

THE CARROLL COUNTY EMERGENCY OPERATIONS PLAN

I. Introduction

Carroll County is vulnerable to a variety of hazards such as flash flooding, major river flooding, hurricanes, winter storms, tornadoes, hazardous materials incidents, resource shortages and terrorism. Due to high altitude in Carroll County above sea level, we are also subject to limited visibility from fog as well as heavy rains and high winds during a major storm. To respond effectively to any emergency of a size or complexity beyond routine response systems, it is critical that all Carroll County public officials, departments and agencies, non-governmental and volunteer 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 Carroll County Emergency Operations Plan. The “Commonwealth of Virginia Emergency Services and Disaster Laws of 2000” (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 Carroll County Emergency Operations Plan (EOP) consists of a basic plan followed by the Emergency Support Functions, Support Annexes, and finally Incident Annexes.

Purpose

The purpose of the Plan is to establish the legal and organizational basis for operations in Carroll 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. These responsibilities are generally extensions of normal, day-to-day functions involving the same personnel and material resources. Supporting plans for all-hazards disasters set forth the concepts and procedures whereby the county can effectively apply available resources to insure that casualties and property damage will be minimized and that essential services will be restored as soon as possible following an emergency or disaster situation.

Scope and Applicability

The Emergency Operations Plan identifies a range of disasters that could possibly occur in or near Carroll County. 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 and 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 and volunteer emergency organizations and others) is managed during emergencies; and
- How to handle and manage needs with the resources available.

Incident Management Activities

This plan addresses the full spectrum of activities related to Carroll County incident management, including prevention, preparedness, response, and recovery actions. This plan focuses on those activities that are directly related to an evolving incident or potential incident.

Examples of incident management actions include:

- Increasing public awareness;
- Coordinating protective measures across jurisdictions;
- Increasing countermeasures such as inspections, security, and infrastructure protection;
- Conducting public health assessments and conducting a wide range of prevention measures to include, but not limited to immunizations;
- Providing immediate and long-term public health and medical response assets;
- Coordinating support in the aftermath of an incident;
- Providing strategies for coordination of resources;
- Enabling immediate recovery activities, as well as addressing long-term consequences in the impacted area.

Key Concepts

- A. Systematic and coordinated incident management, including protocols for:
 - i. Incident reporting;
 - ii. Coordinated action;
 - iii. Alert and Notification;
 - iv. Mobilization of resources;
 - v. Operating under differing threats; and
 - vi. Integration of crisis and consequence management functions.
- B. Proactive notification and deployment of resources in anticipation of or in response to catastrophic events in coordination and collaboration with Federal, State, private entities, and other local governments when possible.
- C. Organizing interagency efforts to minimize damage, restore impacted areas to pre-incident conditions of feasible, and/or implement programs to mitigate vulnerability to future events.
- D. Coordinate incident communication, worker safety and health, private-sector involvement, and other activities that are common to the majority of incidents.
- E. Organizing Emergency Support Functions (ESFs) to facilitate the delivery of critical resources, assets, and assistance. Departments and agencies are assigned to lead or support ESFs based on authorities, resources, and capabilities.
- F. Providing mechanisms for coordination, communications, and information sharing in response to threats or incidents. These mechanisms facilitate coordination between Federal, State, local and tribal entities of government, as well as between the public and private sectors.
- G. Facilitating support to departments and agencies acting under the requesting departments or agency's own authorities.
- H. Developing detailed supplemental operations, tactical, and hazard-specific contingency plans and procedures.

II. Planning Assumptions & Considerations

- A. Incidents are typically managed at the lowest possible level of government.
- B. Incident Management activities will be initiated and conducted using the principles contained in the National Incident Management System (NIMS).
- C. The combined expertise and capabilities of government at all levels, the private sector, and nongovernmental and volunteer organizations will be required to prevent, prepare for, respond to, and recover from disasters.
- D. Incidents require Carroll County to coordinate operations and/or resources and may:
 - a. Occur at any time with little or no warning;
 - b. Require significant information sharing across multiple jurisdictions and between the public and private sectors;
 - c. Involve single or multiple geographic areas;
 - d. Have significant impact and/or require resource coordination and/or assistance;
 - e. Span the spectrum of incident management to include prevention, preparedness, response, and recovery;
 - f. Involve multiple, highly varied hazards or threats on a local or regional scale;
 - g. Result in numerous casualties; fatalities; displaced people; property loss; disruption of normal life support systems, essential public services and basic infrastructure; and significant damage to the environment.
 - h. Attract a sizeable influx of independent, spontaneous volunteers and supplies;
 - i. Require short notice State and Federal asset coordination; and
 - j. Require prolonged, sustained incident management operations and support activities.
- E. The top priorities for Carroll County are to:
 - a. Save lives and protect the health and safety of the public, responders, and recovery workers;
 - b. Ensure security of the jurisdiction;
 - c. Prevent an imminent incident from occurring;
 - d. Protect and restore critical infrastructure and key resources;
 - e. Ensure local government continues to function throughout the incident;
 - f. Protect property and mitigate damages and impacts to individuals, communities, and the environment; and
 - g. Facilitate recovery of individuals, families, businesses, government, and the environment.

III. Roles and Responsibilities

Local Chief Executive Officer

The County Administrator, serving as the Carroll County's chief executive, is responsible for the public safety and welfare of the people of that jurisdiction. The County Administrator:

- Is responsible for coordinating local resources to address the full spectrum of actions to prevent, prepare for, respond to, and recover from incidents involving all hazards including terrorism, natural disasters, accidents, and other contingencies;
- Dependent upon state and local laws, has extraordinary powers to suspend local laws and ordinances, such as to establish a curfew, direct evacuations, and in coordination with the local health authority, to order a quarantine; and
- Provides leadership and plays a key a role in communicating to the public, and in helping people, businesses, and organizations cope with the consequences of any type of incident within the jurisdiction.

Local departments and agencies participate in the Emergency Support Function (ESF) structure as coordinators, primary response agencies, and/or support agencies and/or as required to support incident management activities.

Emergency Support Functions

The Emergency Support Function 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.

Each ESF is composed of primary and support agencies. The jurisdiction identifies primary agencies on the basis of authorities, resources, and capabilities. Support agencies are assigned based on resources and capabilities in a given functional area. (See Tab 1- Matrix of Responsibilities). The scope of each ESF is summarized in Tab 2 of this section. EFSs are expected to support one another in carrying out their respective roles and 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.

Nongovernmental and Volunteer Organizations

Nongovernmental organizations 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

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 roles of the private sector organizations are summarized below:

Type of Organization	Role
Impacted Organization or infrastructure	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.
Response Resource	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.
Regulated and/or Responsible Party	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.
Local Emergency Organization Member	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 (LEPC).

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. Carroll 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 provide opportunities for special skills and interests. These programs develop targeted outreach for special needs groups and organize special projects and community events.

Carroll County presently has no CERT teams with volunteers available to assist with emergency preparedness, response and recovery activities.

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. Carroll County organization for emergency operations consists of existing government departments, nongovernmental and volunteer, and private sector emergency response organizations.
2. The Director of Emergency Management is the County Administrator. The day-to-day activities of the emergency preparedness program have been delegated to the Coordinator of Emergency Management, will direct and control emergency operations in time of emergency and issue directives to other services and organizations concerning disaster preparedness. The County Administrator's Office 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 currently located in the Carroll County Sheriff's Office, 605 Pine Street, Lower Level, Hillsville, Virginia. The alternate EOC facility is located in the Hillsville Volunteer Fire Department Station # 2 at the Twin County Airport, 319 Hangar Road, Hillsville, Virginia.
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 EOC in a constant state of readiness, and other responsibilities as outlined in local and state regulations.
5. The Director of Emergency Management or, in his or her absence, the 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 or her 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 Deputy Director, the Coordinator of Emergency Management, and the Deputy Coordinator of Emergency Management, respectively.
7. The heads of operating agencies will maintain plans and procedures in order to be prepared to effectively accomplish their assigned responsibilities.
8. The Coordinator of Emergency Management, assisted by the Deputy Coordinator, will assure compatibility between the Carroll County's Emergency Operations Plan and the plans and procedures of key facilities and private organizations within the county as appropriate.

9. Carroll County must be prepared to bear the initial impact of a disaster in its own. Help may not be immediately available from the state or federal government after a natural or man-made disaster. All appropriate locally available forces and resources will be fully committed before requesting assistance from the state. Requests for assistance will be made through the state EOC to the State Coordinator.
10. The Director of Emergency Management or, in his or her absence, the Coordinator of Emergency Management, with support from designated local officials, will exercise direction and control from the EOC during disaster operations. The EOC may be partially or fully staffed depending on type and scope of disaster. The EOC will provide logistical and administrative support to response personnel deployed to the disaster site(s). Available warning time will be used to implement increased readiness measures, which will insure maximum protection of the population, property, and supplies from the efforts of threatened disasters.
11. 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 if federal disaster assistance is 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.
12. Day-to-day functions that do not contribute directly to the emergency operation may be suspended for the duration of any emergency. Efforts that would normally be required of those functions will be redirected to accomplish the emergency task by the agency concerned.
13. Declaration of a Local Emergency
 - a. The County Board of Supervisors, by resolution, should declare 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 expenditures and a coordinated response in order to prevent or alleviate damage, loss, hardship, or suffering.
 - b. A local emergency may be declared by the Director of Emergency Management with the consent of the Board of Supervisors (see Section 44-146.21, Virginia Emergency Services and Disaster Law). The declaration of a local emergency activates the Emergency Operations Plan and authorizes the provision of aid and assistance there under. It should be declared when a coordinated response among several local agencies/organizations must be directed or when it becomes necessary to incur substantial financial obligations in order to protect the health and safety of persons and property or to provide assistance to the victims of a disaster.
 - c. A declaration of a local emergency activates the response and recovery programs of all applicable local and inter-jurisdictional Emergency Operations Plans and authorizes the furnishing of aid and assistance in accordance with those plans. In the event the Board cannot convene due to the disaster, the Director of Emergency

Management, or any other Emergency Management staff in his or her absence, may declare a local emergency to exist subject of confirmation of the entire Board, within fourteen days. The Director of Emergency Management or, in his or her absence, the Coordinator will advise the Virginia EOC immediately following the declaration of a local emergency. All disaster-related expenditures must be documented in order to be eligible for post-disaster reimbursement should a federal disaster be declared.

- d. When local resources are insufficient to cope with the effects of a disaster and the county requests state assistance, the following procedures will apply. The Director of Emergency Management, by letter to the State Coordinator of Emergency Management, the local Emergency Operations Plan has been implemented, available resources have been committed and state assistance is being requested. A copy of the resolution declaring a local emergency to exist should accompany this letter.
14. The Virginia Emergency Operations Plan requires the submission of the following reports by local government in time of emergency. These reports are available using the online Emergency Operations Center (EOC).
 - i. Daily Situation Report
 - ii. Initial Damage Assessment Report
 - iii. Request for Assistance Form
 15. Support by military units may be requested through the State EOC. Military forces, when made available, will support and assist local forces and may receive from the Carroll County Director of Emergency Management or his or her designated representative, mission-type requests, to include objectives, priorities, and other information necessary to accomplish missions.
 16. Emergency assistance may be made available from neighboring jurisdictions in accordance with mutual aid agreements. Emergency forces may be sent from the County to assist adjoining jurisdictions. Such assistance will be in accordance with existing mutual aid agreements or, in the absence of official agreements, directed by the Director of Emergency Management or, in his or her absence, the Coordinator of Emergency Management determines that such assistance is necessary and feasible.
 17. The County Director of Emergency Management, the Coordinator of Emergency Management, and the Department of Social Services will assist disaster victims in obtaining post-disaster assistance, such as temporary housing and low-interest loans.
 18. This plan is effective as a basis for training and pre-disaster preparedness upon receipt. It is effective for execution when:
 - a. Any disaster threatens or occurs in the county and a local disaster is declared under the provisions of Section 44-146.21, the Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended.
 - b. A State of Emergency is declared by the Governor.
 19. The Director of Emergency Management, assisted by the Coordinator and Deputy Coordinator of Emergency Management, has overall responsibility for maintaining and updating this plan. It should be updated, improved based on lessons learned, and republished following an actual or threatened emergency situation. In the absence of such a situation, it should be updated annually, preferably after a training exercise or drill, as needed. The Coordinator will have the EOP readopted every five years. The Virginia

Department of Emergency Management provides guidance and assistance. A plan distribution list must be maintained. Responsible individuals and officials should recommend to the Director of Emergency Management or the Coordinator of Emergency Management appropriate improvements and changes as needed based on experience in emergencies, deficiencies identified through drills and exercises, and changes in government structure.

Concurrent Implementation of Other Plans

The Carroll County Emergency Operations Plan is the core plan for managing incidents and details the local coordinating structures and processes used during incidents. Other supplemental agency and interagency 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 own authorities. These supplemental agency or interagency may be implemented concurrently with the Emergency Response Plan (EOP) but are subordinated to the overarching core coordinating structures, processes, and protocols detailed in the EOP.

Organizational Structure

In accordance with NIMS process, resource and policy issues are addresses 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 Plan, the Emergency Operations Plan includes the following command and coordination structures:

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

V. Incident Management Actions

Actions

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.

Notification and Assessment

Local and nongovernmental organizations report threats, incidents, and potential incidents using established communications and reporting channels. Once a threat or incident has occurred, local government, through the Director of Emergency Management, makes an initial determination to initiate the coordination of information-sharing management activities.

Reporting Requirements

Carroll County Emergency Management is required to report a Declaration of Emergency to the Virginia VEOC and encouraged to report all incidents of significance to the VEOC. In most situations, incident information is reported using existing mechanisms to the VEOC. This information may include:

- Implementation of an incident management or emergency response plan or action to prevent, respond to, or recover from an incident; and
- Activation of local and state mutual-aid agreements in response to incidents resulting in emergency proclamation or declarations, or requiring Federal assistance.

Dissemination of Warnings and Bulletins

Watches, warnings, and other emergency bulletins are issued by various agencies based on their statutory missions and authorities. Information on dissemination of public information can be found in the Public Affairs Support Annex and ESF # 15. A variety of communications systems can be used at the Federal level to disseminate information, such as:

- National Warning System (NAWAS): NAWAS is the primary system for emergency communication from the Federal Government to both State and local warning points;
- Washington Area Warning System (WAWAS): Although not directly tied to the NAWAS circuits, WAWAS is a mechanism for providing emergency communications to Washington, D.C. area officials in the event of an emergency;
- National Emergency Alert System (National EAS): Formerly known as the Emergency Broadcast System, the National EAS is a nationwide network of readily available and reliable means to communicate emergency information to the American people; and
- State and Local EAS: State and local authorities have their own EAS which may be used to broadcast information on major disasters or emergencies.

Pre-Incident Actions

The majority of initial actions in the threat or hazard area is taken by first responders and local government authorities, and includes efforts to protect the public and minimize damage to property as follows:

- **Public Health and Safety:** Initial Safety efforts focus on actions to detect, prevent, or reduce the impact to public health and safety. Such actions can include environmental analysis, plume modeling, evacuations, emergency sheltering, air monitoring, decontamination, emerging infectious disease tracking, emergency broadcasts, etc. these efforts may also include public health education; site and public health surveillance and testing procedures; and immunizations; prophylaxis, and isolation or quarantine for biological threats.
- **Responder Health and Safety:** The safety and health of responders is also a priority. Actions essential to limit their risks include full integration of deployed health and safety assets and expertise; risk assessments based upon timely and accurate data, and situational awareness that considers responder and recovery worker safety.
- **Property and Environment:** Responders may also take incident management actions to protect public and private property and the environment. Such actions may include sandbagging in anticipation of a flood, or booming of environmentally sensitive areas in response to a potential oil spill.

Response Actions

Once an incident occurs, the priorities shift from prevention, preparedness, and incident mitigation to immediate and short-term response activities to preserve life, property, the environment, and the social, economic, and political structure of the community.

Response actions include immediate law enforcement, fire, emergency medical services; emergency flood fighting; evacuations; transportation system detours; emergency public information; actions taken to minimize additional damage; urban search and rescue; the provision of public health and medical services, food, ice, water, and other emergency essentials; debris clearance; the emergency restoration of critical infrastructure; control, containment, and removal, of environmental contamination; and protection of responder health and safety.

In the context of a single incident, once immediate response missions and life-saving activities conclude, the emphasis shifts from response to recovery operations, and if applicable, hazard mitigation. The Planning Section develops a demobilization plan for the release of appropriate resources.

Recovery Actions

Recovery involves actions needed to help individuals and communities return to normal when feasible. The Joint Field Office (JFO) is the central coordination point among Federal, State, and Local agencies and voluntary organizations for delivering recovery assistance programs.

The JFO Operations Section includes the Human Services Branch, the Infrastructure Support Branch, and the Community Recovery and Mitigation Branch. The Human Services and Infrastructure Support Branches assess state and local recovery needs at the outset of an incident and develop relevant timeframes for program delivery. The Community Recovery and Mitigation Branch works with the other Operations branches and state and local officials to assess the long-term impacts of an incident, define available resources, and facilitate the development of a course of action to most efficiently apply available resources to restore and revitalize the community as well as reduce the impact from future disasters.

The above branches coordinate with one another to identify appropriate agency assistance programs to meet applicant needs. Hazard Mitigation measures are identified in concert with congressionally mandated locally developed plans. Hazard Mitigation Risk Analysis; technical assistance to state and local governments, citizens, and businesses; and grant assistance are included with the mitigation framework. These branches work in tandem to track overall progress of the recovery effort, particularly noting potential program deficiencies and problem areas.

Long-term environmental recovery may include cleanup and restoration of public facilities, businesses, and residences; re-establishment of habitats and prevention of subsequent damage to natural resources; protection of cultural or archeological sites; and protection of natural, cultural, and historical resources from intentional damage during other recovery operations.

Mitigation Actions

Hazard Mitigation involved reducing or eliminating long-term risk to people and property from hazards and their side effects. The JFO is the central coordination point among Federal, State and Local agencies and nongovernmental organizations for beginning the process that leads to the delivery of mitigation assistance programs.

The JFO's Community Recovery and Mitigation Branch is responsible for coordinating the delivery of all mitigation programs within the affected area, including hazard mitigation for:

- 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.

The Community Recovery and Mitigation Branch works with the Infrastructure and Human Services Branches and with state and local officials to facilitate the development of a long-term recovery strategy for the impacted area.

VI. Ongoing Plan Management and Maintenance

Coordination

Carroll County should conduct a comprehensive plan review and revision, and exercise prior to formal adoption by the city-town council or county board of supervisors every four years in order to maintain plan currency. It is also suggested that plans be updated and reviewed following a training exercise.

- *The Virginia Emergency Services and Disaster Law of 2000*, as amended, requires that each city and county prepare and keep current an emergency operations plan.
- The Coordinator of Emergency Management will update the Emergency Operations Plan annually. The Coordination will coordinate with each emergency resource organization and assure the development and maintenance of an appropriate emergency response capability.

Emergency Support Function #2- Communication

Primary Agency

Carroll County Emergency Management
Twin County E911

Secondary/Support Agencies

Law Enforcement
Local Telephone Service Provider
Amateur Radio
Carroll County Information Technology Department

Introduction

Purpose:

The purpose of Emergency Support Function #2- Communication is to support public safety and other Carroll County agencies by maintaining continuity of information and telecommunication equipment and other technical resources. ESF #2 is responsible for keeping the public and Carroll County employees informed in regards to an emergency situation, provide guidance when appropriate to help save lives and protect property, and support Carroll County agencies with the restoration and reconstruction of telecommunications equipment, computers, and other technical resources. This section describes Carroll County's will coordinate with the State Emergency Operations Center should outside assistance be required.

Scope:

ESF #2 works to accurately and efficiently transfer information during an incident. This ESF is also responsible for the technology associated with the representation, transfer, interpretation, and processing of data among people, places, and machines. Communication includes transmission, emission, or reception of signs, signals, writing, images, and sounds or intelligence of any natures by wire, radio, optical, or other electromagnetic systems.

Policies:

- The EOC/Communications Center (ECC) operates 24 hours a day, 7 days a week and serves as the 911 center and the locally warning point;
- The ECC is accessible to authorized personnel only;
- The EOC staff will consist of the Director, Deputy Director, Coordinator, and Deputy Coordinator of Emergency Services, and key departments heads or their designated representatives. Support personnel to assist with communications, designated logistics, and administration will also be designated. The Director of Emergency Services will be available for decision-making as required; and
- The ECC will initiate notification and warning of appropriate personnel.

Concept of Operations

General:

The Carroll County Emergency Operations Plan provides guidance for managing emergency communications resources.

Carroll County's Communications Center is the point of contact for receipt of all warnings and notification of actual or impending emergencies or disaster. The dispatcher on duty will notify other key personnel, chiefs and department heads as required by the type of report and standard operating procedures (SOP).

The Emergency Communications Center (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 to deliver warnings to the public. Use of all available forms of warning and notification will not provide sufficient warning to the general public and special needs population.

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

Amateur radio operators may provide emergency backup radio communications between the EOC and the State EOC, 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 that multiple agencies are better able to interact and understand each other.

Should an evacuation become necessary, warning and evacuation instructions will be put out via radio and TV. The Public Information Officer will develop and provide public information announcements and publications regarding evacuation procedures to include recommended primary and alternative 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.

Note: For hurricanes, evacuation should be completed prior to the onset of sustained tropical storm force winds (39 mph).

Organization:

The Coordinator of Emergency Management will assure the development and maintenance of SOPs on the part of each major emergency support service. Generally, each designated agency should maintain current notification rosters, designate and staff an official emergency control center, designate an EOC, establish procedures for reporting appropriate 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 annex to this plan. The Coordinator of Emergency Management will assure that all actions are completed as scheduled. The Public Information Officer 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.

The EOC support staff will include a recorder, message clerk, and other support personnel as required relieving the decision-making group of handling messages, maintaining logs, placing maps, etc. An EOC wall map should be prepared and be readily accessible. A separate Reports Section should also be established as an adjunct to the EOC staff.

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

Actions

- ESF #2 establish a working arrangement between Carroll County Emergency Management, the Carroll County Emergency Operations Center, and local news media;
- The ECC will initiate notification and warning of appropriate personnel. Landline telephones, voice or data-2 way radio, and wireless telecommunications devices may be utilized to notify public officials, EOC staff, emergency personnel and others, as required;
- Emergency service vehicles equipped with public address systems may be used to warn the general public;
- The Coordinator of Emergency Management or his/her designee must authorize the use of the Emergency Alert System; and
- Emergency warning may originate at the federal, state, or local level of government. Timely warning requires dissemination to the public by all available means:
 - a. Emergency Communications Center
 - b. Emergency Alert System
 - c. Local radio and television stations
 - d. NOAA Weather Radio-National Weather Service
 - e. Mobile public address system

- f. Telephone
- g. General broadcast over all available radio frequencies
- h. Newspapers
- i. Amateur Radio Volunteers

Responsibilities

- Develop and maintain primary and alternate communications system for contact with local jurisdictions, state agencies, nongovernmental and private sector agencies required for mission support;
- 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;
- Develop and maintain an emergency communications program and plan;
- 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 Finance Section Chief.

Tab 1 to Emergency Support Function #2

EMERGENCY NOTIFICATION PROCEDURES

Until the EOC is activated, the Communications Center of the Carroll County Sheriff’s Department will notify the following officials upon receipt of a severe weather flash flood or tornado watch or warning, or when directed by an on-scene incident commander:

Official	Home/Mobile Phone	Work Phone
Director of Emergency Management County Administrator, Gary Larrowe	233-2310	730-3002
Deputy Director of Emergency Management Asst. County Administrator, Ronald Newman	728-7234	730-3008
Coordinator of Emergency Management Mike Mock	733-4033	730-3012
Sheriff, H. Warren Manning		730-3024
Police Chief, Steve Williams		728-2251
Public Information Officer- Sheriff		730-3020
Backup Public Information Officer-		

Once operational, the EOC will receive messages directly from the State EOC. It is then the responsibility of the Communications Center of Carroll County to monitor message traffic and ensure that messages reach the Director of Emergency Management or his designee.

Emergency Support Function #3- Public Works and Engineering

Primary Agency

Public Service Authority

Secondary/Support Agencies

Emergency Management

Building Officials Department

Department of Parks and Recreation

Public Schools

Fire and EMS

Law Enforcement

County Attorney

Virginia Department of Transportation

Virginia Department of Environmental Quality

Carroll County Maintenance Department

Introduction

Purpose:

Emergency Support Function (ESF) #3- Public Works and Engineering will assess the overall damage to public and private property. ESF #3 will also conduct necessary inspections to ensure the integrity of buildings, assist with debris removal and ensure that any rebuilding complies with existing zoning and land-use regulations.

Scope:

ESF #3 is structured to provide works and engineering-related support for the changing requirements of incident management to include preparedness, prevention, response, recovery, and mitigation actions. Activities within the scope of this function include:

- Conducting pre-and post-incident assessments of public works and infrastructure;
- Executing emergency contract support for life-saving and life-sustaining services;
- Providing technical assistance to include engineering expertise, construction management, and contracting and real estate services; and
- Providing emergency repair of damaged infrastructure and critical facilities.

Policies:

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

Concept of Operations

General:

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

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

Organization:

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

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

An Initial Damage Assessment Report will be completed by Coordinator of Emergency Management and submitted to the Virginia Department of Emergency Management within 72 hours of the event, outlining the severity of the problems and the determination of need for further assistance. Federal/State supported damage assessment precedes delivery of a Presidential Disaster Declaration and defines the specific needs for a long-term recovery.

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

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

The Carroll County Building Official is responsible for determining the state of a building and placing notification on the facility. The building owner retains responsibility for deciding whether to demolish or restore the structure. During the recovery phase the Building Official is

responsible for the facilitation of the building permit issuance process and for the review and approval of the site-related and construction plans submitted for the rebuilding/restoration of residential and commercial buildings.

Actions

- Alert personnel to report to the EOC;
- Review plans;
- Begin keeping record of expenses and continue for the duration of the emergency;
- Prepare to make an initial damage assessment;
- Activate the necessary equipment and resources to address the emergency; and
- Coordinate response with local, state, federal departments and agencies.

Responsibilities

- Assist in conducting initial damage assessment;
- Submit initial damage assessment to VEOC;
- Assist in coordinating response and recovery;
- Prioritize debris removal;
- Inspect buildings for structural damage; and
- Ensure all repairs comply with local building codes, zoning, land-use regulations and comprehensive plan.

BUILDING POSTING GUIDE

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

Emergency Support Function #4- Fire Fighting

Primary Agency

Fire Departments

Secondary/Support Agencies

Virginia Department of Forestry

Introduction

Purpose:

Emergency Support Function (ESF) #4- Fire Fighting 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 fire-fighting activities including the detection and suppression of fires, and provides personnel, equipment, and supplies to support to the agencies involved in the firefighting operations.

Policies:

- Priority is given and fire fighter safety and protecting property (in that order).
- For efficient and effective fire suppression mutual aid may be required from various local fire fighting agencies. 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:

Carroll County's Fire Departments are prepared to assume primary operational control in fire prevention strategies, fire suppression, and hazardous material incidents. (See the Hazardous Material Emergency Response Plan). Fire departments personnel who are not otherwise engaged in emergency response operations will assist other local agencies 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 firefighting support will, in most cases, be submitted to the 9-1-1 Center for coordination, validation, and/or action.

The Director of Emergency Management or his/her designee will determine the need to evacuate large areas and will issue orders for evacuation or other protective action as needed. However,

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. Should an evacuation become necessary the warning and instructions will be communicated through the appropriate means. In addition, Law Enforcement will use mobile loudspeakers or bullhorns, or go door to door to ensure that all affected residents have received the warning.

During an evacuation in which a large number of citizens are sheltered, the local Fire Department may coordinate the positioning of an onsite EMS basic life support unit to support the shelter operation.

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 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.

The Fire Departments of Carroll County has 15 paid fire-fighters and approximately 120 volunteer fire-fighters.

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 Carroll County 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; and
- Follow established procedures in responding to fires and hazardous materials incidents and in providing rescue services; and
- Requests 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.

Emergency Support Function #5- Emergency Management

Primary Agency

Emergency Management

Secondary/Support Agencies

Fire

Sheriff

Department of Information and Technology

Public Service Authority

Red Cross

County Attorney

County Administrator

Finance and Accounting

Carroll County Maintenance Department for General Services and Logistics

Carroll County Resource Development

Introduction

Purpose:

Emergency Support Function (ESF) #5- Emergency Management directs, controls, and coordinates emergency operations from Carroll County's Emergency Operation Center utilizing an incident command system. ESF #5 must ensure the implementation of actions as called for in this plan, coordinate emergency information to the public through ESF #2, and coordinate with the Virginia State Emergency Operation Center should outside assistance be required.

Carroll County Emergency Operation Center:

The Carroll County Emergency Operation Center is located in Room # A26 of the Carroll County Sheriff's Office, on the lower level of the Carroll County Governmental Center, 605 Pine Street, Hillsville, Virginia. The Alternate Emergency Operation Center is located in the training classroom of the Carroll Emergency Medical Services Building, 499 Floyd Pike, Hillsville, Virginia. The Carroll County Emergency Operation Center shall be opened upon the command of the Director of Emergency Management, which is the County Administrator or his or her successor.

Scope:

ESF #5 serves as the support for all local departments and agencies across the spectrum of incident management from prevention to response and recovery. ESF #5 facilitates information flow in the pre-incident prevention phase in order to place assets on alert or to pre-position assets for quick response. During the post-incident response phase, ESF #5 activities include those functions that are critical to support and facilitate multi-agency planning and coordination. This includes alert and notification, deployment and staffing of emergency response teams, incident action planning, coordination of operations, 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:

- Emergency Support Function #5 provides an overall Carroll County wide multi-agency command system implemented to manage operations during a disaster.
- 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, 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.
- 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 will assure the development and maintenance of SOPs on the part of each major emergency support service. Generally, each service should maintain current notification rosters, designate and staff an official emergency operations center, designate an EOC representative, establish procedures for reporting appropriate emergency information, develop mutual aid agreements with like services in adjacent localities, and provide ongoing training to maintain emergency response capabilities. Emergency Management officials and agencies assigned responsibilities by this plan should be aware of the hazards that have the greatest potential for a local disaster and are most likely to occur.

When an emergency threatens, available time will be used to implement increased readiness measures. The Coordinator of Emergency Management will assure that all actions are completed as scheduled.

The EOC support staff will include a recorder, message clerk, and other support personnel as required in order to relieve the decision-making group of handling messages, maintaining logs, placing maps, etc. Procedures for these support operations should be established and maintained. And EOC wall map should be prepared and be readily accessible.

The Planning Section will produce situation reports, which will be distributed to the EOC staff, on-scene incident command staff, and the VEOC. The staff of the EOC will support short term and long term planning activities. Plans will be short and concise. The EOC staff will record the activities planned and track their progress. The response priorities for the next operational period will be addressed in the Incident Action Plan (IAP).

Organization:

Emergency operations will be directed and controlled from the Emergency Operations Center (EOC). The EOC staff will consist of the Director, Coordinator, and Deputy Coordinator of Emergency Management, and key agency/department leads or their designated representatives. The succession of authority within these key departments should be available in the EOP or Continuity of Operations Plan (COOP). The list should include information on both elected and designated positions; other positions may be outlined in state or local statutes. EOC support personnel to assist with communications, internal logistics, finance, external affairs and administration will also be designated. The Director of Emergency Management is also responsible for coordinating the development and implementation of hazard mitigation plans. The chiefs of regulatory agencies or designees are responsible for enforcing compliance with rules, codes, regulations, and ordinances.

The Incident Commander will utilize the Incident Command System. Depending on the nature and scope of the incident it may be handled solely by the Incident Commander, or it may require coordination with the Emergency Operations Center. In major disasters there may be more than one incident command post the Incident Commander will generally be a representative from Carroll County Emergency Management.

The regulatory agencies and governing bodies play an important role as they must pass and implement the rules, regulations, codes, and ordinances, which would reduce the impact of a disaster. Local government agencies and volunteer emergency response organizations assigned disaster response duties are responsible for maintaining plans and procedures. These agencies are also responsible for ensuring that they are capable of performing these duties in the time of an emergency. In addition, these agencies are responsible for bringing any areas where new/ revised codes, regulations, and ordinances may mitigate a particular hazard to the attention of the County Administrator and the Carroll County Board of Supervisors, in coordination with the Coordinator for Emergency Management.

The Coordinator of Emergency Management will assure the development and maintenance of established procedures on the part of each major emergency support function. Generally, each agency should maintain current notification rosters, designate staffing as appropriate for an official agency operation center, if applicable, designate EOC representatives, establish procedures for reporting appropriate emergency information, and provide ongoing training to maintain emergency response capabilities.

The Coordinator of Emergency Management will assure that all actions are completed as scheduled. The Chief Executive may close facilities, programs, and activities in order that employees who are not designated "emergency service personnel" are not unnecessarily placed in harm's way.

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

Actions

- Develop and maintain a capability for emergency operations and reflect it in the Emergency Operations Plan:
 - Make individual assignments of duties and responsibilities to staff the EOC and implement emergency operations;
 - Maintain a notification roster of EOC personnel and their alternates;
 - Establish a system and procedure for notifying EOC personnel;
 - Identify adequate facilities and resources to conduct emergency operations at the EOC.
 - Coordinate Emergency Management mutual aid agreements dealing with adjunct jurisdictions and relief organizations, such as the American Red Cross;
 - Develop plans and procedures for providing timely information and guidance to the public in time of emergency through ESF #2;
 - Identify and maintain a list of essential services and facilities, which must continue to operate and may need to be protected;
 - Test and exercise plans and procedures; and
 - Conduct community outreach/mitigation programs.
- Ensure compatibility between this plan and the emergency plans and procedures of key facilities and private organizations within the locality;
- 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
- Provide periodic staff briefings as required;
- Prepare to provide emergency information to the public 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 Virginia EOC;
- Compile and initial damage assessment report and send to the Virginia EOC; and
- Coordinate requests for non-mutual aid assistance.

Responsibilities

- Activates and convenes local emergency assets and capabilities;
- Coordinates with law enforcement and emergency management organizations;
- Coordinates short and long term planning activities;
- Maintains continuity of government;
- Directs and controls emergency operations;
- Submits state required reports and records;
- Conducts initial warning and alerting; and
- Provides emergency public information.

VDOT LISTING

VDOT'S CARROLL COUNTY EMERGENCY AFTER HOURS LISTING

HILLSVILLE AREA HEADQUARTERS (276) 728-7063

Last Name	First Name	Home #	Cell #
Jennings	Glen (Superintendent)	276-766-5368	276-733-9762
Phillips	Brad (Supervisor)	276-728-4385	276-733-3455

FANCY GAP HEADQUARTERS (276) 728-2291

Last Name	First Name	Home #	Cell #
Gravley	Greg (Superintendent)	276-728-5961	276-733-9773
Burnett	Nathan (Supervisor)	276-728-4937	276-733-3789

LAUREL FORK HEADQUARTERS (276) 728-2114

Last Name	First Name	Home #	Cell #
Quinn	J.L. (Superintendent)	276-728-3616	276-733-9743
Reece	Bobby (Supervisor)	276-766-3739	276-733-3879

MAINTENANCE MANAGER (276) 627-1501

Last Name	First Name	Home #	Cell #
Coffey	John	276-694-4360	276-340-2003

RESIDENT ADMINISTRATOR (276) 627-1500

Last Name	First Name	Home #	Cell #
Hughes	Lisa	276-957-4981	276-340-2091

TOC-TRAFFIC OPERATIONS CENTER

800-367-7623

INTERSTATE I-77 MAINTENANCE (VDOT CONTACT)

Last Name	First Name	Cell #
Gantt	Charles "Doug"	276-724-6321

DISTRICT CONSTRUCTION ENGINEER (540) 381-7201

Last Name	First Name	Cell #
Williams	Robbie	540-521-5298

Tab 2 to Emergency Support Function #5

PRIMARY EOC STAFFING

Skeletal Staffing

Coordinator of Emergency Services
Deputy Coordinator of Emergency Services
Sheriff or Designated Person
Message Clerk
Phone Operator

Full Staffing

Coordinator of Emergency Services
Deputy Coordinator of Emergency Services
Director of Emergency Services
Sheriff's Department
Fire and Rescue Chief or Designated Person
Superintendent of Schools or Designated Person
Health Department Representative
Social Services Representative
Licensed Amateur Radio Operator
Red Cross
Message Clerks (2)
PIO Officer
Public Service Authority Director or Designated Person
Director of Maintenance Department or Designated Person
County Attorney Representative
Food Service (2)

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

ALTERNATE EOC STAFFING

(To be completed during Increased Readiness.)

Tab 3 to Emergency Support Function #5

Additional EOC Equipment and Location

Equipment	Location
EOC Storage Area	Lower Level Fenced Area 605 Pine Street, Hillsville
Polycom (for video conferencing)	Health Dept. Conference Room C134, First Floor, 605 Pine Street, Hillsville
Notebooks (6)	Training Classroom of Carroll EMS Bldg 499 Floyd Pike, Hillsville
Digital County Maps	Computer server, Tax Assessor's Office Room. First Floor 605 Pine Street, Hillsville
Digital Projector	County Administrator's Office Room B233, Second Floor 605 Pine Street, Hillsville
Digital Projector	County Extension Office Room C115A, First Floor 605 Pine Street, Hillsville
Defibrillator	Sheriff's Office Lower Level, 605 Pine Street, Hillsville
Defibrillator	County Administrator's Office Room B233, Second Floor 605 Pine Street, Hillsville
Satellite Phones	Emergency Services Coordinator Chief, Hillsville Volunteer Fire Dept. Chief, Cana Volunteer Fire Dept.

Tab 4 to Emergency Support Function #5

**EMERGENCY MANAGEMENT ORGANIZATION AND
TELEPHONE LISTING**

Position	Name	Work Phone	Home/Mobile Phone
Emergency Management Director	Gary Larrowe	730-3001	276-233-2310
Deputy Director	Nikki Shank	730-3019	276-733-1268
Emergency Management Coordinator	Mike Mock	730-3012	276-733-4033
Deputy Coordinator	Ronald Newman	730-3008	276-728-7234
Sheriff	Warren Manning	730-3024	
Police Chief	Steve Williams	728-2251	
Fire & Rescue Deputy Chief	Mike Musser	728-7322	276-733-6566
Fire & Rescue Deputy Chief	Richard Sowers	336-786-7967	336-325-5369
Search and Rescue Carroll County Schools	Wayne Marshall		276-233-8062
Public Service Authority Director	Dr. Greg Smith	730-3200	
Water Operations Supervisor	Gary Larrowe	730-3001	276-233-2310
General Services Maintenance Dir.	Danny Webb	728-9824	
General Services EOC Reps.	Ricky Dowdy	730-3098	276-733-6386
District Health Director	Ricky Dowdy	730-3098	276-733-6386
Director of Parks	Dr. Smith	781-7450	
Real Estate Assessor Director	Curt Sumner	730-3190	
Director of Facilities & Operations	Janie Harrison	730-3027	
Director of Social Services	Ricky Dowdy	730-3098	276-733-6386
Social Work Supervisor	Mike Jennings	730-3130	
County Attorney	Monica Cochran	730-3136	
Public Information Officer	Jim Cornwell Jr.	540-443-9800	
	Sheriff	730-3024	

Back up Public Information Officer			
Twin County E911	Jolena Young	236-5122	276-233-3231
Maintenance Dept. Designee (Logistics)	Ricky Dowdy	730-3098	276-733-6386
Resource Development Dir.			
Finance and Accounting	Pam Smith	730-3189	276-237-5032
Information Technology Dir.	Teresa Sharp	730-3128	
RACES/ Ham Radio operator	Glen Sage		276-398-3548
VDEM Regional Coordinator	Willie Richardson	540-831-4075	804-516-5771
Health Emergency Hotline	Paige Bordwine	276-781-7450	866-315-6052
SW Medical Corp.	Activate through P. Bordwine or Dr. Smith		866-315-6052

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

Primary Agency

Department of Social Services

Secondary/ Support Agencies

Red Cross

Public Schools

Emergency Management

Virginia Department of Health- Local Health Department

Virginia Department of Mental Health Retardation and Substance Abuse

Introduction

Purpose:

Emergency Support Function (ESF) #6 receives and cares for persons who have been evacuated, either from high-risk area in anticipation of an emergency or in response to an actual emergency.

Scope:

ESF #6 promotes the delivery of services and the implementation of programs to assist individuals, households, and families impacted by an incident. This includes economic assistance and other services for individuals. ESF #6 includes three primary functions: Mass Care, Housing, and Human Services.

- **Mass Care** involves the coordination of non medical mass care services to include sheltering of victims, organizing feeding operations, providing emergency first aid at designated sites, collecting and providing information on victims to family members, and coordinating bulk distribution of emergency relief items.
- **Housing** involves the provision of assistance for short- and long-term housing needs of victims.
- **Human Services** includes providing victim related recovery efforts such as counseling, identifying support for persons with special needs, expediting processing of new benefits claims, assisting in collection crime victim compensation for acts of terrorism, and expediting mail services in affected areas.

Policies:

Potential hazards may require an evacuation. The actual situation will determine the scope of the evacuation and the number of evacuees who will utilize a shelter.

The Coordinator for Emergency Management will determine if a shelter is to be opened will also select the shelter site(s) in coordination with Department of Social Services and the agency that is the provider of the site.

All government/volunteer/private sector resources will be utilized as necessary.

As needed, sheltering, feeding and emergency first aid activities will begin immediately after the incident. Staging of facilities may occur before the incident when the incident is anticipated.

Information about persons identified on shelter lists, casualty lists, hospital admission, etc., will be made available to family members to the extent allowable under confidentiality regulations.

Efforts will be made to coordinate among agencies providing information to minimize the number of inquiry points for families.

Concept of Operations

General:

In the event of a small-scale evacuation, shelter and care may be provided at the nearest public safety facility, which could include public schools, fire or EMS stations. Local motels and local churches may also be used to shelter evacuees. In the event of a large-scale evacuation/displacement of residents, or when the Coordinator along with the Incident Commander decides that a larger facility is required, he will advise the Superintendent of Schools and the Department of Social Services. The Superintendent of Schools will then activate one or more of the schools in the county as shelter center(s) and will designate a manager to be responsible for operations at the facility. The Department of Social Services will be responsible for registration and record keeping. The American Red Cross will assist with operations at each facility.

Evacuees will be advised to bring the following items with them if time and circumstances permit: one change of clothes, special medicines, baby food and supplies if needed, and sleeping bags and blankets.

Upon arrival, registration forms will be completed for each family. Records will be maintained on the whereabouts of all evacuees throughout emergency operations. The American Red Cross

and the Salvation Army may provide food and clothing, and assist in shelter operations in accordance with Statement of Understanding with the Commonwealth of Virginia.

The Department of Social Services will assure that handicapped and other special needs populations are provided for in the time of an emergency. A current roster and a resources list should be maintained. Public information materials should be modified for these populations so that they will be aware of the primary hazards and of mitigation and response actions to be taken.

Should crisis-counseling services be required, trained mental health professionals will be provided by local Community Services Boards, in conjunction with the Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS).

Daily situation reports should be provided to the Carroll County Emergency Operations Center (EOC) about the status of evacuees and the operations at the shelter center(s). The Carroll County EOC will then relay information to the Virginia EOC. Adequate records must be maintained for all costs incurred in order to be eligible for post-disaster assistance.

Organization:

The Superintendent of Schools, assisted by the Department of Social Services and the American Red Cross, is responsible for the reception and care of evacuees. Public school employees may be assigned support tasks. Local law enforcement or a private security company will provide security. The local health department along with EMS provider's first aid and limited medical care service at the shelter center.

Actions

- Identify shelter facilities and implement MOA and other agreements;
- Develop plans and procedures to transport, receive and care for an indeterminate number of evacuees;
- Determine the maximum capacities for each potential shelter;
- Designate managers and other key staff personnel;
- Develop plans and procedures to receive and care for persons with disabilities evacuated from residential homes and treatment facilities that operate 24 hours a day, 7 days a week;
- Develop plans and procedures to receive and care for the animals of the evacuees;
- Provide mass transportation as requires;
- Provide mass feeding as required; and
- Document expenses.

Responsibilities

- Activates support agencies.
- Coordinates logistical and fiscal activities for ESF #5.
- Plans and supports meetings with secondary agencies, and ensures all agencies are informed and involved.
- Coordinates and integrates overall efforts.
- Provides registration and record keeping.
- Provides crisis-counseling services as required.
- Provides emergency welfare for displaced persons.
- Coordinates release of information for notification of relatives.
- Provides assistance for special needs population.
- Assists in provisional medical supplies and services.
- Provides available resources such as cots and ready to eat meals.

SHELTER CENTER REGISTRATION FORM

American Red Cross			DISASTER SHELTER REGISTRATION	
Family Last Name		Shelter Location		
		Shelter Telephone No.	Date of Arrival	
Names	Age	Medical Problem <input type="checkbox"/> Killed <input type="checkbox"/> Injured <input type="checkbox"/> Hospitalized	Predisaster Address and Telephone No.	
Man			<input type="checkbox"/>	<input type="checkbox"/>
Woman (include Maiden Name)			I <input type="checkbox"/> do, <input type="checkbox"/> do not <input type="checkbox"/> , authorize release of the above information concerning my whereabouts or general condition.	
Children in Home			Signature	
		Date Left Shelter _____		
		Time Left Shelter _____		
Family Member not in Shelter (Location if Known)		Postdisaster Address and Telephone Number		
SHELTER MASTER FILE		AMERICAN RED CROSS FORM 5972 (5-79)		

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

Tab 2 to Emergency Support Function #6

**SPECIAL NEEDS PEOPLE WHO REQUIRE ASSISTANCE IN TIME OF
EMERGENCY**

A Listing of such persons is maintained by the County Department of Social Services. Whenever the Emergency Operations Center (EOC) is in operation, this listing will be on hand with the Department of Social Services' representative.

Tab 3 to Emergency Support Function #6

SHELTER LOCATIONS AND ADDRESSES

Name	Address
Laurel Rescue Squad	1542 Rescue Road Austinville, Virginia 24312
Laurel Fork Rescue Squad	Route 58 Laurel Fork, Virginia 24352
Dugspur Rescue Squad	118 Double Cabin Road Dugspur, Virginia 24325
Veterans of Foreign Wars Grover King Post 1115	704 West Stuart Drive Hillsville, Virginia 24343
Pipers Gap Rescue Squad	5567 Elkhorn Road Woodlawn, Virginia 24381

Tab 4 to Emergency Support Function #6

PUBLIC SCHOOLS

Name/ Location	Address
Carroll County High School	100 Cavs Lane Hillsville, Virginia 24343
Carroll County Intermediate School	1036 North Main Street Hillsville, Virginia 24343
Fancy Gap Elementary School	63 Winding Ridge Road Fancy Gap, Virginia 24328
Gladesboro Elementary School	7845 Snake Creek Road Hillsville, Virginia 24343
Gladeville Elementary School	3117 Glendale Road Galax, Virginia 24333
Hillsville Elementary School	90 Patriot Lane Hillsville, Virginia 24343
Laurel Elementary School	46 Pleasant View Road Austinville, Virginia 24312
Oakland Elementary School	49 Pipers Gap Road Galax, Virginia 24333
St. Paul Elementary School	15 Fire House Road Cana, Virginia 24317
Woodlawn Intermediate School	745 Woodlawn Road Woodlawn, Virginia 24381

Emergency Support Function #7- Resource Support

Primary Agency

Southwest Virginia Farmer's Market
Carroll County Maintenance Department
Department of Finance and Accounting

Secondary/Support Agencies

Red Cross
Emergency Management
Public Service Authority
Department of Social Services
Virginia Department of Emergency Management

Introduction

Purpose:

Emergency Support Function #7 will identify, procure, inventory, and distribute critical resources, in coordination with other local and state governments, the federal government, private industry, and volunteer organizations, to effectively respond to and recover from the effects of a disaster. ESF #7 functions with the Logistics Support Annex.

Scope:

ESF #7 provides support for requirements not specifically identified in other ESFs. Resource support may continue until the disposition of excess and surplus property is completed. The locality will determine what resources are needed and then ESF #7 will collect and distribute those goods by means of a distribution center. Goods that may be needed could include, ice, water, tarps, blankets, clothes, and non-perishable foods.

Policies:

- The initial emergency response will be dependent upon local public and private resources;
- Adequate local resources do not exist to cope with a catastrophic incident;
- Identified public and private sector resources will be available when needed for emergency response;
- Necessary personnel and supplies will be available to support emergency resource response;
- If local resources are depleted, assistance may be requested through the Virginia Emergency Operations Center (EOC);
- Local departments and agencies 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;
- The Coordinator of Emergency Management will initiate the commitment of resources from outside government with operational control being exercised by the on-site commander of the service requiring that resource; and

- All resource expenditures will be reported.

Concept of Operations

General:

The Manager of the Southwest Virginia Farmers' Market will identify sites and facilities that will be used to receive, process, and distribute equipment, supplies and other properties that will be sent to the disaster area. The necessary equipment, staff, communications, and security support to these facilities and sites will be provided by local, state, federal governments, volunteer organizations, and private security as required. This process must be closely coordinated with state and federal emergency management officials, local governments in the region, and the media.

The Southwest Virginia Farmers' Market will be responsible for securing and providing the necessary resource material and expertise in their respective areas, through public as well as private means, to efficiently and effectively perform their duties in the event of an emergency. Resource lists will be developed and maintained that detail the type, location, contact arrangements, and acquisition procedures of the resources identified as being critical. Mutual aid agreements will be developed and maintained with adjacent jurisdictions, private industry, quasi-public groups, and volunteer groups, as appropriate, to facilitate the acquisition of emergency resources and assistance.

The Carroll County Director and Coordinator of Emergency Services, in coordination with the County Attorney, Finance Director, and Personnel Director, will assist county departments in the procurement of the necessary resources, to include the contracting of specialized services and the hiring of additional personnel, to effectively respond to and recover from the emergency at hand. Records of all expenditures relating to the emergency/disaster will be maintained.

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

Organization:

All departments will be responsible for identifying essential resources in their functional area to successfully carry out their mission of mitigating against, responding to, and recovering from the devastating effects of disasters that could occur within their jurisdiction. All departments will coordinate their resource needs with the local finance director and procurement official.

The Director of the Social Services Department, assisted by public relief organizations, will be in charge of coordinating the relief effort to meet the immediate needs of the stricken population in terms of food, water, housing, medical, and clothing. (See ESF #6 and #11)

Actions

- Identify essential resources to carry out mission in each functional area and to support operation of critical facilities during the disaster;
- Designate local department(s) responsible for resource management;

- Develop contingency plans to provide emergency lighting, procure and distribute emergency water and provide sewage disposal, if necessary;
- Identify personnel requirements and training needs to effectively carry out mission;
- Develop resource lists that detail type, location, contact arrangements, and acquisition procedures for critical resources;
- Prepare mutual aid agreements with surrounding jurisdictions to augment local resources;
- Review compatibility of equipment of local departments and surrounding jurisdictions and identify specialized training or knowledge required to operate equipment;
- Develop SOPS to manage the processing, use, inspection, and return of resources coming into area;
- 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;
- Coordinate and develop prescript announcements with Public Information Office regarding potential resource issues and instructions (e.g., type of resources required, status of critical resource reserves, recommended contingency actions etc.); and
- Contract with federal and state agencies, as well as private industry for additional resources, equipment, and personnel, if necessary.

Responsibilities

- Locates, procures, and issues resources to other agencies to support the emergency response or to promote public safety.
- Locates and coordinates the use of available space for incident management activities.
- Coordinates and determines the availability and provision of consumable supplies.

Emergency Support Function #8 Public Health and Medical Services

Primary Agency

Health Department

Secondary/ Support Agencies

Department of Social Services

Public Services Authority

Community Services Board

Fire and EMS Departments

Sheriff's Office

Hospital Systems

Red Cross

Virginia Department of Environmental Quality

Virginia Department of Health

Introduction

Purpose:

Emergency Support Function (ESF) #8- Health and Medical provides for coordinated medical, public health, mental health, and emergency medical services to save lives in the time of an emergency. These health and medical needs are to include veterinary and/or animal health issues when appropriate.

Scope:

ESF # 8- meets public health and medical needs of victims affected by an incident. This support is categorized in the following way:

- Assessment of public health/medical needs;
- Public health surveillance;
- Medical care personnel and medical equipment and supplies; and
- Detect mental health issues and prevent harmful stress levels in the general public.

Policies:

- The Health Department coordinates all ESF #8 response actions using its own internal policies and procedures;
- Each ESF #8 organizations is responsible for managing its respective response assets after receiving coordinating instructions;
- The Joint Information Center (JIC) is authorized to release general medical and public health response information to the public after consultation with the Health Department.
- The Health Department determines the appropriateness of all requests or public health and medical information; and
- The Health Department is responsible for consulting with and organizing public health and subject matter experts as needed.

Concept of Operations

General:

During a threatened or actual emergency, the Director of Health or his designated representative will direct coordinated health, medical, and rescue services from the Emergency Operations Center (EOC). Coordination will be effected with adjacent jurisdictions as required.

Should a disaster substantially overwhelm local medical and rescue resources, support and assistance will be requested from medical institutions and emergency medical service (EMS) providers in neighboring jurisdictions. The crisis augmentation of trained health and medical volunteers may also be appropriate. Essential public health services, such as food and water inspections, will be provided by the Health Department as augmented by state-level resources and manpower. Public health advisors will be issued only after coordination with the EOC.

During an evacuation in which a large number of evacuees are sheltered in the shelter center, local EMS providers and/or the local Health Department will set up and staff an emergency medical aid station in the shelter center. The Sheriff's Office will provide security and the Health Department will monitor food safety and shelter sanitation and provide disease surveillance and 'contact' investigations if warranted. The Community Services Board will provide mental health services.

In disasters involving a large number of casualties, the Office of the Chief Medical Examiner (OCME) may request assistance from local funeral directors. The OCME must identify the deceased before they are released to funeral homes. A large building may need to be designated to serve as a temporary morgue. The Virginia Funeral Directors Association will provide equipment, supplies, and manpower as needed for such a localized disaster (See Tab 4).

Organization:

A rescue/emergency medical service representative will be assigned to the Emergency Operations Center (EOC) in order to coordinate the rescue squad response. The rescue squad representative will be a part of the EOC staff and will assist with the overall direction and control of emergency operations. All of the emergency medical service vehicles are dispatched through their squad station or through the County Communications Center.

<p>Carroll County is also served by Carillion Health Systems Lifeguard 11 (MEDEVAC) services operating out of Mountain Empire Airport (See Tabs 1 and 3).</p>

Because of their speed, vertical flight, and minimal landing requirements, MEDEVAC helicopters are able to respond quickly to emergency situations and provide rapid evacuation of seriously injured and, in some cases, critically ill patients to specialty care centers (e.g., trauma centers). Each MEDEVAC helicopter consists of a specialty pilot and crew in addition to the latest life support and communications equipment.

There are seven EMS providers serving the locality, which will provide emergency medical transportation, assist with the evacuation of endangered areas, and assist in land search and

rescue operations. Local funeral homes will assist the Health Department and the Chief Medical Examiner's Office in disasters involving mass casualties.

The following organizations provide emergency health services in Carroll County:

Carroll County Health Department
7 Emergency Medical Services Providers (EMS)
Twin County Regional Hospital

Actions

- Designate an individual to coordinate medical, health, and rescue services;
- Develop and maintain procedures for providing a coordinated response;
- Maintain a roster of key officials in each medical support area;
- Establish a working relationship and review emergency roles with the local hospital and emergency medical services providers;
- Activate the agency emergency response plan;
- Implement mutual aid agreements as necessary;
- The Health Department representative will report to the Emergency Operations Center;
- Coordinate medical, public health, and mental health services;
- Provide laboratory services to support emergency public health protection measures;
- Obtain crisis augmentation of health/medical personnel (e.g., physicians, nurse practitioners, laboratory technicians, pharmacists, and other trained volunteers) and supplies as needed;
- Maintain records and monitor the status of persons injured during the emergency;
- Assist the Office of Chief Medical Examiner's in the identification and disposition of the deceased;
- Consolidate and submit a record of disaster-related expenses incurred by Health Department personnel; and
- Assist with the damage assessment of water and sewage facilities, as required.

Responsibilities

- Provide personnel, equipment, supplies and other resources necessary to coordinate plans and programs for public health activities during an incident;
- Inspect and advise on general food handling and sanitation matters;
- Establish communications with ESF #5 to report and receive assessments and status information;
- Coordinate through the Public Information Officer dissemination of disaster related public health information to the public;
- Provide preventative health services;
- Coordinate with hospitals and other health providers on response to health needs;
- Provide investigation, surveillance, and take measures for containments of harmful health effects;
- Provide coordination of laboratory services;
- Coordinate with hospitals medical control on patient care issues and operations;

- Coordinate transportation of the sick and injured with area hospitals or receiving facilities and other EMS agencies;
- Coordinate behavioral health activities among response agencies;
- Assess behavioral health needs following incident, considering both the immediate and cumulative stress resulting from the incident;
- Coordinate through the Public Information Officer the dissemination of public education on critical incident stress and stress management techniques;
- Provide outreach to serve identified behavioral health needs;
- Coordinate with ESF #6 to identify shelter occupants that may require assistance;
- Provide water control assistance;
- Local/Regional hospitals will provide medical care for those injured or ill;
- Assist in expanding medical and mortuary services to other facilities, if required; and
- Identify deceased with assistance from local law enforcement and Virginia State Police.

Tab 1 to Emergency Support Function #8

HEALTH AND MEDICAL RESOURCES

Twin County Regional Hospital

1. Number of Physicians- 52 active with privilege
2. Number of RNs- 179
3. Number of LPNs- 70
4. Number of Nursing Assistants- 35

Mount Airy Hospital

1. Number of Physicians- 12 staff; no interns
2. Number of RNs- 203
3. Number of LPNs- 21
4. Number of Nursing Assistants- 66

Carroll County Health Department

Environmental Health Supervisor: Ed Ritterbusch 276-228-5507

Sanitarians: Larry Petrie 730-3180 and 540-745-3885
Greg Gibson 730-3180 and 236-9666

Nursing Supervisor: Patsy McCraw 730-3180 and 755-4390

Public Health Nurses: Kathryn Horton, Mary Ann Hall, Pat Bond, and Debbie McCraw.
Rita Childress, NP and Dianne Webb, NP.

Office Support Supervisors (Clerical): Crystal Edmonds 730-3180 and 730-0428.

MEDEVAC

In the event that MEDEVAC transport is required, this locality uses service from Mountain Empire Airport, which is approximately 15 minutes from the requesting hospital.

Tab 2 to Emergency Support Function #8

EMERGENCY MEDICAL SERVICES PROVIDERS

Provider	Location	Number of Trucks
Carroll EMS	499 Floyd Pike Hillsville, Virginia 24343	4
Laurel Rescue Squad	1542 Rescue Road Austinville, Virginia 24312	3
Laurel Fork Rescue Squad	Route 58 Laurel Fork, Virginia 24352	3
Dugspur Rescue Squad	118 Double Cabin Road Dugspur, Virginia 24325	2
Cana Rescue Squad	Route 52 Cana, Virginia 24317	3
Pipers Gap Rescue Squad	5567 Elkhorn Road Woodlawn, Virginia 24381	3

Tab 3 to Emergency Support Function #8

**COMMONWEALTH OF VIRGINIA
EMERGENCY MEDEVAC SERVICES**

HELICOPTER MEDEVAC	ALERT	NON-EMERGENCY
ARIES- (Fairfax County Police)	(703) 280-0840/WAWAS	(703) 830-3015
EAGLE- 182-(U.S. Park PD, D.C.)	(202) 619-7310/WAWAS	(202) 426-6969
LIFEGUARD 10 (Carillion Health Systems)	(703) 344-4357	(703) 342-7503
MEDEVAC (Ft. Belvoir)	(703) 664-6565	(703) 664-4401
MED-FLIGHT-1 (VSP Chesterfield)	(800) 468-8892	(804) 674-2089
MED-FLIGHT-2 (VSP Abingdon)	(800) 433-1028	(276) 466-3188
MEDICAL AIR CARE (INOVA-Fairfax)	(800) 258-8181	(703) 698-2930
MED STAR (Comm., D.C.)	(800) 824-6814	(202) 877-7234
NIGHTINGALE (Norfolk General)	(800) 572-4354	(757) 628-2435
986 th MEDEVAC (VNG-Richmond)	(804) 222-4580	(804) 222-4580
PEGASUS (UVA Charlottesville)	(434) 522-1826	(434) 924-9287

**VIRGINIA FUNERAL DIRECTORS ASSOCIATION, 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.

Concept of Operations:

In the event of a mass fatality disaster situation, the State EOC will contact the Office of the Chief Medical Examiner (OCME), who will notify the Virginia Funeral Directors Association (VFDA). Once contacted by the OMCE, 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.

Organization:

The Virginia Funeral Directors Association (VFDA) is responsible for the statewide coordination of the mortuary activities in the state. 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 OCME 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 (See Attachment 1).

Emergency Support Function #9- Search and Rescue

Primary Agency

Sheriff's Office

Secondary/ Support Agencies

Carroll County Search and Rescue

Emergency Management

EMS

Local Fire Departments

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:

Carroll County 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.

Concept of Operations

General:

Carroll County Search and Rescue will be responsible for rescue and search operations during a disaster with assistance from Sheriff's Office backed up by local fire and rescue. The Emergency Medical Services (EMS) providers will also assist with other functions of search and rescue as set in the Virginia Association of Volunteer Rescue Squad's Operations Plan.

Organization:

Carroll County Search and Rescue will be the primary agency in any search and rescue operation. The Sheriff's Office, local EMS, local fire departments, and public works will back up Carroll County Building Official to assist when required for structural evaluation of buildings and structures (ESF #3). Carroll County Search and Rescue backed up by the Sheriff's Office will be the primary agency in any ground searches. The local chapter of the American Red Cross will assist with support efforts during searches such as mass care feeding; sheltering; bulk distribution; logistics; and health and mental health services for rescue workers, support personnel, and the victims. The Health Department will advise search and rescue medical teams in industrial hygiene issues as they become apparent. The Public Service Authority, Carroll County Maintenance Department and the Building Official will assist with any equipment, maps, staff, and vehicles. In a secondary role local law enforcement will assist with perimeter security, communications, and assistance as required. The Fire Department and EMS as a secondary role will provide medical resources, equipment and expertise.

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

Actions

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

Responsibilities

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

Emergency Support Function #10- Oil and Hazardous Materials

Primary Agency

Hillsville Volunteer Fire Department

Secondary/ Support Agencies

Carroll County Emergency Management
Cana Volunteer Fire Department
Virginia Department of Emergency Management
Virginia Department of Environmental Quality
Health Department
Sheriff's Office
EMS

Introduction

Purpose:

This section provides information for response to hazardous materials incident and assists the Local Emergency Planning Committee (LEPC) in meeting its requirements under the Emergency Planning and Community Right to Know Act- SARA Title III.

Scope:

The threat of an incident involving hazardous materials has escalated due to the increase in everyday use and transportation of chemicals by the various segments of our population. Hazardous Materials incidents may occur without warning and require immediate response.

Hazardous materials may be released into the environment from a variety of sources including, but not limited to:

- Fixed facilities that produce, generate, use, store or dispose of hazardous materials;
- Transportation accidents, including rail, aircraft, and waterways; and
- Abandoned hazardous wastes sites; and
- Terrorism incidents involving Weapons and Mass Destruction.

Evacuation of sheltering in place may be required to protect portion of the locality. If contamination occurs, victims may require special medical treatment.

The release of hazardous materials may have short and/or long health, environmental and economic effects depending upon the type of product.

Policies:

- Personnel will be promptly trained;
- Fixed Facilities will report annually under SARA Title III;

- Fire Chief will assume primary operational control of all hazardous materials incidents;
- Determine the need to evacuate or shelter in place;
- Mutual aid agreements will be implemented; and
- Establish communications with ESF #5 and ESF #15.

Concept of Operations

General:

The EOP and the Hazardous Materials Response Plan provide the guidance for managing hazardous materials incidents. All requests for hazardous materials support will be submitted to the EOC for coordination, validation, and/or action in accordance with this ESF.

Organization:

The Superfund Amendments and Reauthorization Act of 1986 (SARA Title III) requires the development of detailed procedures for identifying facilities with extremely hazardous materials and for assuming an adequate emergency response capability by these facilities and by local emergency services. A separately published Hazardous Material Emergency Response Plan has been developed for the locality. This plan is considered to be a part of the locality's Emergency Operations Plan (EOP).

The Fire Chief or designee will assume primary operational control of all hazardous materials incidents.

Mutual aid agreements will be implemented should the incident demand greater resources than are immediately available. The Virginia Department of Emergency Management's (VDEM) Regional Hazardous Materials Officer and Hazardous Materials Response Team by requested through the Virginia Emergency Operations Center.

The Director of Emergency Management, in conjunction with the Fire Chief and VDEM Regional Hazardous Materials Officer, will determine the need to evacuate a large area. Evacuation orders or other protective actions will be issued as needed. However, the on-scene commander may order an immediate evacuation prior to requesting or obtaining approval, if this action is necessary to protect life and property. Fire, EMS, and Law Enforcement will coordinate the evacuation of the area. Law Enforcement is responsible for providing security for the evacuation area.

Should an evacuation become necessary, warning and directions for evacuation and/or protect in place will be disseminated via all appropriate means. Responding agencies will use mobile loudspeakers, bull horns and/or go door-to-door to ensure that residents in the threatened areas have received evacuation warning.

Actions

- Respond to the incident;
- Assess the situation;

- Determine the need for immediate evacuation or sheltering in place;
- Coordinate with the EOC;
- Request assistance through the VEOC; and
- Implement Mutual Aid agreements.

Responsibilities

- Develop and maintain the Hazardous Materials Emergency Response Plan;
- Develop procedures aimed at minimizing the impact of an unplanned release of a hazardous material to protect life and property;
- Conduct training for personnel in hazardous materials response and mitigation;
- Follow established procedures in responding to hazardous materials incidents;
- Provide technical information;
- Coordinate control/mitigation efforts with other local, state, and federal agencies; and
- Record expenses.

Emergency Support Function #11- Agriculture and Natural Resources

Primary Agency

Southwest Virginia Farmer's Market
Health Department

Secondary/ Support Agencies

Carroll County Department of Social Services
Carroll County Extension Office
Virginia Department of Agriculture and Consumer Services
Virginia Department of Social Services
Red Cross
Local and Regional Food Banks

Introduction

Purpose:

Emergency Support Function #11- 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/zoonotic 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:

Activities will be undertaken to:

- 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.

Polices:

- each supporting agency is responsible for managing its assets and resources after receiving direction from the Health Department and the Southwest Virginia Farmer's Market;
- Actions will be coordinated with agencies responsible for mass feeding;

- The ESF will encourage the use of mass feeding as the primary outlet for disaster food supplies;
- Schools and institutions 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; and
- Ensure food safety.

Concept of Operations

General:

The Health Department will assume the coordinator's role of the ESF. The coordinator will organize staff based on the four functional areas. It organizes and coordinates resources and capabilities to facilitate the delivery of services, assistance, and expertise.

ESF #11 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.

ESF #11 also ensures the safety and security of the commercial supply of food (meat, poultry, and egg products) following an incident.

ESF # 11 identifies, secures, and arranges for the transportation of food to areas.

Organization:

The coordination depends on what kind of assistance is required at the time. When an incident requires assistance from more than one of the functions, the Health Department provides overall direction.

Once the ESF is activated the coordinator will contact appropriate support agencies to assess the situation and determine appropriate actions.

Carroll County will activate its Emergency Operations Center (EOC). A local emergency may need to be declared to initiate response activities.

For food supply safety and security, the Virginia Department Agriculture and Consumer Services and the Health Department coordinate the field response.

Actions

- Determine the critical needs of the affected population;
- Catalog available resources and locate these resources;

- Ensure food is fit for consumption;
- 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; and
- Provide inspection, fumigation, disinfection, sanitation, pest termination, and destruction of animals or articles found to be contaminated or infected.

Responsibilities

- Provides guidance to unaffected areas as to precautions that may be taken to ensure animal and plant health;
- Ensure proper handling and packing of any samples and shipments to the appropriate research laboratory;
- Provides information and recommendations to the Health Department for outbreak incidents;
- Assigns veterinary personnel to assist in delivering animal health care and performing preventative medicine activities;
- Conduct 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;
- Establish logistical links with organizations involved in long-term congregate meal service; and
- Establish need for replacement food products.

EMERGENCY FOOD CONSUMPTION STANDARDS

Per Person

Food Groups and Food Items Per Week Standard

Meat and meat alternatives (red meat, poultry,.....3 pounds
fish, shellfish, cheese, dry beans, peas, and nuts)

Eggs.....6

Milk.....7 pints

Cereals and cereal products (flour including mixes,.....4 pounds
Fresh bakery products, corn meal, rice, macaroni, and breakfast cereals)

Fruits and vegetables (fresh and frozen).....4 pounds

Food fats and oils (butter, margarine, lard, shortening.....one-half pound
And salad and cooking oils)

Potatoes (white and sweet).....2 pounds

Sugars, syrups, honey, and other sweets.....one-half pound

Total (equivalent pounds per week):.....27.0

Emergency Support Function #12- Energy

Primary Agency

Emergency Management
Public Service Authority

Secondary/ Support Agencies

State Corporation Commission
Department of Mines, Minerals, and Energy
American Electric Power
Local Natural Gas Suppliers

Introduction

Purpose:

Describe procedures to restore the public utility systems critical to saving lives; protecting health, safety and property, and to enable ESFs to respond.

Scope:

ESF #12 will collect, evaluate, and share information on energy system damage. It will also estimate the impact of energy system outages within the affected area. According to the National Response Plan the term “energy” includes producing, refining, transporting, generating, transmitting, conserving, building, distributing, and maintaining energy systems. Additionally ESF #12 will provide information concerning the energy restoration process such as projected schedules, percent completion of restoration, and other information as appropriate.

Policies:

- Will work to provide fuel, power, and other essential resources to the locality;
- Will 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; and
- Maintain a list of critical facilities and continuously monitor those to identify vulnerabilities

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 more likely to result from extreme hot weather conditions or disruptions to generation facilities. Other energy shortages, such as interruptions in the supply of natural gas or other petroleum products for transportation and industrial uses, may result from extreme weather, strikes, international embargoes, disruption of pipeline systems, or terrorism.

The suddenness and devastation of a catastrophic disaster or other significant event can sever key energy lifelines, constraining supply in impacted areas, or in areas with supply links to impacted areas, and can also affect transportation, communications, and other lifelines needed for public health and safety. There may be widespread and prolonged electric power failures. Without electric power, communications will be interrupted, traffic signals will not operate, and surface movement will become grid locked. Such outages may impact public health and safety services, and the movement of petroleum products for transportation and emergency power generation. Thus, a major, prolonged energy systems failure could be very costly and disruptive.

Organization:

In the wake of such a major disaster, Local Emergency Operations Centers (EOC) will be assisted by state-level assets to help in the emergency efforts to provide fuel and power and other essential resources as needed. The priorities for allocation of these assets will be to:

- Provide for the health and safety of individuals and families affected by the event;
- Provide sufficient fuel supplies to local agencies, emergency response organizations, and service stations in critical areas;
- Help energy suppliers obtain information, equipment, specialized labor, fuel, and transportation to repair or restore energy systems;
- Recommend/comply with local and state actions to conserve fuel, if needed;
- Coordinate with local, state, and federal agencies in providing energy emergency information, education, and conservation guidance to the public;
- Coordinate information with local, state, and federal officials and energy suppliers about available energy supply recovery assistance;
- The Emergency Operations Center (EOC) will send requests to the State EOC for fuel and power assistance.

The private sector will be relied upon to manage independently until it can no longer do so, or until the health, safety, and welfare of citizens are at risk. The industries will be expected to establish their own emergency plans and procedures and to implement them through their own proprietary systems.

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, other Commonwealth support agencies, and energy suppliers and distributors. Carroll County 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 such as public utilities and schools;

- 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 Carroll 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
- Identifies resources needed to restore energy systems.

Emergency Support Function #13- Public Safety and Security

Primary Agency

Carroll County Sheriff's Office

Secondary/ Support Agencies

Emergency Management

Twin County E911

Fire Department

Virginia State Police

Virginia Department of Transportation

Introduction

Purpose:

Emergency Support Function (ESF) #13- Public Safety and Security is to maintain law and order, to provide public warning to provide for the security of critical facilities and supplies, to provide a "safe scene" for the duration of a traffic disruptive incident, to effect the evacuation of threatened areas, to provide access control to evacuated areas or critical facilities, to assist with search and rescue operations, and to assist with identification of the dead.

Scope:

ESF #13 is designed to respond during a time of emergency using existing procedures. These procedures are in the form of department directives that cover all types of natural disasters, technological hazards, and acts of terrorism; incidents include flooding, hazardous materials spills, transportation accidents, search and rescue operations, traffic control, and evacuations.

In the event of a state or federally declared disaster, the Governor can provide National Guard personnel and equipment to support local law enforcement operations.

Policies:

- Carroll County Sheriff's Office will retain operational control;
- The Incident Commander will determine the need for security at the scene;
- Local Law Enforcement in coordination with the Coordinator of Emergency Management will identify areas of potential evacuation;
- The concentration of large numbers of people in shelters during an evacuation may necessitate law enforcement presence to maintain orderly conduct; and
- Law Enforcement will be needed in evacuated areas to prevent looting and protect property;

Concept of Operations

General:

Existing procedures in the form of department directives provide the basis for a law enforcement response in time of emergency. The mission of the Public Safety and Security function is to maintain law and order, protect life and property, provide traffic control and law enforcement support, guard essential facilities/suppliers 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.

If the National Guard is called in for a state or federally declared disaster they may only be used for low-risk duties such as security and traffic control. A hazard or potential hazard situation could justify the need for evacuation for a short period of a few hours to several days or weeks, depending on the hazard and its severity. In order to limit access to the hazard area, various personnel and devices will be required, such as the following:

- Personnel to direct traffic and staff control points;
- Signs to control or restrict traffic;
- Two-way radios to communicate to personnel within and outside the secured area;
- Control point(s);
- Adjacent highway markers indicating closure of area;
- Markers on surface roads leading into the secured areas;
- Patrols within and outside the secured area; and
- Established pass system for entry and exit of secured areas.

The Virginia Department of Transportation Residency Shop has general responsibility for signing and marking.

Organization:

Local Law Enforcement will utilize their normal communications networks during disasters. The Emergency Manager, in coordination with local law enforcement and the fire departments, should delineate areas that may need to be evacuated. Law Enforcement will set up control points and roadblocks to expedite traffic to reception centers and security at damaged public property, shelter facilities and donation/distribution centers. Should an evacuation become necessary, warning and evacuation instructions will be put out via radio and television. Also local law enforcement and fire departments will use mobile loudspeakers to ensure that all residents in the threatened areas have received the evacuation warning.

Actions

- Identify essential facilities and develop procedures to provide for their security and continued operation in the time of an emergency;
- Maintain police intelligence capability to alert government agencies and the public to potential threats;
- Develop procedures and provide training for the search and rescue of missing persons;
- Develop strategies to effectively address special emergency situations that may require district law enforcement procedures, such as civil disorders, hostage taking, weapons of mass destruction, terrorist situations, and bomb threats/detonations;
- Test primary communications systems and arrange for alternate systems, if necessary;
- Assist with the implementation of the evacuation procedures for the threatened areas, if necessary;
- Provide traffic and crowd control as required;
- Implement existing mutual aid agreements with other jurisdictions, if necessary; and
- Document expenses.

Responsibilities

- Law enforcement;
- Crowd control;
- Manages preparedness activities;
- Conducts evaluation of operational readiness;
- Resolves conflicting demands for public safety and security resources;
- 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.

CARROLL COUNTY 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 if 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.

CARROLL COUNTY 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 including Carroll County, their officers, agents and employees from all liability for any damages or losses incurred while within the Closed Area.

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

Signatures of applicant and members of his field party

Date

Print full name first, then sign.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

Emergency Support Function # 14- Long Term Community Recovery and Mitigation

Primary Agency

Carroll County Board of Supervisors
Emergency Management

Secondary/ Support Agencies

County Administrator's Office
Carroll County Building Official's Department
Department of Social Services
Virginia Department of Housing and Community Development
Virginia Department of Health
Red Cross

Introduction

Purpose:

Emergency Support Function (ESF) #14- Long Term Community Recovery and Mitigation develops a comprehensive and coordinated recovery process that will bring about the prompt and orderly restoration of community facilities and services, infrastructure, and economic base, while providing for the health, welfare and safety of the population.

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.

Policies:

- Long term community 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;
- Use the post-incident environment as an opportunity to measure the effectiveness of previous community recovery and mitigation efforts;
- Facilitates the application of loss reduction building science expertise to the rebuilding of critical infrastructure; and
- Personnel will stay up to date with policies and procedures through training and education.

Concept of Operations

General:

The recovery phase is characterized by two components: the emergency response phase which deals primarily with life saving and emergency relief efforts (i.e., emergency food, medical, shelter, and security services); and the broader recovery and reconstruction component which deals with more permanent and long-term redevelopment issues.

Although all Carroll County departments are involved in both components, the emphasis and focus changes among departments as they shift from one component to the other. In the emergency response and relief recovery component, the primary Carroll County departments involved include fire and rescue, law enforcement, health, social services, and education; whereas in the recovery and reconstruction component, the emphasis shifts to Carroll County departments dealing with housing and redevelopment, economic development, land use, and government financing. The two components will be occurring simultaneously with the emergency relief component taking precedence in the initial stages of recovery, and the recovery and reconstruction component receiving greater attention as the recovery process matures.

The Office of Emergency Management will be the lead coordinating department in the life-saving and emergency relief component of the recovery process and the county administration will take the coordinating lead during the reconstruction phase.

The recovery analysis process is comprised of the following phases: reentry, needs assessment, damage assessment, the formulation of short-term 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 damage assessment process for the locality is described in the Damage Assessment Support Annex of the EOP. Team leaders for the Damage Assessment Teams have been identified and the necessary forms included within this support annex. Although damage assessment is primarily a local government responsibility, assistance is provided by state and federal agencies, as well as private industry that have expertise in specific functional areas such as transportation, agriculture, forestry, water quality, housing, etc.

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.

Short-term recovery strategies would include:

- Emergency Services;
- Communications networks;
- Transportation networks and services;
- Potable water systems;
- Sewer systems;
- Oil and natural gas networks;
- Electrical power systems;
- Initial damage assessment;
- Emergency debris removal;
- Security of evacuated or destroyed area; and
- Establishing a disaster recovery center and joint field office

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. Economic aid will be provided to assist localities and states in rebuilding their economic base, replacing and restoring their housing inventory, and ensuring that all construction and development complies with building codes and plans. 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. Carroll County will develop strategies in coordination with regional local governments and economic planning councils. 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 Director of Emergency Management will direct response, recovery, and reconstruction efforts in the disaster impacted areas of the locality, in coordination with the Coordinator of Emergency Management, all local departments, and the appropriate state and federal agencies.

A Presidential Declaration of Disaster will initiate the following series of events:

- Federal Coordinating Officer will be appointed by the President to coordinate the federal efforts;
- State Coordinating Officer will be appointed by the Governor to coordinate state efforts;
- A Joint Field Office (JFO) will be established within the state (central to the damaged area) from which the disaster assistance programs will be coordinated; and
- A Disaster Recovery Center (DRC) will be established in the affected areas to accommodate persons needing individual assistance after they have registered with FEMA.

A Presidential Declaration of Disaster may authorize two basic types of disaster relief assistance:

- **Individual Assistance**- Supplementary Federal Assistance provided under the Stafford Act to individuals and families adversely affected by a major disaster or emergency. Such assistance may be provided directly by the Federal government or through State or local governments or disaster relief organizations.
- **Public Assistance**- Supplementary Federal Assistance provided under the Stafford Act to State and Local governments or certain private, non-profit organizations other than assistance for the direct benefit of families and individuals.

As potential applicants for Public Assistance, local governments and private nongovernmental agencies must thoroughly document disaster-related expenses from the onset of an incident.

Mitigation has become increasingly important to local officials who must bare the agony of loss of life and property when disaster strikes. The Director of Emergency Management will take the lead in determining mitigation projects needed following a disaster and make applications for available mitigation grants.

Actions

- In cooperation with other ESFs, as appropriate, use hazard predictive modeling and loss estimation methodology to ascertain vulnerable critical facilities as a basis for identifying recovery priorities;
- Gather information to assess the scope and magnitude of the social and economic impacts on the affected region;
- Coordinate and conduct recovery operations;
- Conduct initial damage assessments;
- Coordinate early resolution of issues and delivery of assistance to minimize delays for recipients;
- Coordinate assessment of accuracy and recalibration of existing hazard, risk, and evacuation modeling;
- Facilitate sharing of information and identification of information of issues among agencies and ESFs;
- Facilitate recovery decision making across ESFs; and
- Facilitate awareness of post incident digital mapping and pre-incident hazard mitigation and recovery planning.

Responsibilities

- Develop plans for post-incident assessment that can be scaled to incidents of varying types and magnitudes;
- Establish procedures for pre-incident planning and risk assessment with post incident recovery and mitigation efforts;
- Develop action plans identifying appropriate agency participation and resources available that take into account the differing technical needs for risk assessment and statutory responsibilities by hazards;
- Ensure participation from primary and support agencies;
- Lead planning;
- Lead post-incident assistance efforts; and
- Identify areas of collaboration with support agencies and facilitate interagency integration.

DISASTER RECOVERY CENTERS

(Identified or potential sites)

<u>Name</u>	<u>Location</u>
Veterans of Foreign Wars Grover King Post 1115	West Stuart Drive Hillsville, Virginia 24343
Carroll County High School	100 Cavs Lane Hillsville, Virginia 24343
Carroll County Intermediate School	1036 North Main Street Hillsville, Virginia 24343

Tab 4 to Emergency Support Function #14

JOINT FIELD OFFICE LOCATIONS

(Identified or potential sites)

<u>Name</u>	<u>Location</u>
Crossroads Institute	1117 East Stuart Drive Galax, Virginia 24333

Emergency Support Function #15- External Affairs

Primary Agency

County Administrator's Office

Secondary/Support Agencies

Emergency Management

Fire

Law Enforcement

Resource Development Office

Public Schools

Information Technology Department

Health Department

Department of Social Services

Virginia Department of Emergency Management

Introduction

Purpose:

Emergency Support Function (ESF) #15- External Affairs is responsible for keeping the public informed concerning the threatened or actual emergency situation and to provide protective action guidance as appropriate to save lives and protect property.

Scope:

To manage information during an incident so that the most up to date and correct information is used to inform the public. This emergency support function will use media reports to support the overall strategy for managing the incident. Coordinate with all agencies involved with the incident so that one message is used for public information to avoid any conflicts of released information. This emergency support function is organized into the following functional components:

- Public Affairs
- Community Relations
- Legislative Affairs
- International Affairs

Policies:

During an emergency the Public Information Officer will:

- Disseminate information by appropriate means, to include any local alert systems, media outlets, cable channel, the Emergency Alert System, NOAA All-hazards radio, and Carroll County's website;
- Clear news releases with the EOC before releasing them to the media;
- Will encourage news media to publish articles to increase public awareness; and
- Will ensure information is accurate and released in a timely manner.

Concept of Operations

General:

In an emergency or disaster it is important to provide timely and accurate information to the public and to the media outlets. News coverage must be monitored to ensure that accurate information is being disseminated. Carroll County needs to be prepared to keep local legislators and other political figures informed.

Organization:

Public Affairs is responsible for coordinating messages from the various agencies and establishing a Joint Information Center. Public Affairs will gather information in the incident and provide incident related information through the media and other sources to keep the public informed. Public affairs will monitor the news coverage to ensure the accuracy of the information being disseminated. Public Affairs will handle appropriate special projects such as news conferences and press operations for incident area tours. The Public Affairs Support Annex provides additional details on responsibilities.

Community Relations will prepare an initial action plan with incident-specific guidance and objectives, at the beginning of an actual or potential incident. They will identify and coordinate with the community leaders and neighborhood groups to assist in the rapid dissemination of information, identify unmet needs, and establish an ongoing dialogue and information exchange. The Commonwealth and FEMA deploy a joint Community Relations Team to Carroll County to conduct these operations.

Legislative Affairs will establish contact with the state legislative and congressional offices representing the affected areas to provide information on the incident. Carroll County should be prepared to arrange an incident site visit for legislators and their staffs. Legislative Affairs will also respond to legislative and congressional inquiries.

International Affairs, if needed, will work with Department of State to coordinate all matters requiring international involvement.

Actions

- Evaluate the situation;
- Monitor national and state level news coverage of the situation (if applicable);
- After coordination with the State EOC, time permitting, the PIO will begin to disseminate emergency public information via news releases to the local news media;
- The content should be coordinated with adjacent jurisdictions and the State EOC;
- Emphasize citizen response and protective action;
- Develop accurate and complete information regarding incident cause, size, current situation, and resources committed;
- Continue to keep the public informed concerning local recovery operations;
- Assist the Health Department in disseminating public health notices, if necessary;
- Assist state and federal officials in disseminating information concerning relief assistance, and
- Document expenses.

Responsibilities

- Establish a working arrangement between the County PIO, the local EOC and local radio stations, television stations, and newspapers;
- Encourage local newspapers to periodically publish general information about those specific hazards, which are most likely to occur, such as flooding and industrial accidents;
- Prepare and provide general information as appropriate to special groups such as the visually impaired, the elderly, etc.;
- If necessary, designate a phone number and personnel to handle citizen inquiries;
- Assure the availability of back-up generators at local EAS radio stations;
- Arrange regular press briefings;
- Coordinate the release of information through public broadcast channels, and written documents; and
- Maintain an up-to-date telephone and fax number list for all local news organizations.

CARROLL COUNTY

SUPPORT ANNEXES

SUPPORT ANNEXES: INTRODUCTION

Purpose

This section provides an overview of the Carroll County Support Annexes to the Emergency Operations Plan (EOP).

Background

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. During an incident, numerous procedures and administrative functions are required to support incident management. The actions described in the Carroll County 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 Emergency Support Functions (ESFs). Examples include public affairs, infrastructure, resources, and worker safety and health.

The following section includes a series of annexes describing the roles and responsibilities, when appropriate, of Carroll County departments and agencies, nongovernmental organizations, and the private sector for those common activities that support the majority of incidents. The annexes the following areas:

- Financial Management
- Logistics and Resource Management
- Private Sector Coordination
- Public Affairs
- Information and Technology
- Volunteer and Donations Management
- Worker Safety and Health
- Debris Management
- Dam Safety Management

SUPPORT ANNEXES: ROLES AND RESPONSIBILITIES

Each Support Annex identifies a coordinating agency and cooperating agencies. In some instances, the responsibility of a coordinating agency is a joint endeavor between two departments.

The overarching nature of functions described in these annexes frequently involves either support to or cooperation of all the departments and agencies involved in incident management efforts. In some cases, actions detailed in the annex also incorporate various components of emergency management and other departments and agencies to ensure seamless integration of and transitions between preparedness, prevention, response, recovery, and mitigation activities.

The responsibilities of the coordinating agency and cooperating agencies are identified below.

Coordinating Agency

Coordinating agencies described in the annexes support the incident management mission by providing the leadership, expertise, and authorities to implement critical and specific aspects of the response. The Carroll County emergency management retains responsibility for overall incident for implementation of processes detailed in the annexes.

When the functions of a particular Support Annex are required to assist in the management of an incident, the agency serving as the coordinator is responsible for:

- Orchestrating a coordinated delivery of those functions and procedures identified in the annex;
- Providing and staff for the operations function at fixed and field facilities;
- Notifying and sub-tasking cooperating agencies;
- Managing any tasks with cooperating agencies, as well as appropriate State and Federal agencies;
- Working with appropriate private sector organizations to maximize use of all available resources;
- Supporting and keeping ESFs and other organizational elements informed of ongoing annex activities;
- Planning for short-term and long-term support to incident management and recovery operations; and
- Maintaining trained personnel to execute their appropriate support responsibilities.

Cooperating Agencies

When the procedures within a Support Annex are needed to support elements of an incident, the coordinating agency will notify cooperating agencies of the circumstances.

Cooperating agencies are responsible for:

- Conducting operations, when requested by the coordinating agency or emergency management, using their own authorities, subject-matter experts, capabilities, or resources;
- Participating in planning for short-term and long-term incident management and recovery operations and the development of supporting operational plans, standard operating procedures, checklists, or other job aids, in concert with existing first-responder standards;
- Furnishing available personnel, equipment, or other resource support as requested by emergency management;
- Participating in training and exercises aimed at continuous improvement of prevention, response, and recovery capabilities; and
- Nominating new technologies or procedures that have the potential to improve performance within or across functional areas for review and evaluation.

Animal Care and Control Support Annex

Currently under revision.

Primary Agency

Carroll County Animal Control

Secondary/ Support Agencies

Southwest Virginia Farmers' Market

Carroll County Search and Rescue

DAM SAFETY SUPPORT ANNEX

Coordinating Agency

Sheriff's Office

Emergency Management

Cooperating Agencies

County Administrator

Virginia Department of Conservation and Recreation (DCR)

Dam owners

Introduction

Purpose:

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

Scope:

The Virginia Department of Conservation and Recreation provides detailed guidance to dam owners in developing an emergency action plan 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.

Policies:

Dam owners will:

- Develop an Emergency Action Plan for warning and evacuating the public in the event of dam failure;
- Obtain an Operation and Maintenance Certificate from the Virginia Department of Conservation and Recreation; and
- Operate and maintain the dam to assure the continued integrity of the structure.

Carroll County Government will:

- Develop 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, and safety of their dams. They are also responsible for reporting abnormal conditions at the dam to the Sheriff, the County Administrator 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 Emergency Action Plan. 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 Emergency Action Plan is one of three items required prior to issuance of an Operation and Management Certificate by the Virginia Department of Conservation and Recreation. In addition to the Virginia Department of Conservation and Recreation, 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 County Administrator and/or the Coordinator of Emergency Management will warn the public, order evacuation from the affected area, and declare a local emergency.

Organization:

The Chair of the Board of Supervisors and/or the County Administrator/Director of Emergency Management and/or the Coordinator of Emergency Management, in his or her 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. **Code of Virginia**, Title 10.1, Chapter 6, Article 2, Section 10.1-604, et. seq., Dam Safety Act.
- B. Virginia Soil and Water Conservation Board, Regulation VR 625-01-00, Impounding Structure Regulation, February 1, 1989.

Responsibilities

Dam Owners:

- Develop an Emergency Action Plan for warning and evacuating the Public in the event of dam failure;
- Obtain an Operation and Maintenance Certificate from the Virginia Department of Conservation and Recreation; and
- Operate and maintain the dam to assure the continued integrity of the structure.

Carroll County 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 warnings 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.).

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 than 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.

Class I (High Hazard) - Probable loss of life; excessive economic loss.

Class II (Moderate Hazard) - Possible loss of life; appreciable economic loss.

Class III (Low Hazard) - No loss of life expected; minimal economic loss.

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 Carroll County Emergency Services 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

**LOCAL DIRECTORY OF DAMS REGULATED BY
VIRGINIA DEPARTMENT OF CONSERVATION AND
RECREATION AND REQUIRING EMERGENCY ACTION PLANS**

Class I

Class II

Class III

Damage Assessment Support Annex

Currently under revision

Debris Management Support Annex

Coordinating Agency

Public Service Authority
Regional Landfill Manager
Carroll County Maintenance Department

Cooperating Agencies

Emergency Management
County Engineer
Virginia Department of Transportation
Local Waste Management
Department of Health

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 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 Public Service Authority will be responsible for coordinating debris removal operations for the locality. Carroll 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, the Public Services Authority 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, and allow for the clearing crews to begin work immediately after the incident.

The Public Service Authority 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, Carroll County 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 Carroll County to more closely tailor their contracts to their needs, as well as expedite the implementation of them in a prompt and effective manner.

Carroll 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.

Carroll County is encouraged to 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 their agency procurement manual. All state agencies and local governments prior to the agreement being developed and implemented.

Debris storage and reduction sites will be identified and evaluated by interagency site selection 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 coordinate 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 engineer and will be coordinated with other recovery efforts through the local EOC. Where appropriate, final disposal may be to the county and regional sanitary landfill.

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

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

Organization:

The Public Service Authority is responsible for the debris removal function. The Public Service Authority will work in conjunction with Carroll County Maintenance Department, the Regional Landfill, 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, Carroll 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 governments level of assistance from 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 for the type and quantity of debris anticipated following a catastrophic event;
- Pre-identify local and regional critical routes in cooperation and 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;
- 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 Support Annex

DEBRIS CLASSIFICATIONS*

Definitions of classifications of debris are as follow:

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

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

Tab 2 to Debris Support Annex

DEBRIS COLLECTION SITES

The Regional Landfill 276-728-2511	225 Landfill Road, Hillsville, Virginia 24343
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Cana Trash Convenience Center 276-755-4705	979 Epworth Rd. Cana, Virginia 24317
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Tab 3 to Functional Annex U
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.

The population of Carroll County in the 2000 Census Data was 29,245. The assumption of three person per household (H) is used for this model.

The model formula is as follow:

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

Where

Q is quantity of debris in cubic yards

H is the number of households (12,186)

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 characteristics multiplier which takes into account either a wet, or a day 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 = 12,186 (H) x 80 (C) x 1.3 (V) x 1.3 (B) x 1.3 (S) = 2.1 MILLION CUBIC YARDS**

References: Mobile District Corps of Engineers, Emergency Management Branch, Debris Modeling.

Evacuation Support Annex

Currently under revision

Financial Management Support Annex

Coordinating Agency

Carroll County Finance & Accounting Department
Carroll County Resource Development Office

Cooperating Agencies

Carroll County Treasurer
Carroll County Assessor's Office

Introduction

Purpose:

The Financial Management Support Annex provides basis financial management guidance for all participants in emergency management activities. This includes guidance for all departments and agencies providing assistance in response to a local disaster declaration. The financial management function is a component of Emergency Support Function (ESF) #5- Emergency Management.

Financial Management processes and procedures ensure that funds are provided expeditiously and that financial operations are constructed in accordance with established local, state and federal laws, policies and procedures.

Scope:

This annex is applicable to departments and agencies that are participating and responding with assistance or relief as coordinated by Carroll County Emergency Management.

Policies:

The Carroll County Finance and Accounting Department:

- Will provide financial support in a timely manner;
- Assist and instruct agencies on recording expenses incurred during an incident;
- Work to provide areas in financial need with adequate support;
- Will use existing standards for accounting operations;
- Implement the necessary procedures to ensure an accurate account of expenses.

Concept of Operations

General:

In an emergency situation, as defined by the Carroll County Emergency Operations Plan, the Director of Finance will be responsible for expediting the process of procuring the necessary goods and services to support emergency operations; designating disaster account number(s) that disaster expenditures will be charged to, coordinating with department heads and the real estate assessor during the damage assessment and recovery phases of disaster operations; assisting in the development and review of vendor contracts; developing, documenting, and providing financial data to the proper authorities, as necessary.

The Emergency Management Coordinator and Director of Finance will meet with department directors to inform them of emergency authorities that will be delegated to them in order to make the necessary expenditures to address that situation in a timely manner. Department directors will also be informed of any assistance the central accounting office will provide. Department directors will be responsible for developing and maintaining accurate records and documentation to support all expenditures related to the disaster (e.g., personnel, equipment, facilities, contracts etc.). Department Directors will be responsible for keeping an accurate inventory of resources and identify potential needs for emergency/disaster situations. A listing of potential resource providers will be developed and maintained for anticipated equipment and service needs, as required. Mutual aid agreements and sample contract agreements will be developed to facilitate the receipt of assistance and expedite the procurement process during the response and recovery phases of disaster operations.

The accounting process followed by all departments will follow existing standardized procedures. All departments must adhere to established disaster accounting and finance procedure to minimize the potential for waste, fraud, and delays in processing requests, maximize state and federal assistance, and facilitate the documentation of disaster expenditures, the development of disaster cost statistics, and audits following the disaster.

Organizations:

Carroll County may include, within the body of the Declaration of Local Emergency, authority to expend specific funds in support of disaster operations.

The Director of Finance and Coordinator of Emergency Management are responsible for developing and implementing the necessary management policies and procedures that will facilitate and ensure accurate accounting of disaster expenditures during all phases of disaster operations. These procedures will be designed to support and expedite emergency response operations, as well as maximize state and federal assistance.

The Director of Finance and Coordinator of Emergency Services will coordinate with all departments, government entities, and representatives from the private sector who support disaster operations. This may involve working with other local jurisdictions who provide mutual aid, state, federal governments, private contractors, local retailers, volunteer organizations, etc.

Responsibilities

1. 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, and facilitate audits following the disaster;
2. Provide training to familiarize staff with internal procedures, as well as federal and state disaster assistance requirements and forms;
3. Develop the necessary logistical support to carry out emergency tasking. Instruct all departments to maintain an inventory of supplies on hand;
4. Develop the necessary mutual aid agreements, sample contracts, and listing of potential resource providers to expedite the procurement of anticipated resource needs for disaster operations;
5. Develop and maintain the necessary measures to protect vital records and critical systems to ensure their continued operation during a disaster, as well as to facilitate their restoration if impacted by the disaster;
6. Prepare and submit disaster assistance applications to the appropriate state and/or federal agencies for reimbursement of disaster related expenditures;
7. Assist in finalizing damage assessments report;
8. Review and revise real estate assessments based upon damages sustained to the Carroll County infrastructure;
9. Assist in the preparation and submission of government insurance claims; and
10. Identify and correct any shortfalls in emergency budget, accounting, and procurement procedures, as well as measures implemented to protect critical systems.

Information Technology Support Annex

Coordinating Agency

Carroll County Information Technology and Information Department

Cooperating Agencies

All

Introduction

Purpose:

This annex describes the framework through which the Carroll County Information Technology and Information Department coordinated with other local agencies, to prepare for, respond to, and recover from emergencies or disasters. It ensures policymakers and responders at all levels receive coordinated, consistent, accurate, and timely technical information, analysis, advice, and technology support.

Scope:

This annex:

- Outlines roles and responsibilities for pre-incident and post-incident technology support;
- Outlines a structure for coordination of technological support and response to incidents; and
- Outlines a process to provide technical recommendations.

Policies:

The underlying principles in coordinating technical support are as follows:

- Planning employs the most effective means to deliver technical support, including the use of resources from the private sector and nongovernmental organizations, and resources owned or operated by local agencies;
- Planning recognizes local and state policies and plans used to deliver and receive technical support.

Concept of Operations

General:

The Carroll County Information Technology and Information Department is responsible for technical support and coordinates with other appropriate departments and agencies in response to an actual or potential emergency.

Organization:

The Carroll County Information Technology and Information Department provides the core coordination for technical support capability. The Carroll County IT works with local and state

government, private sector, and nongovernmental organizations that are capable of providing technical information, analysis and advice, and state-of-the-art technology support.

Technology resource identification and standard operating procedures for accessing these resources will be developed using standard protocols. Mission assignments for technical needs are coordinated through ESF #5- Emergency Management and passed on to the cooperating agencies for support.

Responsibilities

- Orchestrating technical support to the locality;
- Providing short-notice subject matter expert assessment and consultation services;
- Coordinating the technical operational priorities and activities with other departments and agencies;
- Providing liaison to local Emergency Operations Center (EOC);
- In coordination with responsible agencies and when deemed appropriate, deploying emerging technologies; and
- Executing contracts and procuring technical support services consistent with the Financial Management Support Annex.

Logistics Management Support Annex

Coordinating Agency

Emergency Management

Cooperating Agencies

Carroll County Resource Development Office

Department of Finance and Accounting

Department of Health

Public Service Authority

Law Enforcement

Fire

EMS

Introduction

Purpose:

This annex provides an overview of logistics management functions, roles, and responsibilities. The logistics management function is an element of ESF #5- Emergency Management. The logistics section coordinates closely with ESF #7- Resource Support and implement the procedures of this annex.

Logistics Management must be prepared to coordinate with state and federal officials to obtain needed manpower and equipment resources during both the response period, when such assistance can save lives and protect property, and during the post-disaster recovery period, to help the victims of the disaster.

Scope:

This annex:

- Identifies the components of local, state, and federal logistics delivery structure;
- Provides a concept of operations for logistics management in support of the EOP; and
- Describes how Carroll County coordinates logistics management with state and federal governments and the private sector.

Policies:

ESF #5 provides:

- Staff for managing the control and accountability of supplies and equipment;
- Resource ordering;
- Delivery of equipment, supplies, and services;
- Resource tracking;
- Facility location and operations;

- Transportation coordination; and
- Information technology

Concept of Operations

General:

Logistics support is provided for prevention, preparedness, response, and recovery actions during all phases of incident management. Effective logistics management contributes to mission success while ensuring all functions are executed in a unified manner to reduce costs, ensure appropriate support actions, and increase response capability. Logistics Management will identify, procure, inventory, and distribute critical resources, in coordination with other local and state governments, the federal government, private industry, and volunteer organizations, to effectively respond to and recover from the effects of a disaster.

Critical resources will be in short supply or unavailable in the disaster stricken area. In order to fulfill the immediate needs of the stricken population, as well as to fulfill local and regional recovery priorities, resources will have to be brought in from outside the disaster area.

Resource needs will be met through a variety of sources and means to include local, state, and federal governments, private industry/contractors, mutual aid agreements, and donated goods.

Organization:

All departments will be responsible for identifying essential resources in their functional area to successfully carry out their mission of mitigating against, responding to, and recovering from the devastating effects of disasters that could occur within the jurisdiction. All departments will coordinate their resource needs with the Logistics Chief, who will then contact the finance director and procurement official.

The Director of Public Service Authority will be responsible for resource coordination of the physical recovery and debris removal. The Director will be assigned by, and work in conjunction with a variety of local departments, state and federal agencies, private utility companies, contractors, heavy equipments operators, and waste management firms.

Resources lists will be developed and maintained by each department that detail the type, location, contact arrangements, and acquisition procedures of the resources identified as being critical. Resources can be categorized alphabetically, by hazard, or by response action. However, the process should be standard throughout all local departments to facilitate the development of a master resource listing. Redundancy will be built into the provider lists to ensure the availability of the resource when it is needed. The necessary Memoranda of Understanding, Mutual Aid Agreements and sample contracts will be developed prior to the disaster to facilitate access and delivery of critical resources.

Potential sites for local and regional resource collection, storage, and distribution centers must be identified and strategically located to facilitate recovery efforts. Standard Operating Procedures (SOPs) will be developed to manage the processing, use, inspection and return of resources coming into the area. Priorities will have to be set regarding the allocation and use of the available resources, and training will be provided, as required, in the use of the specialized equipment.

Responsibilities

- Identify essential resources to carry out mission in each functional area and to support operation of critical facilities during the disaster;
- Designate local department(s) responsible for resource management;
- Identify personnel requirements and training needs to effectively carry out mission;
- Develop resource lists that detail type, location, contact arrangements, and acquisition procedures for critical resources;
- Prepare mutual aid agreements with surrounding jurisdictions to augment local resources;
- Review compatibility of equipment of local departments and surrounding jurisdictions and identify specialized training or knowledge required to operate equipment;
- Develop SOPs to manage the processing, use, inspection, and return of resources coming into area;
- Identify actual or potential facilities to receive, store, and distribute resources (government, private, donated);
- Develop training/exercises to test plan, and to ensure maximum use of available resources;
- Coordinate and develop prescribed announcements with Public Information Office regarding potential resource issues and instructions (e.g., types of resources required, status of critical resource reserves, recommended contingency actions, etc.);
- Document costs and track resources; and
- Establish priorities regarding allocation and use of available resources.

Tab 1 to Logistics Management Support Annex

ELEMENTS OF A RESOURCE LIST

1. Identification of Resource
 - Type of equipment, service, personnel, facilities
2. Corporation, Organization, or Agency that Controls the Resource
 - Address
3. Contact Arrangements
 - 24-hour primary and back-up contact points (work, home, pager, cellular numbers, accessible by radio)
4. Acquisition Procedures
 - Response Time
 - Charges for the use of the resource should be identified or pre-arranged as you develop your list
 - Resolve any liability issues
 - Identify any special training requirements to operate equipment
 - Identify personnel or contact personnel to operate equipment
 - Develop procedures to receive, inspect, inventory, and return resources
5. Develop the necessary Memorandums of Understanding, Mutual Aid Agreements, and contracts (see attached)
6. Build redundancy into Resource List
 - One provider may lack the capability to provide volume of goods, services or personnel requested
 - Provider may be unable to respond at the time you requested
 - Provider may be out of business when you call
7. Update Information
 - Date resource was last verified, date next verification due
 - Develop form letters for updating information

CARROLL COUNTY RESOURCES

LOCAL and REGIONAL

Building Contractors:

- Listing of licensed building contractors maintained in the Building Official's office or available on the Department of Professional and Occupational Regulation's website: www.state.va.us/dpor

Building Code Officials:

- Virginia Building Code Officials Association website: www.vbcoa.org
- Virginia Department of Housing and Community Development

Building Materials and Supplies:

- Lowe's Home Improvement of Galax, 8417 Carrollton Pike, Galax 276-238-3000
- Lawson Plumbing Heating and Electrical Inc., 1631 North Main Street, Hillsville, 276-728-4401

Concrete, Block and Gravel:

- Blue Ridge Concrete Products, 13019 Fancy Gap Hwy., Cana 276-755-2000
- Ready Mix Concrete of Galax, 515 Railroad Avenue, Galax 276-236-3671 and 276-236-3732 (after hours)

Highway and Heavy Equipment:

- Strickland Construction, 796 Elk Spur Road, Fancy Gap 276-728-9313

Trucking- Heavy Hauling:

- Piney Creek, 434 Panther Creek Road, Dugpsur 276-728-2568

Portable Toilets:

- Haynes Septic Tanks Service, 305 Shaw Street, Galax 276-236-6962

Portable Lighting and Generators:

- Horizon Equipment, 2805 Carrollton Pike, Woodlawn 276-236-8108

Food Banks and Donated Goods:

- Willing Partners, Galax Plaza, Galax 276-236-2072
- Rooftop of Virginia, 206 North Main Street, Galax 276-236-7131
- Second Harvest Food Bank, 1025 Electric Road, Salem, VA Phone: 540-342-3011

NOTE: This is only a partial listing of local resources. Each department and agency may maintain its own resource list.

CARROLL COUNTY RESOURCE DISTRIBUTION CENTERS

LOCAL and REGIONAL:

Food, Water, Ice Distribution Centers:

Volunteer Centers:

- Red Cross, 244 Bee Line Drive, Galax 276-236-2891

Donated Goods Distribution Centers:

- Willing Partners, Galax Plaza, Galax 276-236-2072
- Rooftop of Virginia, 206 North Main Street, Galax 276-236-7131

Mobilization Centers:

Joint State/Federal Field Office (JFO):

- Crossroads Institute, 1117 Stuart Drive, Galax

Disaster Recovery Center (DRC):

Public Affairs Support Annex

Coordinating Agency
County Administrator

Cooperating Agencies
All

Introduction

Purpose:

This annex describes the interagency policies and procedures used to rapidly mobilize assets to prepare and deliver coordinated and sustained messages to the public in response to major emergencies or disasters.

Scope:

This annex establishes mechanisms to prepare and deliver coordinated and sustained messages regarding potential or actual emergencies or disasters and provides for acknowledgement of an incident and communication of emergency information to the public during emergency operations. This annex is integrated with and supported through the ESF #15- External Affairs resource management structure.

Policies:

Emergency communications incorporates the following processes:

- **Control:** Identification of emergency communications coordinating, primary and supporting departments and agency roles, and authorities for release of information.
- **Coordination:** Specification of interagency coordination and plans, notifications, activation, and supporting protocols.
- **Communications:** Development of message content such as incident facts, health risk concerns, pre-incident and post-incident preparedness recommendations, warning issues, incident information, messages, audiences, and strategies for when, how and by whom the messages will be delivered.

General guidance on the authority to release information is in accordance with existing plans, operational security, law enforcement protocols, designated coordinating and primary agency assignments, and current procedures.

Concept of Operations

General:

The Public Information Officer (PIO) and the Backup Public Information Officer are to be notified of all emergency situations that require notification of the County Administrator.

When an emergency is officially declared, the Public Information Officer will serve as the primary source of contact for release of information to the media. Any media contacting the

communications center shall be referred to the PIO. This will allow emergency personnel to use their resources for responding to the event and give the media one source to contact for details. This does not preclude emergency personnel from responding to media injuries on the scene, although caution should be used in releasing details of injuries or death before families can be notified.

Communicating information regarding the incident to the public is a critical component of incident management and must be fully integrated with all other operational actions to ensure the following objectives are met:

- Delivery of incident preparedness, health, response, and recovery instructions to those directly affected by the incident; and
- Dissemination of incident information to the general public.

Establishing communications paths with participants is a primary objective during the first minutes of plan activation. These paths provide a streamlined process to ensure that appropriate participants and decision makers are linked together to manage emergency communications with the public.

Local agencies should agree on releases, talking points, and sustaining communications effort and strategy.

Public Affairs representatives may visit the incident site to gain facts, provide operational response updates and to assist the media in covering the incident.

Contact key news media to inform them about the incident and its status, provide initial information to counter speculation and rumors, and make available, where necessary or known, immediate health and safety guidance. Departments and agencies should closely coordinate media queries during this critical phase to ensure that approved messages are executed.

Participating radio stations serving the locality are listed at Tab 2. The use of cable television during emergency situations is described in Tab 1. The Public Information Officer in coordination with the local EOC should also access these local stations to advise the public concerning locally unique emergency public information.

Once an emergency has been declared, separate emergency response organizations will coordinate with the Public Information Officer and clear news releases with the EOC before release to the news media for public consumption. The PIO may establish a Joint Information Center (JIC).

The news media must assure that confusing or conflicting information is not disseminated to the public. Sources of information should be verified for accuracy. All statements from local and state government personnel should be from, or authenticated by, the proper authorities. The news media will, in effect, assume a support role to local government during emergency operations.

Area newspapers should be requested to publish articles periodically in order to increase public awareness about the primary local hazards and to suggest the best protective actions for individuals in time of emergency.

Organization:

The Public Information Officer will disseminate emergency public information as requested by the Director of Emergency Management, the Deputy Director, the Coordinator of Emergency Management or the Deputy Coordinator of Emergency Services. The PIO will work jointly with, and have official access to, local radio stations and newspapers. The PIO role may shift to the County Administrator, the Chairman of the Board of Supervisors, the Fire Chief, or other department heads, depending on the type of incident and the circumstances involved.

The Public Information Officer will report to the emergency operations center or to the Administrative Center, whichever is appropriate at the time of the emergency. The PIO will coordinate the release of information over the government access cable channel and through all written documents. The PIO will also be responsible for arranging regular briefings for the media at a suitable time and location. Any complaints by emergency personnel concerning actions by members of the press are also to be referred to the PIO for discussion with the appropriate news organization.

The PIO will maintain an up-to-date telephone and fax number list for all local news organizations and will remain accessible by telephone throughout the duration of the emergency situation. The Emergency Alert System (EAS) will broadcast state-level emergency public information. The Virginia EOC has the primary responsibility of keeping the public informed when the emergency affects a widespread area. This will supplement information provided by the National Weather Service.

Responsibilities

- Plans, prepares, and executes local leadership and ESF #15 resource management during emergencies and disasters;
- Coordinates plans, processes, and resource support of field operations for emergency communications with the public through ESF #15;
- Designates a Public Affairs representative to support the operation;
- Coordinates plans and process for emergency communications with the public with local and state agencies and nongovernmental organizations; and
- Disseminates information related to incidents to the public.

USE OF CABLE TELEVISION DURING EMERGENCY SITUATIONS

During emergencies, it is especially important that the public be kept informed of available resources, dangerous conditions, and the response that emergency personnel are making to the situation. In addition to using other media outlets, cable television should be used to disseminate this type of information as follows:

1. **Emergency Override-** The emergency override on the Sample Cable system allows the Emergency Services Coordinator and the Public Information Officer to inform the public of immediate crisis situations. The override operates over all channels and anyone watching Sample Cable will see the message. It is to be used only where instant notification is essential.
2. **Government Access Bulletin Board-** the government access bulletin board is available to transmit written messages through the Sample Cable system. Through use of a character generator, messages can be typed onto the screen and broadcast through the cable company's facility.
3. **Government Access Video Equipment-** the equipment maintained at the Government Access Studio will be available for mobile use when necessary, either to tape information for later broadcast or for live broadcast from one of the insertion points located throughout the County. The insertion points in the locality are:
 - i. Administration Center
 - ii. Public Safety Center
 - iii. Fire Station
 - iv. Main Library
 - v. Junior High
 - vi. High School
4. **Government Access Studio-** the studio will be available for broadcasting live programming or for taping for later broadcast of messages and information to the public.

All of the above resources are to be used in conjunction with the studio manager and/or the Public Information Officer.

Tab 2 to the Public Affairs Support Annex

EMERGENCY PUBLIC INFORMATION RESOURCES

MEDIA	CONTACT/ TELEPHONE
Newspapers The Carroll News Galax Gazette	276-728-7311 276-236-5178
Radio Stations WBRF- 98.1 FM WMEV- 94 FM	276-236-9723 276-783-3151
Television Stations ABC Channel 7 Roanoke NBC Channel 10 Roanoke	703-236-9555 540-981-9126

PIO PREARRANGED MESSAGES

**RELEASE OR SPILL
(NO EXPLOSION OR FIRE)**

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

At _____ (a.m./p.m.) today, and incident/accident occurred on _____ (hwy/street). Certain dangerous materials have been spilled/leaked/released from a tank car/truck. Due to the toxicity of material released to the atmosphere, all traffic on (hwy/street) is being rerouted via _____ (hwy/intersection) until further notice.

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

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

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

PIO PREARRANGED MESSAGES

(Fire and/or Explosion Imminent)

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

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

All traffic on _____ (hwy) is being rerouted via
_____ (hwy/intersection) until further notice.

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

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

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

Volunteer and Donations Management Support Annex

Coordinating Agency

Emergency Management
Carroll County Government
Carroll County Department of Parks and Recreation

Cooperating Agencies

Carroll County Search and Rescue
Department of Social Services

Introduction

Purpose:

The Volunteer and Donations Management Support Annex describes the coordinating processes used to ensure the most efficient and effective utilization of unaffiliated volunteers and unsolicited goods during disasters.

Scope:

Volunteer services and donated goods in this annex refer to unsolicited goods, and unaffiliated volunteer services.

Policies:

Carroll County, in coordination with Carroll County Search and Rescue and the Department of Social Services, has primary responsibility for the management of unaffiliated volunteer services and unsolicited donated goods.

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.

The Emergency Management Coordinator also:

- Coordinates with other agencies to ensure goods and resources are used effectively;
- Looks principally to those organizations with established volunteer and donation management structure;
- 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.
- Carroll County, in conjunction with voluntary organization partners, is responsible for 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.
- Local government, in partnership with voluntary organizations, is responsible for developing plans that address the management of unaffiliated volunteers during disaster response and recovery.

Organization:

Carroll County will identify sites and facilities that will be used to receive, process, and distribute the unsolicited donated goods that will be sent to the disaster area. The necessary equipment, staff, communications, and security support to these facilities and sites will be provided by local government and volunteer organizations, as required.

Carroll County will coordinate the disaster relief actions of quasi-public and volunteer relief agencies and groups. This is necessary to insure maximum effectiveness of relief operations and to avoid duplication of effort and services. The American Red Cross has been incorporated into the local emergency services organization providing food and clothing to displaced persons at the Shelter Centers.

“Standard operating procedures will be developed to address screening processing, training, and assignments of volunteers who will show up once recovery effort 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.

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 resources;
- 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.

CARROLL COUNTY VOLUNTEER REGISTRATION FORM

- I. Name

- II. Social Security Number

- III. Organization (if appropriate)

- IV. Skill or Specialized Service (i.e., carpenter, heavy equipment operator, medical technician, etc.)

- V. Estimated length of time services can be provided in the disaster area

- VI. Special tools or equipment required to provide service

- VII. Billet or emergency shelter assignment in local area

- VIII. Whether or not the group or individual is self-sufficient with regard to food and clothing

Worker Safety and Health Support Annex

Coordinating Agency

Carroll County Human Resources Department

Cooperating Agencies

Virginia Department of Labor and Industry
Department of Health

Introduction

Purpose:

This annex provides guidelines for implementing worker safety and health support functions during potential or actual incidents. This annex describes the actions needed to ensure that threats to the responder safety health are anticipated, recognized, evaluated, and controlled consistently so that responders are properly protected during incident management operations.

Scope:

This annex addresses those functions critical to supporting and facilitating the protection of worker safety and health for all emergency responders and response organizations during potential and actual emergencies or disasters. While this annex addresses coordination and the provision of technical assistance for incident safety management activities, it does not address public health and safety.

Coordination mechanisms and processes used to provide technical assistance for carrying out incident safety management activities include identification and characterization of incident hazards, assessments and analyses of health risks and exposures to responders, medical monitoring, and incident risk management.

Policies:

- Emergency Support Function (ESF) #5- Emergency Management, in cooperation with Human Resources, activates the Safety Officer and implements the activities described in this annex;
- Private sector employers are responsible for the safety and health of their own employees;
- State and local governments are responsible for worker health and safety pursuant to State and Local statutes. This responsibility includes allocating sufficient resources for safety and health programs, training staff, purchasing protective clothing and equipment, as needed, and correcting unsafe or unsanitary conditions;
- This annex does not replace the primary responsibilities of the government and employers; rather, it ensures that in fulfilling these responsibilities, response organizations plan and prepare in a consistent manner and that interoperability is a primary consideration for worker safety and health; and
- Several State and Federal agencies have oversight authority for responders and response operations. While these agencies retain their authorities, they are expected to work with

local, state, federal and private sector responders prior to and during response operations to ensure the adequate protection of all workers.

Concept of Operations

General:

The Carroll County Human Resources Department coordinates safety and health assets to provide and proactive consideration of all potential hazards, ensures availability and management of all safety resources needed by the responders; shares responder safety-related information, and coordinates among local, state, and federal agencies and government and private sector organizations involved in incident response.

Organization:

The Human Resources Department supports worker safety by:

- Providing occupational safety and health technical advice;
- Undertaking site-specific occupational safety health plan development and implementation, and ensuring that plans are coordinated and consistent among multiple sites, as appropriate;
- Identifying and assessing health and safety hazards and characterizing the incident environment;
- Carrying out responder personal exposure monitoring for chemical and biological contaminants, and physical stressors (e.g., noise, heat/cold)
- Assessing responder safety and health resource needs and identifying sources for those assets;
- Coordinating and providing incident-specific responder training;
- Providing psychological first aid during and after incident response and recovery activities; and
- Identifying, in coordination with the Virginia Department Health, appropriate immunization and prophylaxis for responders and recovery workers.

Responsibilities

- Provide technical advice;
- Identifying hazards and risks associated with response and recovery activities;
- Ensure appropriate immunizations and provided to responders;
- Provide psychological and physical first aid;
- Provide Critical Incident Stress Management (CISM);
- Monitor responders for chemical and/or biological contamination; and
- Provide appropriate workplace safety training.

Carroll County Incident Annexes

Incident Annexes: Introduction

Purpose:

This section provides an overview of the annexes applicable to situations requiring specialized, incident-specific implementation of the Emergency Operations Plan (EOP).

Background

The Carroll County Incident Annexes address contingency or hazard situations requiring specialized application of the EOP. The annexes in the sections that follow address the following situations:

- Catastrophic Incident
- Flooding Incident
- Food and Agriculture Incident (to be published at a later date)
- Nuclear/Radiological Incident (see separate Volume of EOP)
- Oil and Hazardous Materials Incident (see separate Volume of EOP)
- Terrorism Incident Law Enforcement and Investigation (to be published at a later date)

Incident Annexes are organized alphabetically. Policies and procedures in the Catastrophic Incident annex are overarching and applicable for all hazards. Similarly, the mechanisms in the Terrorism Incident Law Enforcement and Investigation Annex apply when terrorism is associated with any incident.

Incident Annex Contents

The annexes describe the policies, situation, concept of operations, and responsibilities pertinent to the type of incident in question.

Policies: Each annex explains unique authorities pertinent to that incident, the special actions or declarations that may result, and any special policies that may apply.

Situation: Each annex describes the incident situation as well as the planning assumptions, and outlines the approach that will be used if key assumptions do not hold.

Concept of Operations: Each annex describes the concept of operations appropriate to the incident, unique aspects of the organizational approach, notification and activation processes, and specialized incident-related actions.

Each annex also details the coordination structures and positions of authority that are unique to the type of incident, the specialized response or unique resources needed, and other special considerations.

Responsibilities: Each Incident Annex identifies the coordinating and cooperating agencies involved in an incident-specific response; in some cases, this responsibility is held jointly by two or more departments.

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.

The responsibilities of the coordinating agency and cooperating agencies are identified below:

Coordinating Agency

Coordinating Agency described in the Carroll County EOP annexes support the incident management mission by providing the leadership, expertise, and authorities to implement critical and specific aspects of the response. In some annexes, the responsibilities of the coordinating agency may be shared or delegated based on the nature or the location of the incident.

The coordinating agency is responsible for:

- Orchestrating a coordinated delivery of those functions and procedures identified in the annex;
- Providing staff for operations functions at fixed and field facilities;
- Notifying and sub tasking cooperating agencies,
- Managing tasks with cooperating agencies, as well as appropriate State agencies;
- Working with appropriate private sector organizations to maximize use of available resources;
- Supporting and keeping ESFs and other organizational elements informed of annex activities;
- Planning for short-term and long-term support to incident management and recovery operations; and
- Maintaining trained personnel to provide appropriate support.

Cooperating Agency

The coordinating agency will notify cooperating agencies when their assistance is needed.

Cooperating agencies are responsible for:

- Conducting operations, when requested by the coordinating agency, using their own subject-matter experts, capabilities, or resources;
- Participating in planning for incident management and recovery operations and development of supporting operational plans, standard procedures, checklists, and other tools;
- Furnishing available personnel, equipment, or other resources support as requested by the Coordinating Agency;
- Participating in training and exercises aimed at continuous improvement of prevention, response and recovery capabilities; and
- Nominating new technologies or procedures to improve performance.

Terrorism Incident Annex

This annex is currently under review.

Catastrophic Incident Annex

Coordinating Agency
Emergency Management

Cooperating Agencies
All

Introduction

Purpose:

The Catastrophic Incident Annex establishes the context and strategy for implementing and coordinating an accelerated, proactive response to an incident where there are mass casualties and destruction with the county boundaries from a single event.

Scope:

A catastrophic incident is any man-made or natural incident including terrorism and airline incidents that results in extraordinary levels of mass casualties, damage, or disruptions severely affecting the population, infrastructure, environment, economy, moral, and/or government functions. A catastrophic incident could result in sustained impacts over a prolonged period of time. All catastrophic events are Incidents of National Significance.

Policies:

The strategies in this plan are consistent with the National Response Plan (NRP) and National Incident Management System (NIMS) protocols.

Incident Commanders may need to request assistance from Federal and State authorities. These resources will be provided through mobilization centers or staging.

Concept of Operations

General:

Various Emergency Support Functions may need to be activated depending on the scope and magnitude of an incident. Listed below are functions that are usually needed during a catastrophic incident along with the agencies that will provide these functions.

Rescue Operations:

Carroll County Fire and Rescue Departments- locate the injured and provide emergency medical care and transport as well as to prevent additional injuries or loss of life.

Area Security:

Carroll County Sheriff's Office- Perimeters of the disaster area must be identified. Scene must be protected and secured. Those who are invariably attracted to such scenes (curiosity seekers,

media, and scavengers) must be prevented from penetrating the scene. Disaster Pass Plan may be implemented to assist in security.

Victim Identification:

Carroll County Medical Examiner- Body identification and cause of death determination. For locating and identifying bodies, may be assisted by the law enforcement crime scene section. Crime Scene Section will recover bodies and personal effects. Numbering system will be implemented and documentation will be made of location where each body was found.

Body Removal:

Carroll County Medical Examiner- Will coordinate operations at the site. Will make a survey and assessment of the situation. Equipment, supplies, and personnel needed to implement an effective removal plan will depend on the number of bodies, condition of remains, environmental condition, and type of terrain. Examiner will give approval before any remains are touched or moved.

Holding/Staging Areas:

Carroll County Medical Examiner- may establish an area to receive bodies as they are moved from the disaster site. Law enforcement is responsible for establishing and maintaining this area with assistance from the Fire and Rescue Departments, if necessary. Bodies should not be moved until they have been processed, tagged, and placed into body bags along with personal effects. The reason for a holding/staging area is to ensure that proper tagging has occurred, and that all of the body parts and personal effects are with their respective bodies so that they may be examined together. Unidentifiable parts or tissue must be labeled and given their own body bag or container.

Morgue Facilities:

Virginia is divided into four medical examiner districts; Northern Virginia District based in Fairfax, Western District based in Roanoke, Central District based in Richmond, and the Tidewater District based in Norfolk. The Virginia EOC will contact the State Office of the Chief Medical Examiner, who may request assistance from the Virginia Funeral Directors Association. They are responsible for the statewide coordination of mortuary activities. The Association is comprised of seven districts and each has a response team who has completed training in recovery, evacuation, and identification of remains. The Association will operate under the direction of the Medical Examiner. Assistance may also be requested from the U.S. Army's 54th Quartermaster Company- Mortuary Affairs, located in Ft. Lee, VA, and the U.S. Public Health Service.

Incident Morgue:

Carroll County Medical Examiner- staff and equip, assistance may be requested from the county. Assistance may include assigning personnel from the Sheriff's Office Criminal Investigations Bureau to staff incident morgue teams. In selecting a facility the following must be considered: space, security, communications facilities (if not available. Equipment must be installed as soon as possible), Electrical provisions including examination areas established for friends and relatives.

Media Relations:

Public Information Officer- public information may be assisted by the primary response agency. Guidelines have been developed to guide all agencies; Media relations will coordinate with ESF #2- Communications, briefing for families will be held before any scheduled media briefings will be hosted by the Carroll County Medical Examiner and the Public Information Officer. The Carroll County Medical Examiner will brief the media on the current situation while the Public Information Officer is responsible for briefing and ensuring that representatives from all county agencies that are present to answer technical questions.

Family Assistance Center:

Mount Rogers Mental Health Agency- will normally be activated with the Mass Fatality Plan. Will assist families by providing counseling, information on the current situation, a place that families can be reached to assist the Carroll County Medical Examiner with identification, and an environment in which families can grieve in private. The Carroll County Victim Witness Program is responsible for the operation of this center with support from the local American Red Cross, and Carroll County Ministerial Association. All requests for assistance will be submitted to the EOC for coordination, validation, and/or action in accordance with this annex. Guidelines: the family assistance center will be located away from the disaster scene, media, and incident morgue, and staging areas; an identification system will be implemented to readily identify family members; and family members will be briefed on current developments in the investigation prior to media briefings. In the event of an aircraft accident involving a domestic or foreign air carrier, PL 104-264 Title VII Section 702, (Aviation Disaster Family Assistance Act of 1996) prohibits unsolicited communications with individuals or family members by attorneys or any potential party for litigation, for a period of 30 days from the date of the accident. Carroll County Victim Witness Program must inform family members of this prohibition and their privacy must be strictly protected.

Organization:

Sheriff's Office:

Carroll County Sheriff's Office- Assessment of the scene to determine resources needed. Perimeter control and protection of potential crime scene. Traffic control and rerouting. Provide a Public Information Officer (PIO) to assist Carroll County Emergency Management. To provide

investigators/Criminal Investigations Bureau. Administer disaster scene pass management system. Administer Family Assistance Center pass management plan.

Accident Reconstruction Unit:

Carroll County Sheriff's Office Accident Reconstruction Unit- Investigates unforeseen contact or collision involving one or more cars, trucks, busses, vans, motorcycles, or any other motorized vehicle and determines the cause of the event. After the assessment/recovery phase has passed they may assume the lead investigative role.

Crime Scene Section:

Carroll County Sheriff's Office Scene Section- Locates, collects, protects and documents evidence. Provides staffing to assist Medical Examiner with body processing, such as; fingerprints, collecting personal effects, and documentation of injuries.

Criminal Investigations Bureau:

Carroll County Sheriff's Office Criminal Investigations Bureau- the lead investigative unit in murder cases that do not involve federal jurisdictions. In most incidents, such as plane crashes, train crashes or bombings, personnel will be used as support to the lead Federal or state investigative entity. Mass murder scenes will handled like all murder scenes with consideration being given to evidence collection, interviews, and scene security. The on-call supervisor will be notified, who will then notify the homicide squad, who will assign a team of detectives to respond to the crime scene. A lead detective will be assigned to the case and a scene detective will be designated.

Ad-hoc Units:

The Commander of the Criminal Investigations Bureau may establish as many as four ad-hoc units to investigate mass fatality events.

Lead Investigative Unit: processes the crime scene, conducts witness interviews, and other related tasks. The Homicide Squad supervisor will direct these activities.

Incident Morgue Unit: Criminal Investigator Bureau personnel who have been cross-trained in homicide investigations and Crime Scene personnel will assist the Carroll County Medical Examiner's Office with the operation of an incident morgue. Assistance will include the identification of bodies, next of kin notification, and processing of personal effects. The Cold Case Squad supervisor or designee will supervise the unit. The unit will coordinate with the Carroll County Medical Examiner's Office and Emergency Management for additional body bags, temporary coolers, or any other equipment or supplies that are needed at the incident morgue.

Task Force Unit: the Commander of Criminal Investigations Bureau in coordination with the Public Information Officer may organize a hot line phone system for the public to call with information or questions. Deceased person information sheets will be kept in the taskforce area of the Criminal Investigations Bureau. The supervisor or designee will keep a master log. The task force supervisor will keep in contact with the Homicide Squad and the Cold Case Squad

supervisors to exchange information. The Task Force supervisor and the PIO will assist the media with inquiries.

Hospital Team: The Commander of Major Crimes Division, Criminal Investigations Bureau, will designate a Major Crimes Division Supervisor to coordinate a group of detectives who will be responsible for people who are taken to the local hospital. Hospital Team personnel will conduct interviews and document events taking place at the medical facilities.

Fire and Rescue Department:

Carroll County Fire and Rescue Departments- the primary response agencies for most mass fatality events. The Carroll County Sheriff's Office will assist the Fire and Rescue Departments with operations during the initial response, as well as, control the perimeter of the disaster scene. The primary goal is to contain any and all hazards at the scene, render medical aid and transport the injured. The Incident Commander will direct the Emergency Operations Center to contact the medical examiner and convey the following information: cause of the event or type, number of potential bodies, and any recommendations. Arson Investigator will investigate fires that are suspicious in nature or of unknown origin. In the case of mass fatalities caused by a suspicious fire, the arson investigator would have investigative responsibility. May request support from the State Police's Explosive Ordinance Disposal Unit, Criminal Investigations Bureau and/or any other section as appropriate.

Federal Bureau Investigations:

The Federal Bureau Investigation- Presidential Decision Directive 39, U.S. policy on Counterterrorism, reaffirms the Federal Bureau of Investigation's lead responsibility in crisis management response. Exercises primary authority to prevent, preempt, and terminate threats or acts of terrorism and to apprehend and prosecute the perpetrators. County agencies or departments provide assistance as required. Carroll County exercises primary authority to respond to the consequences of terrorism; the Federal Emergency Management provides assistance as required.

Carroll County Building Official:

Carroll County Building Official- provides structural safety inspections prior to or in conjunction with search and rescue operations. Conducts damage assessments to determine the extent and reports findings to the EOC. This includes collateral damage assessment.

Carroll County Medical Examiner:

Carroll County Medical Examiner- the examination and release of human remains falls within the jurisdiction of the Carroll County Medical Examiner. Before any actions are taken with the bodies, or an incident morgue is established, the Incident Commander will contact the on-call Assistant Chief Medical Examiner. The Incident Commander will coordinate with the Medical Examiner on what steps are to be followed to process the bodies. The Examiner will contact the U.S. Army's 54th Quarter Master Company, the Virginia Funeral Directors Association, the United States Public Health Service, or the Disaster Mortuary Operational Response Team as needed.

National Transportation Safety Board:

The National Transportation Safety Board- Lead investigative agency in an incident involving an aircraft, rail, or pipeline that results in loss of life, serious injury, or major damage. The Federal Bureau of Investigation will have primary command and investigative responsibility in cases of willful destruction, such as sabotage, terrorism, etc. This agency will support as required. It may relinquish investigative responsibility to the Federal Aviation Administration or to Carroll County for incidents involving no loss of life and only minor damage. Will have the primary federal responsibility for facilitating the recovery and identification of fatally injured passengers. Removal of wreckage is the primary responsibility of the air carrier, owner, and/or insurance company. In the case of an aircraft accident involving a United States air carrier or a foreign air carrier on U.S. soil, which results in a major loss of life, the "Aviation Disaster Family Assistance Act" of October 9, 1996 gives the board the responsibility of aiding families of aircraft accidents and establishing a Family Assistance Program.

Responsibilities

- Establish that a catastrophic incident has occurred;
- Notify all departments and agencies;
- Activate and deploy or prepare to deploy teams, equipment caches, and other resources;
- Identify, prepare, and operationalize facilities critical to supporting the movement and reception of State and Federal resources; and
- Establish and maintain communications with incident command to ensure a common and current operating picture regarding critical resource requirements.

Appendix 9 - Carroll County Emergency Operations Plan Resolution

Carroll County Resolution Emergency Operations Plan

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

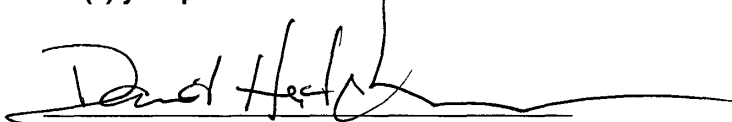
WHEREAS Carroll County has a responsibility to provide for the safety and well being of its citizens and visitors; and

WHEREAS Carroll County has established and appointed a Director, a Deputy Director and a Coordinator of Emergency Management.

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors of Carroll

County Virginia, this Emergency Operations Plan as revised is officially adopted, and

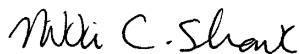
IT IS FUTHER RESOLVED AND ORDERED that the Coordinator of Emergency Management, or his/her designee, are tasked and authorized to maintain, revise and update this document as necessary, but at least once a year, over the next four (4) year period or until such time be ordered to come before this board.



David Healy

Chair, Carroll County Board of Supervisors

ATTEST:



Nikki C. Shank

Clerk, Carroll County Board of Supervisors

Adopted this 15th day of August 2006

Revised this 13th day of July, 2009.

Appendix 9 – Sample Carroll County Emergency Operations Plan Resolution

Carroll County
Resolution
Emergency Operations Plan

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

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

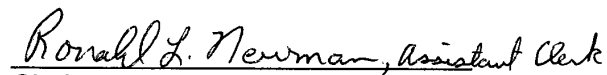
WHEREAS Carroll County has established and appointed a Director, a Deputy Director and a Coordinator of Emergency Management.

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

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


Chair, Carroll County Board of Supervisors

ATTEST:


Clerk
Carroll County Board of Supervisors

Adopted this 15th day of August, 2006.

Appendix 10 – Sample Carroll County Declaration of Local Emergency

CARROLL COUNTY

RESOLUTION FOR THE DECLARATION OF A LOCAL EMERGENCY

WHEREAS, the Board of Supervisors of Carroll County does hereby find that:

1. Due to the _____, the County of Carroll is facing dangerous _____;
2. Due to the _____, a condition of extreme peril of life and property necessitates the proclamation of the existence of an emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that an emergency now exists throughout said County; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said emergency the powers, functions, and duties of the Director of Emergency Management and the _____ organization of the County of Carroll shall be those prescribed by state law and the ordinances, resolutions, and approved plans of the County of Carroll in order to mitigate the effects of said emergency, including a suspension of procurement regulations as necessary.

Chair, Carroll County Board of Supervisors

ATTEST:

Clerk
Carroll County Board of Supervisors

Adopted this ____ day of _____, 20__.

