED CROSS USE ONLY**

**COPY DISTRIBUTION**

| 1. Shelter registration on-site file - Mass Care | 2. Information Management (Data Entry) | 3. Client (if requested) |

**Table 6.3 – Shelter Registration Form 2009**

This form should be kept on hand locally in ready-to-go Shelter Manager Kits. It is available from the American Red Cross National Office through local chapters. They recommend keeping 150 forms for every 100 expected shelterees.
Tab 4 to Emergency Support Function #6
Special Needs Population
Requiring Special Care in Times of Emergency

General

It will be the responsibility of commercial home health care providers, adult care facilities, group living facilities, day care facilities, assisted living facilities, charitable organizations, and the faith-based community to prepare, maintain, and exercise an evacuation plan that is specific to the facility and to keep current rosters of residents that can be faxed or sent electronically to the EOC during a disaster situation. In times of emergencies or disaster requiring the evacuation or sheltering of citizens with disabilities or special needs ESFs 2, 5, 6, 8, and 15 will ensure their safety and wellbeing. These plans will be on file with the Coordinator of Emergency Management and serve as appendices to this ESF.

Special Transportation Resources

- Smyth County Public Schools
- District III Governmental Co-Op
- Mt. Rogers IDC
- Smyth County Sheriff
- Additional transportation resources are identified in ESF # 1
Emergency Support Function #7 - Resource Support

ESF Coordinator:
Logistics Section Coordinator or designee

Primary Agencies
Emergency Management
County E-911
Smyth County Sheriff’s Office

Secondary/Support Agencies
Virginia National Guard
Virginia Department of Transportation
Virginia Department of Emergency Management

Introduction

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

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

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

Concept of Operations

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

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

**Actions/Responsibilities**

• Designate local department(s) within the community responsible for resource management;
• Develop resource lists that detail type, location, contact arrangements, and acquisition procedures for critical resources;
• Prepare mutual aid agreements with local, and surrounding jurisdictions to aid the locality;
• Develop SOPs to manage the processing, use, inspection, and return of resources coming to the locality;
• Identify actual or potential facilities and ensure they are ready and available to receive, store, and distribute resources (government, private, donated);
• Develop training/exercises to test plan, and to ensure maximum use of available resources and understanding of policies to obtain resources from outside the locality;
• Develop and maintain a detailed list of available community resources; and
• Ensure the community is aware of available resources.
Tab 1 to Emergency Support Function #7  
Staging Areas/Points of Distribution

<table>
<thead>
<tr>
<th>Facility Information</th>
<th>Contact Person(s)</th>
<th>Phone Number(s)</th>
<th>Square Footage (sq ft)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marion Intermediate</td>
<td>Smyth Co School Board</td>
<td>783-3791</td>
<td></td>
</tr>
<tr>
<td>School</td>
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</tbody>
</table>

*Table 7.1 – Staging Areas*
Emergency Support Function # 8 – Public Health and Medical Services

ESF Coordinator:
Mount Rogers Health District Director or designee

Primary Agencies
Smyth County Health Department/Mount Rogers Health District
EMS Providers
Hospitals

Secondary/Support Agencies
Department of Social Services
Water Authority
Mount Rogers Community Services Board
Fire Departments
Law Enforcement
American Red Cross
Virginia Department of Environmental Quality
Virginia Department of Health
Virginia Department of Agriculture and Consumer Services

Introduction

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

Purpose:

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

Scope:

- An all hazards approach based on Smyth County’s ability to provide medical resources;
- When an incident exceeds the local capabilities, outside assistance will be requested through MOUs, Mutual Aid Agreements, including Statewide Mutual Aid and the coordination of this plan with the Mount Rogers Health District Emergency Response Plan and the Southwest Virginia Emergency Medical Services Response Plan;
- VDH—Mount Rogers Health District will monitor, survey, and evaluate the situation to determine if there is a public health issue/emergency;
- Hospitals may request resources through Hospital WebEOC, which is maintained by the Virginia Hospital and Healthcare Association (VHHA); and
- The Far Southwest Disaster Preparedness Commission maintains disaster relief trailers that are stationed at four hospitals in Southwest Virginia. These trailers are stocked with emergency medical supplies and equipment.

Policies:

- Internal policies and procedures and regulations;
• Privacy policies and laws with regard to provision of medical care;
• Policies regarding provision of first aid and health care; and
• EMS vehicles are dispatched through the County Communication Center.

Concept of Operations

General:
• Smyth County will respond with available resources as designated in the plan;
• Support and assistance from neighboring local governments and state agencies will be requested based on mutual aid agreements and coordination with other agency’s plans;
• VDH—Mount Rogers Health District in conjunction with the Office of Drinking Water Programs, may conduct environmental sampling of water sources (i.e. wells and water treatment facilities) to ensure safe drinking water supplies;
• VDH—Mount Rogers Health District may also conduct infectious disease surveillance (i.e. measles, chickenpox, seasonal influenza, bacterial infections, etc.) in accordance with VDH policies and procedures, to determine the potential for a public health issue/emergency;
• Public Health Advisories will be coordinated with VDH, Smyth County Emergency Management, Virginia Department of Emergency Management, and disseminated through the JIC; and
• If the EOC is activated during the response, representatives of this ESF will be assigned to the EOC.

Responsibilities/Actions
• Provide personnel, equipment, supplies and other resources necessary to coordinate plans and programs for a medical response during an incident;
• Designate an individual to coordinate medical, health, and rescue services;
• Coordinate and develop SOPs for personnel in this ESF;
• Develop and maintain procedures for providing a coordinated response with local government and private organizations;
• Maintain a roster of key officials in each medical support area;
• Review emergency plans with local governments; and
• Implement mutual aid agreements as necessary.
• Identify any individuals with special needs
<table>
<thead>
<tr>
<th>Provider</th>
<th>Location</th>
<th>Phone Number</th>
<th>Contact</th>
<th>Resources</th>
<th>Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marion Fire / EMS</td>
<td>Main Street Marion VA</td>
<td>783-0916</td>
<td>Captain</td>
<td>4 AMBULANCES 1 UTILITY VAN 2 BOATS 1 CRASH TRUCK 1 FIRST RESPONSE UNITS</td>
<td>42</td>
</tr>
<tr>
<td>Saltville Rescue Squad</td>
<td>126 Battleground Avenue, Saltville</td>
<td>276 496-4531</td>
<td>Captain</td>
<td>2 AMBULANCES 1 FIRST RESPONSE UNIT</td>
<td>17</td>
</tr>
<tr>
<td>Sugar Grove Rescue Squad</td>
<td>Flatridge Road Sugar Grove, VA</td>
<td>276-677-3794</td>
<td>Captain</td>
<td>2 AMBULANCES 1 CRASH TRUCK 1 FIRST RESPONSE UNIT</td>
<td>22</td>
</tr>
<tr>
<td>Chilhowie Fire/ EMS</td>
<td>315 East Lee Iivy Chilhowie, VA</td>
<td>276-646-3131</td>
<td>Chief</td>
<td>3 Ambulances 5 First Response Units 13 ft. Boat</td>
<td>27</td>
</tr>
</tbody>
</table>
### Tab 2 to Emergency Support Function #8

**Hospitals, Clinics, Medical Facilities and Personnel**
(Includes all medical facilities within the jurisdiction, adjacent localities and states)

<table>
<thead>
<tr>
<th>Facility</th>
<th>Address</th>
<th>Phone Number(s)</th>
<th>Contact Person</th>
<th>Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smyth County Community Hospital/ Ballad Health</td>
<td>Marion, VA</td>
<td>276-782-1234</td>
<td>James Tyler Administrator</td>
<td>Physicians – 50 RNs – 125 LPNs – 50 Nursing Assistants - 15</td>
</tr>
<tr>
<td>Twin County Regional Hospital</td>
<td>Galax, VA</td>
<td>276-236-1657</td>
<td></td>
<td>Physicians – 94</td>
</tr>
<tr>
<td>Wythe County Community Hospital</td>
<td>Wytheville, VA</td>
<td>276-228-0200</td>
<td></td>
<td>Physicians – 63</td>
</tr>
<tr>
<td>Johnston Memorial Hospital</td>
<td>Abingdon, VA</td>
<td>276-676-9737</td>
<td></td>
<td>Physicians – 75 RNs – 40 LPNs – 60 Nursing Assistants – 100</td>
</tr>
</tbody>
</table>

### Tab 3 to Emergency Support Function #8

**Emergency MEDEVAC Services**

<table>
<thead>
<tr>
<th>Provider</th>
<th>Address</th>
<th>Phone Number</th>
<th>Point of Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifeguard 10</td>
<td>431 McClanahan Street Roanoke, VA</td>
<td>888-377-7628</td>
<td>Susan Smith</td>
</tr>
<tr>
<td>Med-Flight 2</td>
<td>18377 Lee Highway Abingdon, VA 24211</td>
<td>276-676-5622 423-844-2104 (Flight Tracking)</td>
<td>John Ratliff Virginia State Police</td>
</tr>
<tr>
<td>Wings 4</td>
<td>1109 Snyder Street Marion, VA 24354</td>
<td>276-783-2524 800-946-4701</td>
<td>Dwain Rowe</td>
</tr>
</tbody>
</table>
Tab 4 to Emergency Support Function #8
Virginia Funeral Directors Associations Inc.
Mortuary Disaster Plan Organization

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

Organization – The Virginia Funeral Directors Association (VFDA) is responsible for the statewide coordination of the mortuary activities in the state. VFDA’s Disaster Response Team is comprised of two state coordinators, four regional coordinators, and seven district coordinators. Each district has a response team comprised of members who have completed training in the VFDA-approved program that qualifies them as certified disaster coordinators. The VFDA response teams will provide support in recovery, evacuation, and identification of the remains.

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

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

In order to ensure a prompt and professional response, the Virginia Funeral Directors Association maintains a resource manual of needed supplies, equipment, and vehicles. If additional resources are necessary to effectively respond to a disaster, the VFDA Executive Director has emergency purchasing authority up to a specified limit. The VFDA also has a specially equipped disaster trailer to assist the State Medical Examiner’s Office and other funeral directors in the state with disaster field response.
Tab 5 to Emergency Support Function #8
Virginia Medical Examiner Districts

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HEALTH
OFFICE OF THE CHIEF MEDICAL EXAMINER
400 East Jackson Street
Richmond, VA 23219-3694
(804) 786-3174

OFFICES OF THE MEDICAL EXAMINER

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

Northern District (Fairfax)
9797 Braddock Road
Fairfax, VA 22032-1700
(703) 764-4640

Eastern District (Norfolk)
830 Southampton Avenue
Suite 100
Norfolk, VA 23510
(757) 683-836

Western District (Roanoke)
6600 Northside High School Rd Suite 100
Roanoke, VA 24019
(540) 561-6615
Emergency Support Function #9 - Search and Rescue

ESF Coordinator:
Smyth County Sheriff or Designee

Primary Agencies
Local Law Enforcement
Black Diamond Search and Rescue
EMS
Local Fire Departments

Secondary/Support Agencies
Smyth County Emergency Management
Civil Air Patrol
Virginia Department of Emergency Management

Introduction

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

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

Policies:
- The EOP provides the guidance for managing the acquisition of Search and Rescue resources;
- All requests for Search and Rescue will be submitted to the EOC for coordination, validation, and/or action in accordance with this ESF;
- Communications will be established and maintained with ESF #5 - Emergency Management to report and receive assessments and status information;
- Will coordinate with State and Federal agencies when necessary;
- Personnel will stay up to date with procedures through training and education; and
- Search and rescue task forces are considered Federal assets under the Robert T. Stafford Act only when requested for a search and rescue for a collapsed structure.
Emergency Support Function #10 - Oil and Hazardous Materials

ESF Coordinator
Smyth County Hazardous Materials Coordinator or designee

Primary Agencies
Fire Departments
Virginia Department of Emergency Management
Virginia Department of Environmental Quality

Secondary/Support Agencies
Emergency Management
Law Enforcement
EMS

Introduction
The local fire department will be contacted immediately and the Fire Chief will assume primary operational control of all hazardous materials incidents.

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

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

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

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

Concept of Operations
General:
Smyth County maintains a separate volume of this annex that defines the roles and responsibilities during an oil and hazardous materials incident.
Organization:

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

Actions/Responsibilities:

- Review procedures for hazard material incident.
- Develop procedures aimed at minimizing the impact of an unplanned release of a hazardous material to protect life and property;
- Conduct training for personnel in hazardous material's response and mitigation;
- Follow established procedures in responding to hazardous materials incidents;
- Record expenses
Emergency Support Function # 11 – Agriculture and Natural Resources

ESF Coordinator
Local Extension Agent or designee

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

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

Introduction

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

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

Policies:
- Each supporting agency is responsible for managing its assets and resources after receiving direction from the Department of Social Services;
• Actions will be coordinated with agencies responsible for mass feeding;
• This ESF will encourage the use of mass feeding as the primary outlet for disaster food supplies;
• Schools and communities may be able to feed affected population for several days;
• Food supplies secured and delivered are for household distribution or congregate meal service;
• Transportation and distribution may be arranged by volunteer organizations;
• Priority is given to moving supplies into areas of critical need and then to areas of moderate need;
• Animal depopulation activities and disposal will be conducted as humanely as possible;
• Ensure food safety.

Concept of Operations

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

Organization:

The Emergency Manager / County Administrator will determine what tasks are to be completed and designate the appropriate agency and individuals by titles that are responsible for:
• Assessing damage to facilities and infrastructure;
• Assessing current food supply of community and determine if safe for human consumption;
• Assessing sensitive areas on community, such as plant and animal laboratories, to ensure secure; and
• Conducting inventory of sensitive items, in regard to agriculture and horticulture.

Actions

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

- Assist with guidance to unaffected areas as to precautions that may be taken to ensure animal and plant health;
- Assist handling and packing of any samples and shipments to the appropriate research laboratory;
- Provide information and recommendations to the Health Department for outbreak incidents;
- Assist with assigning veterinary personnel to assist in delivering animal health care and performing preventative medicine activities;
- Participate in subsequent investigations jointly with other law enforcement agencies;
- Assess the operating status of inspected meat, poultry and egg product processing, distribution, import and retail facilities in the affected area;
- Evaluate the adequacy of inspectors, program investigators and laboratory services relative to the incident;
- Assist with establishing logistical links with organizations involved in long-term congregate meal service; and
- Establish need for replacement food products.
Tab 1 to Emergency Support Function #11

EMERGENCY FOOD CONSUMPTION STANDARDS

Per Person
Food Groups and Food Items per Week Standard

<table>
<thead>
<tr>
<th>Food Group / Item</th>
<th>Standard (pounds/week)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meat and Meat Alternatives</td>
<td>3</td>
</tr>
<tr>
<td>(red meat, poultry, fish, shellfish, cheese, dry beans, peas, and nuts)</td>
<td></td>
</tr>
<tr>
<td>Eggs</td>
<td>6</td>
</tr>
<tr>
<td>Milk (pints)</td>
<td>7</td>
</tr>
<tr>
<td>Cereals and cereal products</td>
<td>4</td>
</tr>
<tr>
<td>(flour including mixes, bakery products, cornmeal, rice, macaroni, and breakfast cereals)</td>
<td></td>
</tr>
<tr>
<td>Fruits and vegetables (fresh and frozen)</td>
<td>4</td>
</tr>
<tr>
<td>Food fats and oils</td>
<td>0.5</td>
</tr>
<tr>
<td>(butter, margarine, lard, shortening pound and salad and cooking oils)</td>
<td></td>
</tr>
<tr>
<td>Potatoes (white and sweet)</td>
<td>2</td>
</tr>
<tr>
<td>Sugars, syrups, honey, and other sweets</td>
<td>0.5</td>
</tr>
<tr>
<td>Total (equivalent pounds per week):</td>
<td>27.0 lbs</td>
</tr>
</tbody>
</table>
Emergency Support Function # 12 – Energy

ESF Coordinator
Emergency Management Director or Designee

Primary Agencies
Appalachian Power Company

Secondary/Support Agencies
Emergency Management
Public Works
State Corporation Commission (SCC)
Virginia Department of Mines, Minerals, and Energy (DMME)

Introduction

Purpose:
Estimate the impact of energy system outages in the locality.

Make decisions about closings based on:
- Duration of the outage;
- If portions of the locality are affected or if it the entire community;
- Ability to be operational; and
- Current weather conditions;

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

Scope:
- ESF #12 will collect, evaluate, and share information on energy system damage.

Estimate the impact of energy system outages in the community.

Provide information concerning the energy restoration process such as:
- Projected schedules;
- Percent completion of restoration; and
- Determine schedule for reopening facilities.

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

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

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

Concept of Operations

General:

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

Generation capacity shortfalls are a result of:
- Extreme weather conditions; disruptions to generation facilities.

Other energy shortages (such as petroleum products) may result from:
- Extreme weather
- Strikes
- International embargoes
- Disruption of pipeline system
- Terrorism

And can impact transportation and industrial uses

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

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

Organization:

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

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

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

**Actions**

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

**Responsibilities**

- Review plans and procedures;
- Review procedures for providing lodging and care for displaced persons (see ESF #6);
- In the event of a fuel shortage, establish procedures for local fuel suppliers/distributors to serve customers referred to them by Smyth County Government;
- Keep the public informed and aware of the extent of the shortage, the need to conserve the resource in short supply, and the location and availability of emergency assistance;
- Provide emergency assistance to individuals as required;
- Enforce state and local government conservation programs; and
- Identify resources needed to restore energy systems.
Tab 1 to Emergency Support Function #12
Utility Providers

<table>
<thead>
<tr>
<th>Utility Provider</th>
<th>Address</th>
<th>Phone Number(s) &amp; 24-Hour Contact</th>
<th>Contact Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appalachian Power Company</td>
<td></td>
<td>1-800-956-4237</td>
<td></td>
</tr>
</tbody>
</table>

Table 12.1 - Utility Providers
### Tab 2 to Emergency Support Function #12
### Local Petroleum Providers

<table>
<thead>
<tr>
<th>Provide</th>
<th>Phone Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hagy Oil</td>
<td>276-496-7212</td>
</tr>
<tr>
<td>Roland Oil</td>
<td>276-783-4621 (O)</td>
</tr>
<tr>
<td></td>
<td>276-782-7647 (Emer)</td>
</tr>
<tr>
<td>Rouse Oil Service</td>
<td>276-646-3151</td>
</tr>
<tr>
<td>Southern States</td>
<td>276-783-2431</td>
</tr>
<tr>
<td></td>
<td>276-429-5610 (Emer)</td>
</tr>
<tr>
<td></td>
<td>276-677-3012 (Emer)</td>
</tr>
<tr>
<td>Todd's Fuel Oil</td>
<td>276-496-4636</td>
</tr>
</tbody>
</table>

*Table 12.2 - Local Petroleum Providers*
Emergency Support Function # 13 – Public Safety and Security

ESF Coordinator
Smyth County Sheriff or designee

Primary Agencies
Smyth County Sheriff's Office

Support Agencies
Fire Departments
Marion Police Department
Saltville Police Department
Chilhowie Police Department
EMS
County E-911
Virginia Department of Transportation (VDOT)
Virginia State Police (VSP)

Introduction

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

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

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

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

Concept of Operations

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

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

Organization:
- Local Law Enforcement will utilize their normal communications networks during disasters;
- Designate areas that need to be evacuated;
- Provide traffic control and security; and
- Coordinate with local law enforcement if the event exceeds the local capability.

Actions/Responsibilities
- Maintain police intelligence capability to alert government agencies and the public to potential
threats;
- Develop strategies to effectively address special emergency situations that may require
distinct law enforcement procedures, such as civil disorders, hostage taking, weapons of
mass destruction, terrorist situations, and bomb treats/detonations;
- Test primary communications systems and arrange for alternate systems, if necessary;
- Assist with the implementation of the evacuation procedures for the threatened areas, if
necessary;
- Provide traffic and crowd control as required;
- Provide security and law enforcement to critical facilities;
- Implement existing mutual aid agreements with other jurisdictions, if necessary; and
- Document expenses.
- Coordinates backup support from other areas;
- Initial warning and alerting;
- Security of emergency site, evacuated areas, shelter areas, vital facilities and supplies;
- Traffic control;
- Evacuation and access control of threatened areas; and
- Assist the Health Department with identification of the dead.
Tab 1 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 2 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

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.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.
### Tab 3 to Emergency Support Function #13
#### Law Enforcement Resources
*(Maintain a list of available law enforcement resources and personnel)*

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
<th>Contact</th>
<th>Resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smyth County Sheriff’s Office</td>
<td>(276) 782-4056 or (276)-783-7204</td>
<td></td>
<td>1 SHERIFF 1 MAJOR 3 CAPTAINS 4 LIEUTANTS 7 SERGEANTS 10 ROAD DEPUTIES 2 CIVIL PROCESSORS 5 INVESTIGATORS 5 CANINE OFFICERS 2 COURTROOM SECURITIES 5 FULL-TIME COURTROOM SECURITY PERSONAL 11 FULL-TIME DISPATCHERS 4 PART-TIME DISPATCHERS 1 SECRETARY</td>
</tr>
<tr>
<td>Marion Police</td>
<td>(276) 783-8145</td>
<td></td>
<td>PERSONNEL: 20 VEHICLES: 10</td>
</tr>
<tr>
<td>South Park Street</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marion, VA 24354</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saltville Police</td>
<td>(276) 496-4321</td>
<td></td>
<td>PERSONNEL: 5 VEHICLES: 5</td>
</tr>
<tr>
<td>217 Palmer Avenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saltville, VA 24370</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chilhowie Police</td>
<td>(276) 646-3232</td>
<td></td>
<td>PERSONNEL: 7 VEHICLES: 5</td>
</tr>
<tr>
<td>325 East Lee HWY</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chilhowie, VA 24319</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Emergency Support Function #14 – Long Term Recovery

ESF Coordinator
Emergency Management Coordinator or designee

Primary Agencies
Emergency Management

Secondary/Support Agencies
Building Official's Office
Zoning and Planning Office
Department of Social Services
American Red Cross
Virginia Voluntary Organizations Active in Disaster (VVOAD)
County Attorney
Mount Rogers Planning District Commission

Introduction

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

Scope:
ESF #14 support may vary depending on the magnitude and type of incident and the potential for long term and severe consequences. ESF #14 will address significant long-term impacts in the affected area on housing, business and employment, community infrastructure, and social services. The full scope of services provided will depend on local capabilities and resources. During a disaster, maps of the locality will be located in the Planning Section and/or ESF #5. Available maps may include VDOT highway transportation maps, topographical maps, Geographic Information System (GIS) mapping, etc. Smyth County may also request mapping assistance from the Mount Rogers Planning District Commission and Smyth County E-911, as needed.

Policies:

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

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

The recovery and reconstruction component, deals with housing and redevelopment, public works, economic development, land use, zoning, and government financing. Smyth County uses an established coding system for structures inspected by the Damage Assessment Team, as discussed in the Damage Assessment Support Annex. This system provides for a quick overview of the anticipated need for long-term recovery housing and other services.

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

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

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

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

Organization:

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

- Partner with disaster recovery agencies to implement recovery programs;
- Coordinate the state’s participation in recovery operations with FEMA, SBA and other federal agencies co-located in the Joint Field Office or other command center;
- Obtain maps of the impacted areas;
- Develop a recovery strategy that addresses, but is not limited to, infrastructure (land-use, transportation, housing, public services), economic development, and human services (public health, medical care, behavioral health services);
- Advise on the recovery implications of response activities and coordinate the transition from response to recovery in field operations;
- Identify appropriate Federal programs and agencies to support implementation of the long-term community recovery plan, ensure coordination, and identify gaps in resources available;
- Avoid duplication of assistance, coordinate to the extent possible program application processes and planning requirements to streamline assistance, and identify and coordinate resolution of policy and program issues, and;
- Ensure new recovery plans and facilities are ADA compliant
- Determine and identify responsibilities for recovery activities.
Emergency Support Function # 15 – External Affairs

ESF Coordinator
Public Information Officer or Designee

Primary Agencies
County E-911
Sheriff's Office
Emergency Management Director / Coordinator

Secondary/Support Agencies
Virginia Department of Emergency Management
Virginia Department of Health
Local Television/Radio Stations
Local Newspaper

Introduction

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

Scope:
Provide emergency public information actions before, during, and following any emergency. Potential public information response could involve personnel from all jurisdictions, organizations, agencies, and areas within the affected area.

Concept of Operations

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

Smyth County has approximately 1.5% of the population whose primary language is not English. That percentage is likely to increase during the months of November and December, due to the increase in migrant laborers assisting with harvesting Christmas Trees from local producers. Translators are available through the Department of Social Services, the Migrant Health Network, and the Health Department. Disaster preparedness, response, and recovery information is available in Spanish through the Virginia Department of Emergency Management (VDEM). Public Health information is also available in Spanish.

Emergency Public Information may be disseminated to special populations through use of interpreters (non-English speaking and hearing impaired), public address systems, door-to-door, Braille (visually
impaired), etc. If the county does not have the needed resources or personnel the Coordinator will make the necessary request for assistance to the VEOC.

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

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

Organization:

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

Press releases will be coordinated and disseminated from the JIC, in conjunction with the Emergency Management Director / Coordinator, Board of Supervisors, and appropriate lead agency and/or ESF. Individual agencies will NOT issue separate press releases. Media briefings will be conducted from the JIC, and scheduled accordingly.

Additionally, Smyth County will establish a Community Relations (CR) plan which will include incident specific guidance and objectives at the beginning of the incident. Conducting the CR function is a joint responsibility between local, state, and federal personnel. The composition of field teams should involved a variety of local, state, and federal personnel. These teams assist in the rapid dissemination of information, to identify unmet needs, to establish an ongoing dialogue and information exchange, and to facilitate collaborative community, local, state, and federal planning and mutual disaster recovery support.

Responsibilities/Actions

- Develop standard operations procedures (SOPs) to carry out the public information function;
- Develop and conduct public information programs for community/citizen awareness of potential disasters, as well as personal protection measures for each hazards present;
- Develop Rumor Control Procedures;
- Prepare advance copies of emergency information packages for release through the news media during actual emergencies;
- Brief local news media personnel, community officials, local, state, and federal agencies on External Affairs policies, plans, and procedures;
- Maintain current lists of radio stations, televisions stations, cable companies, websites, and newspapers to be utilized for public information releases;
- Maintain support agreements and liaison arrangements with other agencies and the new media, if needed;
- Maintain arrangements to provide a briefing room for the media in the vicinity of the EOC or at the location of the disaster;
- Coordinate with VDEM PIO, Governor’s Press Secretary and the Secretary of Public Safety to prepare initial press releases;
- Assist with the preparation/transmission of EAS messages, if needed;
- Disseminate news releases and daily Situation Reports from the State EOC via the agency’s website;
- Disseminate information to elected officials through the legislative liaison function;
- Establish, with assistance from VDEM and other agencies, the Virginia Public Inquiry Center for the general public to call for information;
• Monitor the media to insure accuracy of information and correct inaccurate as quickly as possible;
• Plan and organize news conferences with the Governor’s staff, if necessary;
• Provide information to the public about available community disaster relief assistance and mitigation programs;
• Coordinate efforts to provide information to public officials, and;
• Facilitate communications between the public and other agency officials to ensure that affected people have access and knowledge about benefits for which they may be eligible.
• Notify Agencies who deal primarily with special needs individuals and coordinate activities to disseminate timely information to those affected.
# Tab 1 to Emergency Support Function #15
## Emergency Public Information Resources

<table>
<thead>
<tr>
<th>Newspaper</th>
<th>Address</th>
<th>Contact</th>
<th>Phone Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smyth County News &amp; Messenger</td>
<td>119 S Sheffey St Marion, VA 24354</td>
<td>Editor</td>
<td>276-783-5121</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saltville Progress</td>
<td>226 Panther Lane Saltville, VA</td>
<td>Editor</td>
<td>276-496-5792</td>
</tr>
<tr>
<td>Bristol Herald Courier</td>
<td>320 Bob Morrison Blvd Bristol, VA</td>
<td>Editor</td>
<td>276-669-2181</td>
</tr>
<tr>
<td>Roanoke Times</td>
<td>201 W. Campbell Ave. Roanoke, VA</td>
<td>Editor</td>
<td>800-346-1234</td>
</tr>
<tr>
<td></td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Radio Stations</th>
<th>Address</th>
<th>Contact</th>
<th>Phone Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>WZVA &amp; WOLD</td>
<td>114 W. Main St Marion, VA</td>
<td>Station Manager</td>
<td>276-783-4042</td>
</tr>
<tr>
<td>WMEV</td>
<td>1041 Radio Hill Road Marion, VA</td>
<td>Station Manager</td>
<td>276-783-3151</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Television Stations</th>
<th>Address</th>
<th>Contact</th>
<th>Phone Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>WCYB</td>
<td>101 E. Lee St Bristol, VA</td>
<td>News Director</td>
<td>276-645-1522</td>
</tr>
<tr>
<td>WDBJ 7 – Roanoke – New River Newsroom</td>
<td>3601 Holiday Lane Blacksburg, VA 24060</td>
<td>Bureau Chief</td>
<td>540-951-7304</td>
</tr>
<tr>
<td>WSLS 10 – Roanoke</td>
<td>401 3rd Street Roanoke, VA 24011</td>
<td>News Director</td>
<td>800-SEE-NEWS</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WVVA</td>
<td>U.S. Route 460 Bypass Bluefield, WV</td>
<td>News Director</td>
<td>304-325-5487</td>
</tr>
</tbody>
</table>

*Table 15.1 – Media Contacts*
Tab 2 to Emergency Support Function #15
Emergency Public Information
PIO Prearranged Messages

| LOCAL PUBLIC INFORMATION NOTIFICATION OF AN INCIDENT |
| Release or Spill                                      |
| (No explosion or fire)                                |

At _____(AM/PM) today, an incident/accident occurred on ____________ highway/street). Certain dangerous materials have been spilled/leaked/released from a tank/car/truck. Due to the toxicity of material released into the atmosphere, all traffic on ____________ (highway/street) is being re-routed via_____________________ (highway/street until further notice.

Follow directions given by emergency personnel, Virginia State Police and local law enforcement.

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

Table 15-2 – PIO Message #1
Tab 3 to Emergency Support Function #15  
Emergency Public Information  
PIO Prearranged Messages  

| LOCAL PUBLIC INFORMATION NOTIFICATION OF AN INCIDENT  
Release or Spill  
(FIRE AND/OR EXPLOSION IMMINENT) |
|--------------------------------------------------|
| At ____ (AM/PM) today, an incident/accident occurred on _________ highway/street.  
Certain dangerous materials have been spilled/leaked/released from a tank/car/truck. Due to the toxicity of material released into the atmosphere, all traffic on ____________ (highway/street) is being re-routed via _________________ (highway/street) until further notice.  

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

Follow directions given by emergency personnel, Virginia State Police and local law enforcement.  

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

Table 15-3 – PIO Message # 2
Tab 4 to Emergency Support Function #15
Emergency Public Information
Sample Health Advisory for Shelter Centers

<table>
<thead>
<tr>
<th>Date:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>To:</td>
<td></td>
</tr>
<tr>
<td>From:</td>
<td>Mount Rogers Health District Director</td>
</tr>
<tr>
<td>Subject:</td>
<td>Health Risks Resulting from _________ (event, site, and date)</td>
</tr>
</tbody>
</table>

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

Shelter residents should be monitored for symptoms which are characteristic of exposure to the chemicals which necessitated the evacuation. These symptoms are (enter symptoms from MSDS or other sources):

1. ______________________________
2. ______________________________
3. ______________________________

In addition to specific information on patient’s medical condition and treatment, record specific information related to the incident such as patient’s location when exposed to contaminants, estimated distance of that location from site of incident, and estimated time of onset of symptoms. Report information to the Smyth County Health Department, (276) 781-7460.

---

Table 15-4 – PIO Message #3
Tab 5 to Emergency Support Function #15
Emergency Public Information
Sample Health Advisory for Chemical/Biological Event

Date: ________________________________
To: __________________________________
From: Mount Rogers Health District Director
Subject: Health Risks Resulting from ____________________________
(event, site, date)

The Smyth County Public Health Department has issued a Public Health Advisory concerning possible chemical/biological contamination by ____________________________ (event) at the ____________________________ (location) in Smyth County.

The chemical release occurred at _____(AM/PM) on ____________________________ (date). Substances released into the environment during this incident can present health risks to susceptible persons. Persons who have been exposed to these chemicals may experience one or more of the following symptoms (enter symptoms on the MSDS):

1. ____________________________
2. ____________________________
3. ____________________________

Any person who was in the vicinity of this location between the hours of _____(AM/PM) on ____________________________ (date) should be alert to symptoms indicating exposure to the chemicals released. Persons experiencing symptoms of contamination are advised to consult their physician or go to the nearest hospital emergency department for evaluation.

For additional information, contact Smyth County Health Department, (276) 781-7460.

Table 15.5 – PIO Message # 4
Tab 6 to Emergency Support Function #15
Emergency Public Information
Sample Health Advisory for Physicians

Date: ________________________________
To: Primary Care Physicians in Mount Rogers Health District
From: Mount Rogers Health District Director
Subject: Health Risks Resulting from ________________________________
        (event, site, and date)

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

Exposure to ________________________________ (list names of chemicals involved) should be considered with patients experiencing the following symptoms:

1. ________________________________
2. ________________________________
3. ________________________________

In addition to specific information on patient’s medical condition and treatment, record specific information related to the incident such as patient’s location when exposed to contaminants, estimated distance of that location from the incident site and estimated time of onset of symptoms. Report incidents to the Smyth County Health Department, (276) 781-7460.

Table 15.5 – PIO Message # 5
Tab 7 to Emergency Support Function #15  
Emergency Public Information  
Sample Health Advisory for Primary Health Care Facilities

<table>
<thead>
<tr>
<th>Date:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>To:</td>
<td>Primary Health Care Facilities in Mount Rogers Health District</td>
</tr>
<tr>
<td>From:</td>
<td>Mount Rogers Health District Director</td>
</tr>
<tr>
<td>Subject:</td>
<td>Health Risks Resulting from ____________________________ (event, site, and date)</td>
</tr>
</tbody>
</table>

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

Exposure to ____________________________ (list names of chemicals involved) should be considered with patients experiencing the following symptoms:

1. ____________________________
2. ____________________________
3. ____________________________

In addition to specific information on patient’s medical condition and treatment, record specific information related to the incident such as patient’s location when exposed to contaminants, estimated distance of that location from the incident site and estimated time of onset of symptoms. Report incidents to the Smyth County Health Department, (276) 781-7460.

*Table 15.6 – PIO Message # 6*
Emergency Support Function # 16 – Military Support

ESF Coordinator
Virginia National Guard Commander or designee

Primary Agency
Department of Military Affairs – Virginia National Guard

Secondary/Support Agencies
Smyth County Office Of Emergency Management
Virginia Department of Emergency Management

Introduction

Purpose:
Emergency Support Function (ESF) #16 – Military Affairs is to assist and provide Military Support (Virginia National Guard) in times of a major or catastrophic disaster, and/or civil unrest.

Concept of Operations

General:
The Virginia National Guard, when directed by the Governor of the Commonwealth of Virginia, can employ Virginia National Guard personnel, equipment, and resources, through appropriate commanders, to assist civil authorities.

The Virginia National Guard will provide Military Support to Civil Authorities in accordance with the existing Virginia National Guard Operation Plan for Military Support to Civil Authorities. In times where the Governor has declared a state of emergency, National Guard personnel will be requested through the VEOC and pre-staged (i.e. snowstorm).

Organization:
The Virginia National Guard is a support agency for the other Emergency Support Functions located in the Emergency Operations Center.

Policies:
In accordance with existing National Guard Bureau Regulations, it is understood that the primary responsibility for disaster relief shall be with the locality.

Responsibilities

- Provide Military Support to civil authorities on a mission request basis, within the Virginia National Guard’s capability, and within the limitations of existing State law, military regulations, and the applicable Governor’s Executive Order.
Emergency Support Function #17 - Volunteer and Donations Management

ESF Coordinator
Emergency Management Director or Designee

Primary Agencies
Emergency Manager

Secondary/support Agencies
Emergency Management
Local Disaster Recovery Task Force
Virginia Voluntary Organizations Active in Disaster (VVOAD)
Public Information Office
Department of Social Services
County Attorney
American Red Cross
Salvation Army

Introduction

Purpose:
ESF # 17 describes the coordinating processes used to ensure the most efficient and effective utilization of unaffiliated volunteers and unsolicited donated goods during disasters.

Scope:
Volunteer services and donated goods refer to unsolicited goods, and unaffiliated volunteer services. Coordination of affiliated volunteers will also be needed during recovery operations.

Policies:
The donation management process must be organized and coordinated to ensure the citizenry is able to take advantage of the appropriate types and amounts of donated goods and services in a manner that precludes interference with or hampering of emergency operations.

- Coordinates with other agencies to ensure goods and resources are used effectively;
- Looks principally to those organizations with established volunteer and donation management structures;
- Encourages cash donations to recognize non-profit voluntary organizations;
- Encourages individuals to participate through local Citizen’s Corps Council and/or affiliate with a recognized organization; and
- Encourages the use of existing nongovernmental organizational volunteer and donations resources before seeking governmental assistance.
Concept of Operations

General:

Volunteer and Donations Management operations may include the following:
- A Volunteer and Donations Coordinator
- A phone bank
- A coordinated media relations effort
- Effective liaison with other emergency support functions, state and federal government officials
- Facility Management Plan

Donated Goods Management Function
- Management of unsolicited donated goods involves a cooperative effort by local and voluntary and community based organizations, the business sector and the media.
- Developing donations management plans and managing the flow of donated goods during disaster operations.

Volunteer Management Function
- Management of unaffiliated volunteers requires a cooperative effort by local and voluntary and community based organizations, such as Citizen Corps Councils, faith-based organizations, the private sector and the media.

Organization:

Standard operating procedures will be developed to address screening, processing, training, and assignments of volunteers who will show up once recovery efforts begin. The service to which personnel are assigned will provide the necessary training. Persons who already possess needed skills or have received specialized training, such as heavy equipment operators, should be assigned duties, which allow for the maximum benefit of their skills. Each individual volunteer will be registered, and a log will be maintained of man-hours worked. Accurate records of all incurred expenses will be maintained.

ESF #15 will coordinate with ESF # 2 – Communications and ESF # 15 – External Affairs to develop public service announcements (PSAs) to notify the public about donations programs. PSAs will be disseminated from the Joint Information Center (JIC). PSAs may also include information about unneeded items, such as used clothing.

If additional resources are needed, a request for assistance from the Virginia Voluntary Organizations Active in Disaster (VVOAD) will be made through ESF # 7 – Resource Management to the Virginia Emergency Operations Center (VEOC).

Responsibilities

- Identify potential sites and facilities to manage donated goods and services being channeled into the disaster area;
- Identify the necessary support requirements to ensure the prompt establishment and operation of these facilities and sites;
- Assign the tasks of coordinating auxiliary manpower and material resources;
- Develop procedures for recruiting, registering and utilizing auxiliary manpower;
- Develop a critical resources list and procedures for acquisition in time of crisis;
- Develop procedures for the management of donated goods;
- Receive donated goods;
- Assist with emergency operations;
- Assign volunteers to tasks that best utilize their skills; and
- Compile and submit totals for disaster-related expenses.
Tab 1 to Emergency Support Function # 17 – Volunteer & Donations Management
Sample Volunteer Registration Form

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name: _______________________________________________________________________________</td>
</tr>
<tr>
<td>2.</td>
<td>Social Security Number: __________________________________________________________________</td>
</tr>
<tr>
<td>3.</td>
<td>Organization (if appropriate) __________________________________________________________________</td>
</tr>
<tr>
<td>4.</td>
<td>Skill or Specialized Service (i.e., carpenter, heavy equipment operator, medical technician, etc.) __________________________________________________________________</td>
</tr>
<tr>
<td>5.</td>
<td>Estimated length of time services can be provided in the disaster area: __________________________________________________________________</td>
</tr>
<tr>
<td>6.</td>
<td>Special tools or equipment required to provide service: __________________________________________________________________</td>
</tr>
<tr>
<td>7.</td>
<td>Billet or emergency shelter assignment in local area: __________________________________________________________________</td>
</tr>
<tr>
<td>7.</td>
<td>Are you or your group self-sufficient with regard to food and clothing: __________ Yes __________ No</td>
</tr>
<tr>
<td></td>
<td>Explanation: ____________________________________________________________________________</td>
</tr>
</tbody>
</table>

Table 17.1 – Volunteer Registration Form
Evacuation Support Annex

Coordinating Agency
Smyth County Emergency Management
Smyth County Sheriff's Office
Town Police
Fire Departments
VDOT

Cooperating Agencies
All

Introduction

Purpose:
The Evacuation Support Annex describes the coordinated process of localities and agencies to ensure a smooth evacuation of any portion or all of Smyth County attributable to a hazard including a catastrophic event. 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 departments and agencies that are participating and responding with assistance to an evacuation as coordinated by Smyth County Emergency Management. This document will address wide-ranging scenarios with no consideration for special incident(s) at this time. Additional incident scenarios can be found in the appropriate Incident Annex.

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

1. Catastrophic event with warning – 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, wild land fires and severe riverine flooding.
2. Disruptive event with warning – 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. Catastrophic event without warning – 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 people 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 designated into those that are transit dependent and those who are "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 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 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 riverine 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;
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 motels;
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. A hazard analysis and vulnerability assessment has been completed which identifies the types of threats, the areas and population along the established evacuation routes most vulnerable to these threats. A hazard analysis has also been completed for routes that will be used primarily for pedestrian traffic;
7. During events without warning, there might be limited to no time prior to the event to implement more formalized evacuation processes;
8. Emergency evacuations might require evacuation of all or part of a Smyth County neighborhood. Evacuation from a designated risk area will affect adjacent and outlying areas within and outside of the County. Traffic control resources must be in place prior to public release of an evacuation order;
9. Evacuation will require a greater lead-time to implement than that of in-place sheltering. A delayed evacuation order could endanger the lives and result in civil disorder.
10. There are on-going efforts to proactively reach out and educate citizens on family preparedness, evacuation procedures, and where to go for additional information on these subjects;
11. Evacuation procedures, to include notification and routing, will be made available to the public by all available means;
12. The primary means of evacuation from any event will be private vehicles;
13. Residents who are ill or disabled may require vehicles with special transportation capabilities;
14. Stranded motorists could present significant problems during an evacuation situation;
15. 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 utilized in order to effectively communicate the hazard, level or risk and the recommended evacuation or protection action to the public;
16. Some owners of companion animals might refuse to evacuate unless arrangements have been made to care for their animals;
17. 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;
18. Every hospital, long-term care facility and home health agency should 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.
19. Local emergency managers have been given the authority to review and collaborate with managers of nursing homes, childcare facilities and assisted living facilities in developing emergency plans.

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
Organization:
Evacuation of Smyth County will be directed by the County Administrator / Emergency Director, or his appointed person within the official line of succession. In small-scale incidents or incidents needing immediate evacuation, the on-scene incident commander will have the authority to determine and implement evacuation orders. The implementation of the evacuation will be managed in a unified command format to best integrate all necessary ESFs for a successful result. This concept will also be utilized to coordinate no-warning evacuations.

Emergency Support Functions (ESFs) having primary responsibilities during an evacuation are:
- ESF # 1 - Transportation--traffic management and transport
- ESF # 6 - Mass Care, Housing and Human Services--sheltering
- ESF # 13 - Public Safety and Security--traffic control and security

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

Smyth County has a pre-identified shelter locations within the County. Citizens will be provided transportation, if necessary, to the shelter locations. Transportation resources are identified in ESF #1. Smyth County will identify refuges of last resort as needed, based on the type of event.

Responsibilities:

- 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;
- Assist in directing and/or moving motorists to shelters or refuges of last resort as an event approaches;
- Coordinate resources and information with state and adjacent jurisdiction law enforcement;
- Provide security for ingress and egress of the evacuated area(s) and for shelters and refuges of last resort;
- Select sites to serve as refuges of last resort and shelters;
- Fulfill sheltering plan as required in response to an evacuation;
- Outreach to citizens on evacuation education pre-event and notification during an event regarding personal evacuation and sheltering plan;
- Recommend policies, procedures, and projects necessary for the implementation of evacuation plans;
- Facilitate training to local agencies and other organizations regarding evacuation plans;
- Coordinate evacuation efforts with external agencies including federal, state, and other localities;
- Disseminate public information through all media types regarding evacuation efforts pre-event, during the event, and post-event; and
- Develop, review, test and train appropriate personnel on the evacuation plan, policies, and procedures.

Action Checklist

- Citizens will be encouraged to develop household emergency plans that include their pets and any other dependents in all aspects of response including evacuation and sheltering.
- Develop, review, test and train appropriate personnel on the evacuation plan, policies, and procedures;
- Implement the plan;
- Provide training to agencies and staff on task-appropriate plans, policies and procedures;
- Provide adequate support for evacuation preparedness, planning and response. Report any shortfalls and request needed assistance or supplies;
- Develop and implement the necessary logistical support to carry out emergency tasking. Instruct all departments to maintain an inventory of supplies on hand;
- Select, prepare plans for, and initiate sites to serve as refuges of last resort and/or shelters;
- Develop and implement the necessary mutual aid agreements, sample contracts, and listing of potential resource providers to expedite the procurement of anticipated resource needs for emergency operations; and
- Develop and maintain the necessary measures to protect vital records, critical systems, and essential operations to ensure their uninterrupted continuation during a disaster, as well as to facilitate their full restoration if impacted by the disaster;
- Coordinate information dissemination internally and externally; and
• Insure appropriate recordkeeping such that federal or state disaster assistance can be sought for reimbursement of disaster related expenditures; and
• Assist the Department of Finance in the preparation and submission of disaster assistance applications to the appropriate state and/or federal agencies for reimbursement of disaster related expenditures.
Animal Care, Control and Sheltering Support Annex

Coordinating Agency
Smyth County Animal Control

Cooperating Agencies
Emergency Management
Smyth County Sheriff's Office
Local Veterinarians
Smyth County Health Department
Virginia Cooperative Extension Service
Virginia Department of Agriculture and Consumer Services (VDACS)
Virginia Department of Emergency Management
Virginia Veterinary Medical Association
Virginia Animal Control Association
Animal Welfare/Rescue Organizations

Introduction

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

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

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

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

9. Pocket pets (hamsters, gerbils, hedgehogs, sugar gliders, etc.) must be brought to shelter in owner’s cage. The cage must be of good material to prevent escape.

10. No reptiles will be accepted.

11. A hazard analysis and vulnerability assessment has been completed which identifies the types of threats, the areas that they threaten, and types and numbers of animals most vulnerable in these areas.

12. The Director of Emergency Management or the County Administrator may issue an emergency proclamation or disaster declaration. The National Incident Management System (NIMS) will be used to establish the organizational structure.

13. Smyth County Emergency Operations Center may be activated to manage the emergency.

14. Any disaster may potentially have adverse effects on the jurisdiction’s animal population or the public health and welfare.

15. State or Federal Assistance to deal with animal emergencies may not be available. Local resources must be utilized before requesting outside assistance.

Policies:

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

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

Concept of Operations

Organization:

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

The Department of Animal Control has primary responsibility for:

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

Secondary responsibilities include:

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

The Director of Animal Control and Coordinator of Emergency Management are responsible for developing and implementing the necessary management policies and procedures that will facilitate and ensure a safe, sanitary and effective animal care and control effort. These procedures will be designed to support and expedite emergency response operations, as well as maximize state and federal assistance. Plans and procedures for the Department of Animal Control and supporting agencies define the roles of agencies and support organizations in preparedness, response and recovery of an animal emergency. These plans and procedures establish the concepts and policies under which all elements of their agency will operate during an animal emergency. They will provide the basis for more detailed appendices and procedures that may be used in a response.
The Director of Animal Control and Coordinator of Emergency Management will coordinate with ESF # 11 and all departments, government entities, and representatives from the private sector who support animal emergency operations. This may involve working with other local jurisdictions that provide mutual aid, state and federal governments, private contractors, local retailers, volunteer organizations, etc. and assuring that all involved have current Memorandums of Agreement with Smyth County in respect to their agreed support.

Responsibilities

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

Actions

**Increased Readiness:**

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

**Mobilization:**

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

**Response:**

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

Recovery:

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

Evaluation:

- Assess strengths and areas for improvement and provide practical solutions;
- Evaluate staff and volunteer roles and performance; and
- Revise the plan as necessary.
Smyth County Emergency Operations Plan                      Animal Care and Control Annex .5

Tab 1 to Animal Care and Control Annex

DEFINITIONS

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

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

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

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

1. Non-human primates and prosimians – examples: monkeys, baboons, chimpanzees
2. Felidae (excluding domesticated cats) – examples: lions, tigers, bobcats, lynx, cougars, jaguars
3. Canidae (excluding domesticated dogs) – examples: wolves, coyotes, foxes, jackals
4. Ursidae – examples: all bears
5. Reptilia – examples: snakes, lizards, turtles
6. Crocodylia – examples: alligators, crocodiles, caiman
7. Proboscidea – examples: elephants
8. Hyenidae – examples: hyenas
9. Artiodactyla (excluding livestock) – examples: hippopotamuses, giraffes, camels
10. Procyonidae – examples: raccoons, coatils
11. Marsupialia – examples: kangaroos, opossums
12. Perissodactyla (excluding livestock) – examples: rhinoceroses, tapirs
13. Edentata – examples: anteaters, slots, armadillos
14. Viverridae – examples: mongooses, civets, genets
**Smyth County Emergency Operations Plan** — Animal Care and Control Annex -6

Tab 2 to Animal Care and Control Support Annex

Pet-Friendly Shelter Pet Registration/Discharge Form

<table>
<thead>
<tr>
<th>Owner Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Name:</td>
</tr>
<tr>
<td>Street Address:</td>
</tr>
<tr>
<td>City, State, Zip</td>
</tr>
<tr>
<td>Phone Numbers:</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pet Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description of Animal: □ Dog □ Cat □ Other □</td>
</tr>
<tr>
<td>Pet's Name:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Breed:</td>
</tr>
<tr>
<td>Color:</td>
</tr>
</tbody>
</table>

**Distinctive Markings:**

<table>
<thead>
<tr>
<th>Microchip: □ Yes □ No</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, number:</td>
</tr>
<tr>
<td>Veterinarian Name:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Identification and Current Pet Medications - List any medications below that you pet is currently taking:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Medication</td>
</tr>
</tbody>
</table>

**TO BE COMPLETED BY SHELTER**

<table>
<thead>
<tr>
<th>Arrival Date:</th>
<th>Departure Date:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Did the owner provide proof of the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Written proof of vaccinations during the past 12 months</td>
</tr>
<tr>
<td>• Proper ID collar and up to date rabies tag. If yes, record Tag #</td>
</tr>
<tr>
<td>• Proper ID on all belongings</td>
</tr>
<tr>
<td>• Leash</td>
</tr>
<tr>
<td>• Ample food supply</td>
</tr>
<tr>
<td>• Water/food bowls</td>
</tr>
<tr>
<td>• Necessary medication(s) (ensure medications are listed above)</td>
</tr>
<tr>
<td>• Owner provided cage has owner’s name, address, pet name and other pertinent information labeled clearly and securely on the cage</td>
</tr>
</tbody>
</table>

**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 or 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). 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:
Tab 3 to Animal Care and Control Support Annex
Pet-Friendly Shelter Sites

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Type</th>
<th>Pet Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marion Police</td>
<td>307 S. Park St</td>
<td></td>
<td>30</td>
</tr>
<tr>
<td>Department. 1</td>
<td>Marion, VA</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table SA1.2
# Tab 4 to Animal Care and Control Support Annex

## Lost Animal Report

<table>
<thead>
<tr>
<th>Today's Date</th>
<th>Information Received By</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Owner Information</strong></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Address</td>
</tr>
<tr>
<td>Temporary Address</td>
<td>Phone Number</td>
</tr>
<tr>
<td><strong>Date/Location Where Animal Was Last Seen</strong></td>
<td></td>
</tr>
<tr>
<td>Date Last Seen</td>
<td>Location</td>
</tr>
<tr>
<td><strong>Do You Have A Picture Of The Animal?</strong></td>
<td><strong>Is The Animal Friendly?</strong></td>
</tr>
<tr>
<td><strong>Does The Animal Have A History Of Running Away?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Animal Description</strong></td>
<td></td>
</tr>
<tr>
<td>Type Of Animal</td>
<td>If A Litter, Number In Litter</td>
</tr>
<tr>
<td>Breed</td>
<td>Size (Small/Medium/Large)</td>
</tr>
<tr>
<td>Male/Female/Fixed</td>
<td>Tail (Short/Long/Curly/Straight)</td>
</tr>
<tr>
<td>Fur Length/Coat Type</td>
<td>Colors</td>
</tr>
<tr>
<td>Rabies License Number?</td>
<td>Indoor/Outdoor Animal</td>
</tr>
<tr>
<td><strong>Veterinarian Used</strong></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Phone</td>
</tr>
<tr>
<td>Address</td>
<td>Are Shots Current?</td>
</tr>
<tr>
<td>Animal On Any Medication?</td>
<td>Frequency</td>
</tr>
<tr>
<td>When Was Medication Last Given?</td>
<td></td>
</tr>
<tr>
<td><strong>Contacts</strong></td>
<td></td>
</tr>
<tr>
<td>Who Else Have You Notified That The Animal Is Missing?</td>
<td></td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Office Use Only

<table>
<thead>
<tr>
<th>Lost Animal Matched With Animal ID #</th>
<th>Date Owner Contacted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Animal Reclaimed</td>
<td>Released to Owner Print &amp; Sign Name</td>
</tr>
<tr>
<td>Owner's Drivers License #</td>
<td>State</td>
</tr>
<tr>
<td>Status Of Animal</td>
<td>Owner Located Matched At Shelter</td>
</tr>
</tbody>
</table>
# Tab 5 to Animal Care and Control Support Annex
## Contacts and Outside Resources

<table>
<thead>
<tr>
<th>Resource</th>
<th>Address</th>
<th>Telephone</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Ben Halsey</td>
<td>Smyth County Animal Hospital</td>
<td>276-783-5164</td>
<td>• Medical care</td>
</tr>
<tr>
<td>Bill Turman</td>
<td>Smyth County Animal Control</td>
<td>276-646-2222</td>
<td>• Supplies and assistance</td>
</tr>
<tr>
<td>Emergency Animal Rescue Service (EARS)</td>
<td></td>
<td>916-429-2457 800-440-EARS (Disasters Only)</td>
<td>• EARS should be contacted when a mandatory evacuation will affect over 200 household and residents will be displaced for 3 or more days</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• FREE resources (declared disaster) include: evacuation personnel, rescue personnel, record keepers, temporary animal disaster relief shelters, transportation for animals, medical care, and dead animal storage and removal</td>
</tr>
<tr>
<td>The Humane Society of the United States</td>
<td>2100 L Street, NW Washington, DC 20037</td>
<td>202-452-1100</td>
<td></td>
</tr>
<tr>
<td>Christie Peters, Director, Heritage Humane Society</td>
<td>430 Waller Mill Road Williamsburg, VA 23185</td>
<td>757-221-0910</td>
<td>• Support personnel to process companion animals</td>
</tr>
<tr>
<td>Nathan Hayes, President, PAWS of Southwest Virginia</td>
<td></td>
<td>276-796-2146</td>
<td>• Support personnel to process companion animals</td>
</tr>
<tr>
<td>Kevin Kilgore, President, Virginia Animal Control Association</td>
<td></td>
<td></td>
<td>• Support personnel  • Animal Medical Support  • Resource Support  • Transport Haulers and trailers</td>
</tr>
</tbody>
</table>

Table SA1.3
DAM SAFETY SUPPORT ANNEX

Coordinating Agency
Smyth County Sheriff's Office
Smyth County Emergency Management

Cooperating Agencies
County Administrator
Virginia Department of Conservation and Recreation (DCR)
Virginia Department of Emergency Management (VDEM)

Introduction

Purpose:
To facilitate the evacuation of downstream residents or notification of the public in the event of an imminent or impending dam failure.

Scope:
The Virginia Department of Conservation and Recreation (DCR) provides detailed guidance to dam owners in developing emergency action plans and emergency preparedness plans in the event of dam failure. Local government is also responsible for developing compatible procedures to warn and evacuate the public in the event of dam failure.

Concept of Operations

General:
Dam owners are responsible for the proper design, construction, operation, maintenance, exercising, and safety of their dams. They are also responsible for reporting abnormal conditions at the dam to the Sheriff, the Emergency Management Director and the Coordinator of Emergency Management and to recommend evacuation of the public below the dam if it appears necessary. Owners of dams that exceed 25 feet in height and impound more than 50 acre-feet (100 acre-feet for agricultural purposes) of water must develop and maintain an (EAP). This plan shall include a method of notifying and warning persons downstream and of notifying local authorities in the event of impending failure of the dam. An EAP is one of three items required prior to issuance of an Operation and Maintenance Certificate by the Virginia DCR. In addition to the Virginia DCR, a copy of the plan must be provided to the local Director of Emergency Management and to the Virginia Department of Emergency Management.

Standards have been established for “Dam Classifications” and “Emergency Stages.” See Tab 1. The affected public will be routinely notified of conditions at the dam during Stage I. 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. If conditions deteriorate and overtopping or failure of a dam has occurred or is imminent, as in Stage III, the Emergency Management Director and/or the Coordinator of Emergency Management will warn the public, order evacuation from the affected area, and declare a local emergency.
Organization:

*The Chairman of the Board of Supervisors/Director of Emergency Management, the Asst.County Administrator and/or the Coordinator of Emergency Management, or appointee*, in their absence, is responsible for making the decision to order evacuation in the event of an imminent or impending dam failure. The Sheriff’s Office will disseminate the warning to evacuate.

AUTHORITIES:

In addition to those listed in the Basic 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
Emergency Management Actions – Dam Safety

Normal Operations

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

2. Smyth County
   a. Develop compatible procedures to warn and evacuate the public in event of a dam failure.

Increased Readiness

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

2. Stage II Conditions
   a. Alert on-duty emergency response personnel;
   b. Notify the public of possible dam failure;
   c. Review warning and evacuation plans and procedures; and
   d. Place off-duty emergency response personnel on alert.

Emergency Operations

1. Mobilization Phase—Latter Part of Stage II or at Stage III Conditions
   a. Activate Emergency Operations Center (EOC);
   b. Notify Virginia Emergency Operations Center (VEOC); and
   c. Begin record keeping of all incurred expenses

2. Response Phase—Stage III Conditions
   a. Activate EOC;
   b. Order immediate evacuation of residents in expected inundation areas;
   c. Sound warning through use of sirens, horns, Emergency Alert System (EAS), telephone, or door to door notification to evacuate individuals.
   d. Call in necessary emergency response personnel to provide help required to save lives and property; and
   e. Follow all established procedures within designated functional areas specified in this plan.

Recovery

1. Provide assistance to disaster victims;
2. Clean up debris and restore essential services;
3. All agencies tasked in this plan implement recovery procedures;
4. Review emergency procedures used and revise, if necessary, to ensure lessons learned are applied and incorporated into future plans; and
5. Determine what mitigation measures, if any, should be initiated (i.e., zoning, design of dams, etc.)
Responsibilities

Dam Owners:

- Develop an emergency action plan (or emergency preparedness plan) for warning and evacuating the public in the event of dam failure;
- Obtain an Operation and Maintenance Certificate from the Virginia DCR;
- Provide plan copies to the locality, Virginia Departments of Conservation and Recreation (DCR) and Emergency Management (VDEM);
- Operate and maintain the dam to assure the continued integrity of the structure;
- Conduct exercises to ensure responsible parties understand their role and appropriate response capabilities exist; and
- If an owner or the owner's engineer has determined that circumstances are impacting the integrity of the impounding structure that could result in the imminent failure of the impounding structure, temporary repairs may be initiated prior to approval from the board. The owner shall notify the Virginia DCR within 24 hours of identifying the circumstances impacting the integrity of the impounding structure.

Local Government:

- Develop compatible procedures to warn and evacuate the public in the event of dam failure;
- Notify public of possible dam failure;
- Order immediate evacuation of residents in expected inundation areas;
- Sound warning through use of sirens, horns, and vehicles with loudspeakers, Emergency Alert System, telephone calls, and door-to-door notification to evacuate individuals immediately out of the area or to high ground in area for later rescue;
- Provide assistance to disaster victims;
- Clean up debris and restore essential services;
- All agencies tasked in this plan implement recovery procedures;
- Review emergency procedures used and revise, if necessary, to insure lessons learned are applied in future disasters; and
- Determine what mitigation measures, if any, should be initiated (zoning, design of dams, etc.).
Tab 1 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.

Tab 2 to Dam Safety Support Annex
SMYTH COUNTY DIRECTORY OF DAMS REGULATED BY
VIRGINIA DEPARTMENT OF CONSERVATION AND RECREATION
AND REQUIRING EMERGENCY ACTION PLANS

<table>
<thead>
<tr>
<th>DAM NAME</th>
<th>HEIGHT</th>
<th>TOTAL (Ac-Ft)</th>
<th>CLASS</th>
</tr>
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<tbody>
<tr>
<td>Hungry Mother State Park</td>
<td></td>
<td></td>
<td>1</td>
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<table>
<thead>
<tr>
<th>DAM NAME</th>
<th>OWNER</th>
<th>REASON FOR EXEMPTION</th>
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## Tab 3 to Dam Safety Support Annex

**SMYTH COUNTY REGISTERED DAM CONTACT INFORMATION**
(Include a map indicating local of dams within jurisdiction)

<table>
<thead>
<tr>
<th>Name of Impounding Structure:</th>
<th>Hungry Mother State Park Dam</th>
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<tbody>
<tr>
<td>Inventory Number:</td>
<td>17301</td>
</tr>
<tr>
<td>City/County:</td>
<td>Smyth</td>
</tr>
<tr>
<td>Other Name (if given):</td>
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</tr>
<tr>
<td>Stream Name:</td>
<td></td>
</tr>
<tr>
<td>Latitude:</td>
<td>36 52' 15&quot;</td>
</tr>
<tr>
<td>Longitude:</td>
<td>81 31' 21&quot;</td>
</tr>
<tr>
<td>Name of Impounding Structure Operator:</td>
<td>Scott Bowen</td>
</tr>
<tr>
<td>Address:</td>
<td>2854 Park Blvd</td>
</tr>
<tr>
<td>Telephone:</td>
<td>276-781-7400</td>
</tr>
<tr>
<td>Alternate Number(s):</td>
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<tr>
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<tr>
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<td>Alternate Number(s):</td>
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<thead>
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<tr>
<td>Alternate Number(s):</td>
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<tr>
<td>Other means of communication:</td>
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<table>
<thead>
<tr>
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<tr>
<td>Inventory Number:</td>
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<tr>
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<tr>
<td>Longitude:</td>
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<table>
<thead>
<tr>
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<tr>
<td>Inventory Number:</td>
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<td>Other means of communication:</td>
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</tbody>
</table>
Tab 4 to Dam Safety Support Annex

SMYTH COUNTY REGISTERED DAMS MAP
(Include a map indicating local of dams within jurisdiction)

Insert Local Map
Damage Assessment Support Annex

Coordinating Agency
Smyth County Department of Building and Zoning

Cooperating Agencies
Smyth County Assessor’s Office
Smyth County Department of Public Works
Smyth County Department of Parks and Recreation
Smyth County Department of Emergency Management
Smyth County Department of Finance
Smyth County Sheriff's Office
Smyth County Department of Social Services
Smyth County Public Schools
American Red Cross
Amateur Radio Emergency Services
American Electric Power
Century Link Telephone Company
Virginia Department of Transportation (VDOT)

Introduction

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

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

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

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

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

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

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

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

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

Assumptions:

1. Fast and accurate damage assessment is vital to effective disaster responses;
2. Damage will be assessed by pre-arranged teams of local resource personnel;
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;
6. A major disaster affecting the county could result in the severance of a main transportation artery resulting in a significant alteration of lifestyle in the community.

Policies:

1. The Initial Damage Assessment (IDA) results will be reported to the Virginia EOC within 72 hours of the incident (WebEOC – primary; Fax or Call – secondary);
2. At the Incident Commander’s request, the first priority for damage assessment may be to assess Smyth County structural/infrastructure damage;
3. A Federal/State supported Preliminary Damage Assessment will be conducted in coordination with Smyth County to verify IDA results and determine long-term needs. This data will be used to determine the need for a Presidential Disaster Declaration;
4. An estimate of expenditures and obligated expenditures will be submitted to both Smyth County and the VEOC before a Presidential Disaster declaration is requested;
5. Additional reports will be required when requested by the Emergency Management Director or Emergency Manager depending on the type and magnitude of the incident;
6. Supplies, equipment and transportation organic to each organization will be utilized by that organization in the accomplishment of its assigned responsibility or mission;
7. Additional supplies, equipment and transportation essential to the continued operation of each organization will be requested through ESF #7 (Resource Support) in the EOC;
8. The approval to expend funds for response and recovery operations will be given by the department head from each agency or department involved in recovery operations. Each agency or department should designate a responsible person to ensure that actions taken and costs incurred are consistent with identified missions.

Concept of Operations

Organization:
The ultimate responsibility of damage assessment lies with the local governing authority. The Smyth County Emergency Manager or his/her designee will be responsible for damage assessments, collection of the data and preparation of necessary reports through the functions of ESF 14, Long Term Community Recovery and Mitigation. Damage assessments will be conducted by qualified, trained local teams under the supervision of the Smyth County Department of Building. The damage assessment teams will be supported by multiple agencies from Smyth County. If the nature of the incident is such that local resources are incapable of assessing the damage, state assistance will be requested through normal resource request procedures to the VEOC.
Additional ESFs may need to be utilized to enhance the results of the evacuation such as ESF 7 (Resource Management), ESF 5 (Emergency Management) and ESF 11 (Agriculture and Natural Services). If the incident involves chemicals or radiation that may cause contamination of damage area, ESF 8 (Health and Medical) and ESF 10 (Oil and Hazardous Materials) may also be needed. The primary ESFs as listed will utilize their full ESF specific annex and any supporting agencies and ESFs to implement their portion of the damage assessment.

Basic administrative and accountability procedures for any damage assessment activities will be followed as required by County, state and federal regulations. If supplies, materials, and equipment are required, records will be maintained in accordance to County, state and federal reporting requirements. All procurement processes will also follow appropriate County procurement policies and regulations, and state and federal policies and regulations as necessary.

Responsibilities:

1. Smyth County Department of Building and Zoning
   a. Assemble the appropriate team and develop damage assessment plans, policies and procedures;
   b. Maintain a list of critical facilities that will require immediate repair if damaged;
   c. Appoint a representative to be located within the EOC to direct damage assessment operations to include operation of the teams, collecting data, and developing accurate and appropriate reports for the Smyth County Emergency Manager;
   d. Solicit cooperation from companies and local representatives of support agencies to serve as member of damage assessment teams;
   e. Conduct damage assessment training programs for the teams;
   f. Coordinate disaster teams conducting field surveys;
   g. Collect and compile incoming damage reports from teams in the field, from other operations directors, and outside agencies, systems and companies;
   h. Using existing policies and procedures, determine the state of damaged buildings and place notification/placards as needed;
   i. Using existing policies and procedures, facilitate the issuance of building permits and for the review and inspection of the site-related and construction plans submitted for the rebuilding/restoration of buildings;
   j. Assist in the establishment of the sequence of repairs and priorities for the restoration of affected areas;
   k. Correlate and consolidate all expenditures for damage assessment to the Department of Finance;
   l. Ensure that there will be an escort available for any State or Federal damage assessments and prepare an area map with the damage sites prior to their arrival.

2. Smyth County Department of Public Works
   a. Designate representatives to serve as members of damage assessment teams;
   b. Participate in damage assessment training;
   c. Collect and compile damage data regarding public and private utilities, and provide to City/County Department of Building and Zoning within the EOC;
   d. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.

3. Virginia Department of Transportation
   a. Designate representatives to serve as members of damage assessment teams;
   b. Participate in damage assessment training;
   c. Collect and compile damage data regarding public and private transportation resources, and provide to City/County Department of Building and Zoning within the EOC;
   d. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.
4. Smyth County Extension Office
   a. Designate representatives to serve as members of damage assessment teams;
   b. Participate in damage assessment training;
   c. Collect and compile damage data regarding public and private agricultural resources, and provide to City/County Department of Building and Zoning within the EOC;
   d. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.

5. Smyth County Sheriff’s Office and Town Police Departments
   a. Provide security for ingress and egress of the damaged area(s) post-event;
   b. Provide access and security for damage assessment activities with Smyth County.

6. Smyth County Department of Finance
   a. Collect, report and maintain estimates of expenditures and obligations required for response and recovery activities;
   b. Maintain accurate records of funds, materials and man-hours expended as a direct result of the incident;
   c. Report these estimates and obligations to the Emergency Manager for inclusion into the appropriate Public Assistance IDA categories.

7. Smyth County Emergency Management
   a. Overall direction and control of damage assessment for Smyth County;
   b. Reporting of damages to the Virginia EOC within 72 of the incident in the appropriate Initial Damage Assessment format;
   c. Ensuring appropriate and adequate public information and education regarding the damage assessment process; and

8. Smyth County Public Information Officer
   a. Ensures prior coordination with appropriate damage assessment coordination ESFs to provide periodic spot announcements to the public on pertinent aspects of the assessments.

Actions

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

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

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

**Recovery:**

- Continue damage assessment surveys as needed;
- Advise on priority repairs and unsafe structures;
- Facilitate the issuance of building permits and for the review and inspection of the site-related and construction plans submitted for the rebuilding/restore of buildings;
- Monitor restoration activities;
- Complete an event review with all responding parties;
- Review damage assessment plans, policies and procedures in respect to the recent emergency response. Update as necessary and disseminate;
- Review building codes and land use regulations for possible improvements;
- Review and update the necessary logistical support to carry out emergency tasking. Instruct all departments to replenish used on-hand inventory of supplies;
- Assist the Department of Finance in the preparation and submission of disaster assistance applications to the appropriate state and/or federal agencies for reimbursement of disaster related expenditures.
Tab 1 to Damage Assessment Annex

Damage Assessment Team Assignments

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

TEAM ASSIGNMENTS (based on categories in Damage Assessment Form)

I. PRIVATE PROPERTY

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

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

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

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

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

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

II. PUBLIC PROPERTY

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

Team: Department Heads and additional staff, as needed

Category B – Protective Measures
1. Life and safety (all public safety report costs)

Team: Department Heads and additional staff, as needed

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

Team: Department Heads and additional staff, as needed
Virginia Department of Health
Category C – Road Systems
Damage to roads and streets, bridges, culverts, sidewalks, traffic control systems.
  Team: VDOT
  Department Heads and additional staff, as needed

Category D – Water Control Facilities
Damage to dams and drainage systems.
  Team: Department Heads and additional staff, as needed

Category E – Public Buildings and Equipment
Damage to buildings, inventory, vehicles and equipment.
  Team: Department Heads and additional staff, as needed

Category F – Public Utility Systems
Damage to water plants, dams, sanitary/sewage systems and storm drainage systems.
  Team: Department Heads and additional staff, as needed
  Virginia Department of Health – Environmental Health

Category G – Recreational Facilities
Damage to parks, shelters, lighting and equipment.
  Team: Parks and Recreation
  Department Heads and additional staff, as needed
Table 2 to Damage Assessment Annex
TELEPHONE REPORT

LOCAL GOVERNMENT DAMAGE ASSESSMENT
— TELEPHONE REPORT

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<thead>
<tr>
<th>1. CALLER NAME</th>
<th>2. PROPERTY ADDRESS (include apt. no; zip code)</th>
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<tbody>
<tr>
<td>Home</td>
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<td>Own</td>
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<td>Work</td>
<td>Multi-Family (usually Apts.)</td>
<td>Rent</td>
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<td>Best number to use</td>
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<tr>
<td>□ Masonry</td>
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<td>□ Wood Frame</td>
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<tr>
<td>□ Mobile Home</td>
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<tr>
<td>□ Manufactured</td>
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<tr>
<td>□ Property</td>
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<tr>
<td>□ Sewer Back-up</td>
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<tr>
<td>□ Flood (Structure)</td>
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<td>□ Flood (Contents)</td>
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<tr>
<td>□ Wind/Hurricane</td>
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<th>8. DAMAGES (Check all that apply)</th>
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<tbody>
<tr>
<td>□ HVAC No</td>
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<td>□ Water Heater No</td>
</tr>
<tr>
<td>□ Electricity On</td>
</tr>
<tr>
<td>□ Off Natural Gas On</td>
</tr>
<tr>
<td>□ Off</td>
</tr>
<tr>
<td>□ Roof Intact Yes</td>
</tr>
<tr>
<td>□ No Foundation Yes</td>
</tr>
<tr>
<td>□ No Windows Yes</td>
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<tr>
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<td>□ Wind/Wind driven rain</td>
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<tr>
<td>□ Tornado Other</td>
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10. Based on the damages reported, the property is currently □ Habitable □ Uninhabitable

11. CALLER'S ESTIMATE OF DAMAGES

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12. COMMENTS

12. CALL TAKER 13. DATE & TIME REPORT TAKEN
Tab 3 to Damage Assessment Annex
Cumulative Initial Damage Assessment Report

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

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<tr>
<td>Call back number:</td>
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<tr>
<td>Fax Number:</td>
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Part I: Private Property CUMULATIVE DAMAGES

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<th># Major Damage</th>
<th># Minor Damage</th>
<th># Affected</th>
<th>Dollar Loss</th>
<th>% Flood Insured</th>
<th>% Property Insured</th>
<th>% Owned</th>
<th>% Secondary</th>
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<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Multi-Family Residences</td>
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<td>Manufactured Residences</td>
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</table>

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

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

Additional Comments:
### Tab 4 to Damage Assessment Annex

**Public Assistance Damage Assessment Guidelines**

<table>
<thead>
<tr>
<th>Category</th>
<th>Purpose</th>
<th>Eligible Activities</th>
</tr>
</thead>
</table>
| 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:** Virginia Population per latest US Census x annual multiplier for state eligibility; Locality population per latest US Census x annual local multiplier for local eligibility.

Adapted from the Public Assistance Guide, FEMA 322; Additional policy information is available at [http://www.fema.gov/government/grant/pe/policy.shtm](http://www.fema.gov/government/grant/pe/policy.shtm)
# Tab 5 to Damage Assessment Annex

## Public Assistance Damage Assessment Field Form

<table>
<thead>
<tr>
<th>JURISDICTION:</th>
<th>INSPECTOR:</th>
<th>DATE:</th>
<th>PAGE</th>
<th>of</th>
</tr>
</thead>
</table>

### 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

<table>
<thead>
<tr>
<th>SITE #</th>
<th>WORK CATEGORY:</th>
<th>NAME of FACILITY and LOCATION:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>GPS (in decimal deg.):</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>DAMAGE DESCRIPTION:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>EMERGENCY FOLLOW-UP NEEDED?</strong></td>
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<tr>
<td></td>
<td></td>
<td><strong>FLOOD INSURANCE</strong></td>
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<td></td>
<td></td>
<td><strong>PROPERTY INSURANCE</strong></td>
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<td></td>
<td></td>
<td><strong>TOTAL ESTIMATED DAMAGES:</strong> $</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>NO DATA AVAILABLE (check box)</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SITE #</th>
<th>WORK CATEGORY:</th>
<th>NAME of FACILITY and LOCATION:</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td></td>
<td></td>
<td><strong>DAMAGE DESCRIPTION:</strong></td>
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<tr>
<td></td>
<td></td>
<td><strong>EMERGENCY FOLLOW-UP NEEDED?</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>FLOOD INSURANCE</strong></td>
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<td></td>
<td><strong>PROPERTY INSURANCE</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>TOTAL ESTIMATED DAMAGES:</strong> $</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>NO DATA AVAILABLE (check box)</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SITE #</th>
<th>WORK CATEGORY:</th>
<th>NAME of FACILITY and LOCATION:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>GPS (in decimal deg.):</strong></td>
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<tr>
<td></td>
<td></td>
<td><strong>DAMAGE DESCRIPTION:</strong></td>
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<tr>
<td></td>
<td></td>
<td><strong>EMERGENCY FOLLOW-UP NEEDED?</strong></td>
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<td></td>
<td></td>
<td><strong>FLOOD INSURANCE</strong></td>
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<td></td>
<td><strong>PROPERTY INSURANCE</strong></td>
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<td></td>
<td></td>
<td><strong>TOTAL ESTIMATED DAMAGES:</strong> $</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>NO DATA AVAILABLE (check box)</strong></td>
</tr>
</tbody>
</table>
# Tab 6 to Damage Assessment Annex

## Individual Assistance Damage Assessment Level Guidelines

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

**IDA Tips: Estimating Water Depths**

- Brick - 2 1/2 inches per course
- Concrete or cinder block - 8 inches per course
- Lap or aluminum siding - 4 inches or 8 inches per course
- Door knobs - 36 inches above floor
- Stair risers - 7 inches
- Standard doors - 6 feet 8 inches

Additional information: www.VAEmergency.com

Adapted from FEMA 9327.1-PR April 2005

Revised 03/13/07 VDEM
Tab 7 to Damage Assessment Annex

<table>
<thead>
<tr>
<th>Geographical Area Description</th>
<th>Place Name</th>
<th>IDA Date</th>
<th>IDA Team</th>
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<table>
<thead>
<tr>
<th>Affected</th>
<th>Single Family</th>
<th>Multi-Family</th>
<th>Mobile Home</th>
<th>Total Served</th>
<th>% Owner</th>
<th>% Renter</th>
<th>% HO</th>
<th>% Less</th>
<th>Number Reconstructed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner</td>
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<tr>
<th>Minor</th>
<th>Single Family</th>
<th>Multi-Family</th>
<th>Mobile Home</th>
<th>Total Served</th>
<th>% Owner</th>
<th>% Renter</th>
<th>% HO</th>
<th>% Less</th>
<th>Number Reconstructed</th>
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<tbody>
<tr>
<td>Owner</td>
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<td>Renter</td>
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<table>
<thead>
<tr>
<th>Major</th>
<th>Single Family</th>
<th>Multi-Family</th>
<th>Mobile Home</th>
<th>Total Served</th>
<th>% Owner</th>
<th>% Renter</th>
<th>% HO</th>
<th>% Less</th>
<th>Number Reconstructed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner</td>
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<thead>
<tr>
<th>Destroyed</th>
<th>Single Family</th>
<th>Multi-Family</th>
<th>Mobile Home</th>
<th>Total Served</th>
<th>% Owner</th>
<th>% Renter</th>
<th>% HO</th>
<th>% Less</th>
<th>Number Reconstructed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner</td>
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| Total Primary |               |              |             |              |         |          |      |        |                      |
| Total Secondary |            |              |             |              |         |          |      |        |                      |
| Total (Primary + Secondary) |           |              |             |              |         |          |      |        |                      |

<table>
<thead>
<tr>
<th>Roads / Bridges</th>
<th>Number of Roads / Bridges Damaged</th>
<th>Number of Households Impacted</th>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Utilities</th>
<th>Number of Households Without Utilities</th>
<th>Estimated Days for Utilities Restoration</th>
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<table>
<thead>
<tr>
<th>Comments</th>
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</thead>
</table>
Debris Management Support Annex

Coordinating Agency
Smyth County Public Works

Cooperating Agencies
Emergency Management
Virginia Department of Transportation (VDOT)
Engineering
Virginia Department of Health
Virginia Department of Environmental Quality (DEQ)

Introduction

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

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

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

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

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

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

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

Policies:

- The debris removal process must be initiated promptly and conducted in an orderly, effective manner in order to protect public health and safety following an incident;
- The first priority will be to clear debris from key roads in order to provide access for emergency vehicles and resources into the impacted area;
- The second priority that debris removal resources will be assigned is providing access to critical facilities pre-identified by state and local governments;
- The third priority for the debris removal teams to address will be the elimination of debris related threats to public health and safety including such things as the repair, demolition, or
barricading of heavily damaged and structurally unstable buildings, systems, or facilities that pose a danger to the public; and

- Any actions taken to mitigate or eliminate the threat to the public health and safety must be closely coordinated with the owner or responsible party.

Concept of Operations

General:

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

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

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

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

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

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

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

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

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

Organization:

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

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

Responsibilities

- Develop local and regional resource list of contractors who can assist local government in all phases of debris management;
- Develop sample contracts with generic scopes of work to expedite the implementation of debris management strategies;
- Develop mutual aid agreements with other state agencies and local governments, as appropriate;
- Identify and pre-designate potential debris storage sites for the type and quantity of debris anticipated following a catastrophic event;
- Pre-identify local and regional critical routes in cooperation with contiguous and regional jurisdictions;
- Develop site selection criteria checklists to assist in identification of potential debris storage sites;
- Identify and address potential legal, environmental, and health issues that may be generated during all stages of the debris removal process;
- Identify and coordinate with appropriate regulatory agencies regarding potential regulatory issues and emergency response needs;
- Develop the necessary right-of-entry and hold harmless agreements indemnifying all levels of government against any potential claims;
- Establish debris assessment process to define scope of problem;
- Develop and coordinate prescript announcements with Public Information Office (PIO) regarding debris removal process, collection times, storage sites, use of private contractors, environmental and health issues, etc.;
- Document costs for the duration of the incident;
- Coordinate and track resources (public, private);
- Upon completion of debris removal mission, close out debris storage and reduction sites by developing and implementing the necessary site remediation and restoration actions; and
- Perform necessary audits of operation and submit claim for federal assistance
Tab 1 to Debris Removal Support Annex

DEBRIS CLASSIFICATIONS*

Definitions of classifications of debris are as follows:

1. **Burnable materials:** Burnable materials will be of two types with separate burn locations.
   
a. **Burnable Debris:** Burnable debris includes, but is not limited to, damaged and disturbed tree; bushes and shrubs; broken, partially broken and severed tree limbs and bushes. Burnable debris consists predominately of trees and vegetation. Burnable debris does not include garbage, construction and demolition material debris.

   b. **Burnable Construction Debris:** Burnable construction and demolition debris consist of non-cresote structural timber, wood products, and other materials designated by the coordinating agency representative.

2. **Non-burnable Debris:** Non-burnable construction and demolition debris include, but is not limited to, creosote timber; plastic; glass; rubber and metal products; sheet rock; roofing shingles; carpet; tires; and other materials as may be designated by the coordinating agency. Garbage will be considered non-burnable debris.

3. **Stumps:** Stumps will be considered tree remnants exceeding 24 inches in diameter; but no taller than 18 inches above grade, to include the stump ball. Any questionable stumps shall be referred to the designated coordinating agency representative for determination of its disposition.

4. **Ineligible Debris:** Ineligible debris to remain in place includes, but is not limited to, chemicals, petroleum products, paint products, asbestos, and power transformers.

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

* Debris classifications developed and used by Corps of Engineers in Hurricane Andrew recovery.
<table>
<thead>
<tr>
<th>Site</th>
<th>Address</th>
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<tbody>
<tr>
<td>Landfill</td>
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<tr>
<td>Additional Sites To Be Determined as Needed</td>
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Tab 3 to Debris Removal Support Annex
DEBRIS QUANTITY ESTIMATES

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

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

The model formula is as follows:

\[ Q = H \times C \times V \times B \times S \]

Where

\[ Q \] is quantity of debris in cubic yards

\[ H \] is the number of households (7,259)

\[ C \] is the storm category factor in cubic yards. It expresses debris quantity in cubic yards per household by category and includes the house and its contents, and land foliage--Category 5 storm Value of C Factor is 80 cubic yards.

\[ V \] is the vegetation characteristic multiplier. It acts to increase the quantity of debris by adding vegetation including shrubbery and trees on public rights of way--Vegetative Cover Heavy - Value of Multiplier is 1.3.

\[ B \] is the commercial/business/industrial use multiplier and takes into account areas that are not solely single-family residential, but includes retail stores, schools, apartments, shopping centers and industrial/manufacturing facilities--Commercial Density Heavy - Value of Multiplier is 1.3.

\[ S \] is the storm precipitation characteristic multiplier which takes into account either a wet, or a dry storm event, with a wet storm, trees will up-root generating a larger volume of storm generated debris (for category III or greater storms only)--Precipitation Characteristic Medium to Heavy - Value of Multiplier is 1.3.

Then \[ Q = 7,259 \times 80 \times 1.3 \times V \times 1.3 \times B \times 1.3 \times S \] = 1.3 million cubic yards

References:

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