Emergency Support Function #5 – Emergency Management

ESF Coordinator

Emergency Management Coordinator

Primary Agency

Emergency Management

Secondary/Support Agencies

Law Enforcement
Health Department
Fire/EMS
Planning and Zoning
Public Service Authority
American Red Cross
County Attorney
County Administrator
Finance
Social Services

Introduction

Purpose:

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

Scope:

ESF # 5 coordinates the response of all the departments within the 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.
- 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.

Concept of Operations

General:

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

The Emergency Management Coordinator 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.

Floyd County also participates in the Statewide Mutual Aid Agreement (SMA). A local declaration of emergency is required to implement SMA.

State agencies are not "signatories" to the Statewide Mutual Aid Program and therefore are not able to request resources or provide recourses through SMA. VDEM's Logistics Section can support a "requesting locality" by submitting the initial SMA request to the SMA ListServ on behalf of the requesting locality. **Requests for state resources should be made through the Virginia Emergency Operations Center either by phone, fax, email, or your individual WebEOC Account. Please do not send the same request for assistance to the SMA ListServ and the State EOC for consideration.**
Emergency Management staff is 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 and #15;
    a. Identify and maintain a list of essential services and facilities, which must continue to operate and may need to be protected;
    b. Test and exercise plans and procedures;
    c. Conduct outreach/mitigation programs for the community.
- Ensure compatibility between this plan and the emergency plans and procedures of key facilities and private organizations within the community;
- Develop accounting and record keeping procedures for expenses incurred during an emergency;
- Define and encourage hazard mitigation activities, which will reduce the probability of the occurrence of disaster and/or reduce its effects; and
- Prepare to provide emergency information to the community in coordination with ESF #2 and ESF #15;
- Provide logistical support to on scene emergency response personnel;
- Maintain essential emergency communications through the established communications network;
- Provide reports and requests for assistance to the state through WebEOC;
- Ensure that the Floyd County Emergency Operation 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

Position	Name	Work Phone	Home Phone
Emergency Management Director			
Emergency Management Coordinator	Kevin Sowers	745-9313	250-5251
Sheriff	Brian Craig	745-9334	250-8731
American Red Cross – Roanoke Valley	Paula Poston	239-1117	
Superintendent of Schools	John Wheeler	745-9400	629-3565
Health Department	Noell Bissell	745-2142	
Director of Social Services	Tracie Brewster	745-9319	
County Attorney	Steve Durbin	260-3033	
State Police	Salem	800-542-5959	
VDOT	David Clarke	381-7201	
VPI Extension Service	Jon Vest	745-9310	

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 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 inside the County Administration Office, 120 West Oxford Street, Floyd, Virginia. The primary EOC does have a back-up power supply.

ACTIONS – EMERGENCY OPERATIONS CENTER

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

Tab 3 to Emergency Support Function #5
PRIMARY EOC STAFFING

Skeletal Staffing

Emergency Management Coordinator
Sheriff
Message Clerk
Phone Operator

Full Staffing

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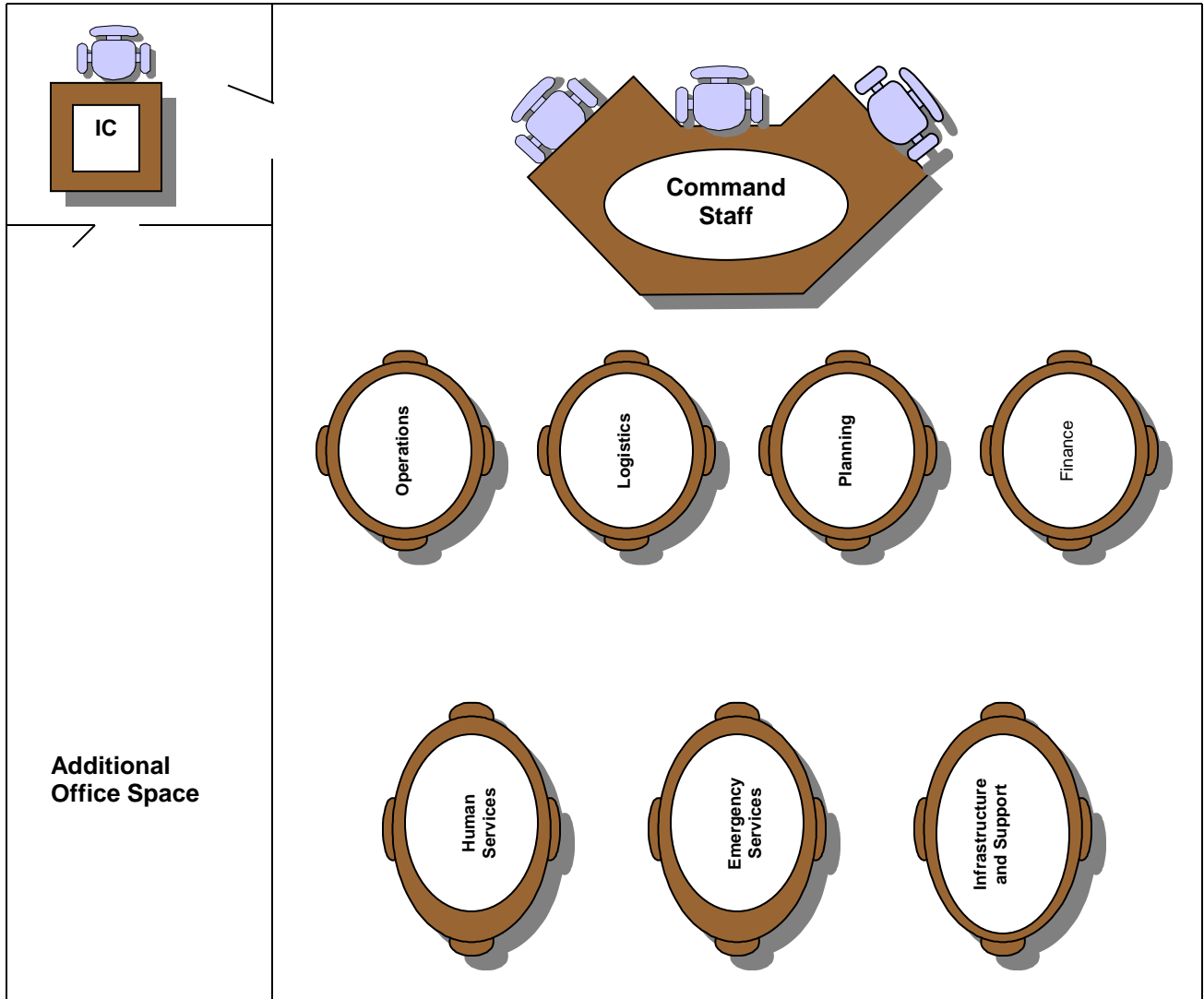
Tab 5 to Emergency Support Function #5
SUGGESTED EOC MESSAGE FLOW
(To be used when WebEOC or other electronic tracking system is not available)

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.
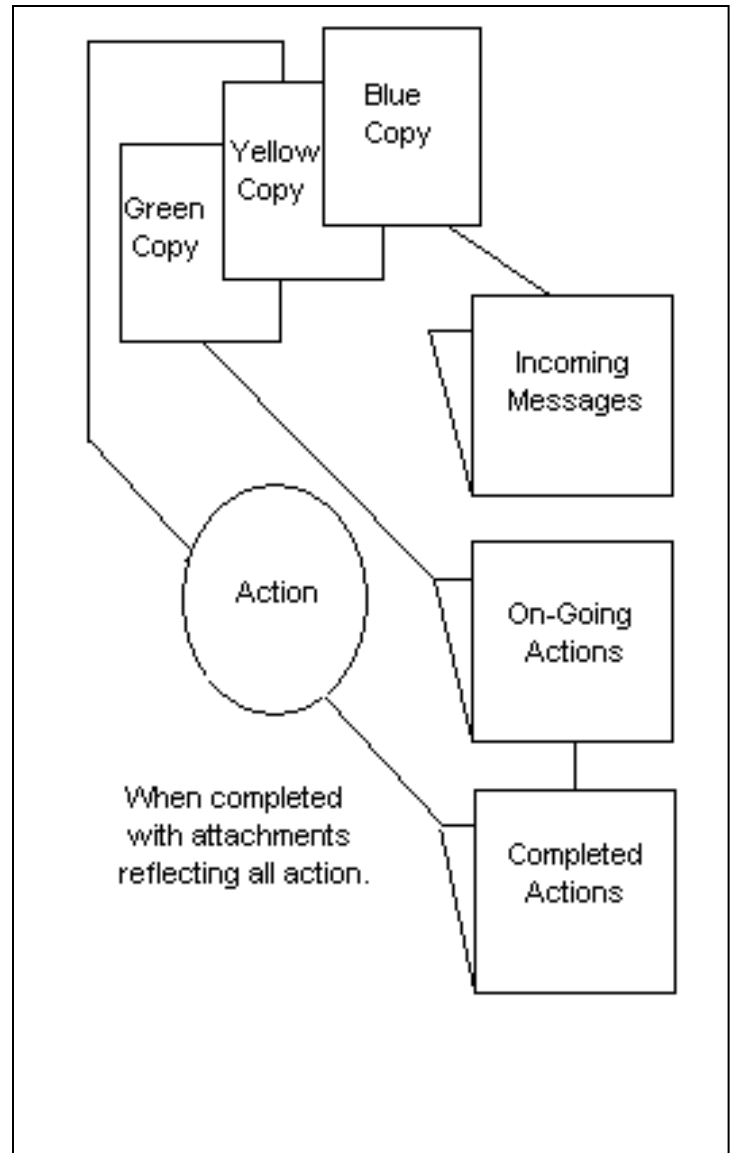
Tab 6 to Emergency Support Function #5
EOC MESSAGE FORM

<div style="border:1px solid black;">

EOC MESSAGE

URGENT ☐
ROUTINE ☐
MESSAGE NO: _____ DATE: _____ TIME: _____ INFO ONLY ☐

TO: NAME: _____ FROM: _____

      ORGANIZATION: _____ ORGANIZATION: _____

      TELEPHONE: _____ TELEPHONE: _____

SITUATION/INCIDENT DESCRIPTION:

_____

_____

_____

_____

_____

_____

_____

ACTION TAKEN/RESPONSE/REPLY:

_____

_____

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EOC ACTION OFFICER: _____

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Table 5.2 – Message Form

Tab 7 to Emergency Support Function #5
EOC MESSAGE LOG

EOC MESSAGE LOG					
EOC: _____			DATE: _____		
Message No.	Time		Incident/Message	To	From
	In	Out			

Table 5.3 – Message Log

Tab 8 to Emergency Support Function #5
EOC SIGNIFICANT EVENTS LOG

EOC SIGNIFICANT EVENTS LOG Date:			
TIME	AREA AFFECTED	EVENT	STATUS

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

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                        ESF#5
                     Emergency
                     Management

        ESF #15                    Safety Officer
        External Affairs

                  Liaison

  Operations Section   Planning Section        Logistics Section   Finance and
                                                                   Administration

                                                         ESF #7
                                                     Resource Support

  Emergency         Human          Infrastructure
  Services          Services       Support
  Branch            Branch         Branch

  ESF #4            ESF #6         ESF #1
  Firefighting      Mass Care      Transportation

  ESF #8            ESF #11        ESF #2
  Health/Medical    Agriculture    Communications

  ESF # 9           ESF # 14       ESF# 3
  Search & Rescue   Long Term      Solid Waste/
                    Recovery       Public Works

  ESF #10           ESF # 17       ESF #12
  Oil and HazMat    Volunteers and Energy
                    Donations

  ESF #13
  Public Safety

  ESF # 16
  Military Affairs
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