

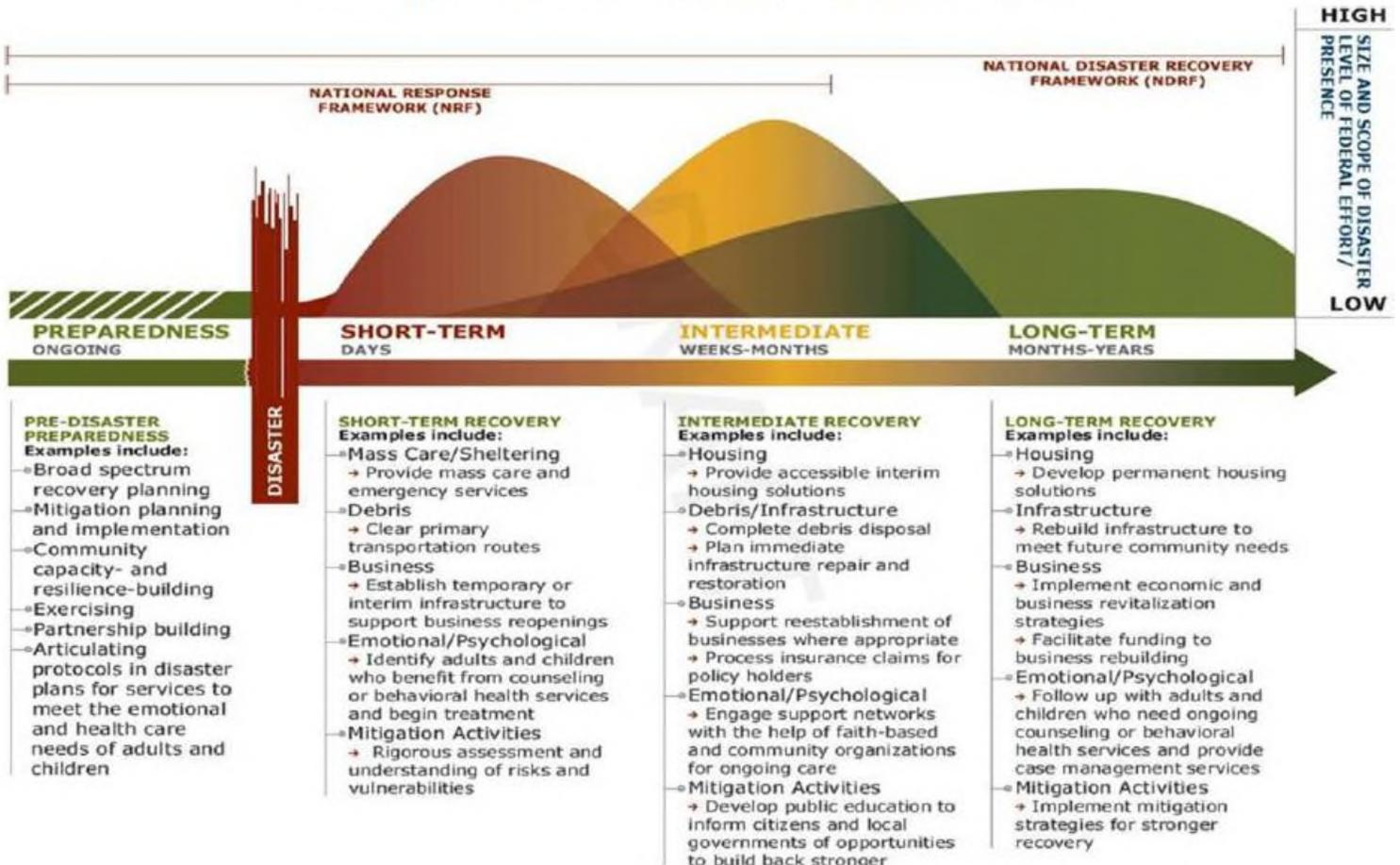


STOP! Before you read this Hazard-Specific Annex, be sure you are aware of all that is written in the Framework’s BASIC PLAN and your respective Emergency Support Function (ESF) Annex(es). The Basic Plan is the foundational document on which all annexes are built and explains strategies for Command and Control, Situational Awareness, Resource Requests, Communications and more. ESF Annexes lists partner agencies, roles and responsibilities, available resources and other critical information.

Purpose and Scope

The purpose of this Short-Term / Intermediate Recovery Plan is to provide an organizational framework by which the city and its partners can begin an effective recovery to any incident. It is designed to not only meet the legal mandates outlined by State and local code in the areas of emergency services and emergency management, but to do so with unity of effort among all participating agencies. This document, combined with Team Norfolk’s Long-Term Recovery Plan, is designed to build a stronger and more resilient Norfolk.

National Disaster Recovery Framework Phases



The priorities immediately following any incident will be as follows:

Preservation of life and health

- Search and rescue
- Security
- Evacuation and sheltering
- Food and water

Preservation of infrastructure, property, and assets

- Essential services restoration
- Re-open critical facilities (hospitals, water treatment plants, etc.)
- Re-open roads, bridges, etc.
- Coordinate efforts to make homes, etc. safe, sanitary, and secure

Populations likely to require recovery services include the following:

- Primary victims (with damaged or destroyed homes);
- Secondary and tertiary victims (denied access to their homes);
- Transients (visitors and travelers within the affected area); and
- Emergency workers (seeking feeding support, respite shelter(s), and lodging addressed in ESF-7).

The initial recovery phase signals an affected community's shift in focus from response to moving forward in the aftermath of a disaster. Rather than just an attempt to dial back to conditions as they existed pre-event, a successful recovery phase will result in a more resilient community, both in infrastructure and in attitude.

This phase includes the repair/replacement of infrastructure (Public Assistance (PA) permanent repair work) [or from, a catastrophic incident, *S.W.E.A.T. – sewage, water, energy, air condition / academics, and trash*], residences and temporary housing (Individuals and Households Program - IHP) and personal property (Other Needs Assistance - ONA), and hazard mitigation measures.

Federal Assistance Process

The Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) is the law that defines the overall assistance the Federal government can provide in response to a major disaster. This law is carried out in accordance with the 44 Code of Federal Regulations (CFR), Emergency Management and Assistance.

44 CFR governs emergency management activities to ensure uniform application in carrying out the intent of the Stafford Act. Two subparts of the 44 CFR substantially define Individual Assistance programs.

44 CFR Subpart D, Federal Assistance to Individuals and Households, describes the Individuals and Households Program (IHP) with the provisions provided through Housing Assistance (HA) and Other Needs Assistance (ONA).

IHP provides **Housing Assistance (HA)**, including rental assistance (financial assistance); direct assistance for temporary housing; repair (financial assistance), replacement (financial assistance), permanent and semi-permanent construction (financial or direct assistance); and **Other Needs Assistance (ONA)** financial assistance for medical, dental, child care, funeral, personal property, and transportation needs.

44 CFR Subpart F, Other Individual Assistance, describes other Individual Assistance (IA) programs, including:

- Disaster Unemployment Assistance (DUA)
- Food Commodities
- Relocation Assistance
- Disaster Legal Services (DLS)
- Crisis Counseling (CC) Assistance and Training
- Use of Gifts and Bequests for Disaster Assistance Purposes
- Duplication of Benefits

As stated in the Basic Plan, at the Federal level, the National Response Framework (NRF) is always in effect, and elements can be implemented at any level at any time (*DHS, 2016*). The NRF, therefore, eliminates the “Incident of National Significance” declaration mentioned in its predecessor, the National Response Plan. No such declaration is required by the Framework and none will be made. Therefore, where it is “essential” to meeting “immediate threats to life and property,” the federal government can unilaterally provide the following emergency measures:

- Search and rescue
- Emergency medical care
- Emergency mortuary services
- Emergency mass care
- Emergency shelter
- Temporary facilities for schools and other essential community services
- Provision of food, water, medicine and other essential needs, including movement of supplies or people (*ABA Katrina Report, 2006*).

Note: In awarding contracts, by law, the Federal Emergency Management Agency (FEMA) must give preference “to the extent feasible and practicable” to local firms and individuals.

his provision applies not only to FEMA contracts but to all expenditures of federal funds for “debris clearance, distribution of supplies, reconstruction, and other major disaster

or emergency assistance activities,” including, for example, contracts that the U.S. Army Corps of Engineers awards for debris removal, the Blue Roof program, and other disaster-related work (FEMA DOLR, p. 2-9).



City Code 12-8 – Restoration or Removal of damaged nonconforming structures: Any Building, Rebuilding and/or Mitigation activity must be in line with the Team Norfolk EORF, which is also synchronized with Norfolk Vision 2100 and 2030 Plan.

Following an emergency situation, the Commonwealth of Virginia may elect to request federal aid. Under the Stafford Act, states must review and assess damage to declare a state of emergency and officially request federal recovery assistance. If requirements are met, the President may approve the request for aid. *For additional information, see [H.R. 302 – FAA Reauthorization Act of 2018 Division D – Disaster Recovery Reform](#).*

Damage Assessments

1. Local Initial Damage Assessment (IDA): Team Norfolk will conduct the IDA immediately after the incident and report the information to the Virginia Emergency Operations Center (within 72 hours of the incident).
2. Preliminary Damage Assessment (PDA): Joint efforts between locality, state and federal agencies deployed to the area to further estimate the damage.
3. VDEM’s Crisis Track: Input damage assessments, photos and GPS locations for real-time disaster consequence maps that will assist in organizing information for meeting declaration thresholds for recovery planning, provide a blueprint for recovery operations, and support grant application preparations through auto-populated FEMA forms. *Similar information may also be accessed locally through the Norfolk Storm mobile app.*

The [NOAA National Geodetic Survey](#) may also provide additional information to support response efforts, damage assessments, and planning initiatives. For historical emergency response imagery, see the [NOAA Emergency Response Imagery](#).

Declaration Request

4. City Manager: City Manager meets with emergency management officials and makes a declaration of emergency.
5. Office of the Governor: Governor reviews the assessments before electing or declining to request an emergency declaration from the President through FEMA.
6. FEMA Regional Office: Review Governor’s request and PDA before sending recommendation to FEMA Headquarters.

7. FEMA HQ: Reviews request for consistency with declaration process and consults with Department of Homeland Security on recommendations before sending to President.

Disaster declaration by the President

Approved or denied.

Emergency Declaration	Major Disaster Declaration
Emergency means any occasion for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States. The statutory definition of an “emergency” does not require that any damage occur; it allows assistance to save lives, protect property and the public health and safety, and to help <i>prevent</i> a catastrophe from occurring.	Major disaster declarations cannot apply to certain non-natural events. By statute, a non-natural event can be a “major disaster” only if caused by fire, flood, or explosion. Further, the President is not authorized to declare a major disaster unless the Governor of an affected state requests the declaration (after activating the states emergency operations plan, and advising the President the situation is beyond the capability of state and local government resources).

“Affected Geographical Areas” – Those areas eligible for Stafford Act assistance, such as counties, parishes, or tribal lands. The declaration may designate any area, typically a county, tribal land, independent city, or parish that sustained sufficient damage from an eligible event. The declaration designates each area by type of assistance; these areas are generally those based on eligible damage amounts. In addition to considering localized impacts when reviewing whether to recommend a declaration for the PA program, FEMA also uses a county per capita indicator to determine whether the impact of a disaster on a county is of sufficient magnitude that it might warrant inclusion of the county in the PA program for that disaster.



Note: There is no statutory or regulatory requirement that a designated geographic area encompass an entire local government jurisdiction. Areas eligible for assistance may be more narrowly or specifically designated. Declarations are typically designated on a county basis.



Note: Not all requests for Federal disaster assistance result in a Presidential Declaration. The state has the right to appeal the decision by providing additional disaster information.



Note: Both declarations will authorize assistance for “emergency measures required to address ‘immediate threats’ to life, property, and public health and safety to remove debris and to provide individual assistance. A major disaster declaration authorizes a number of additional programs, including the public assistance program, hazard mitigation, crisis counseling, disaster unemployment

assistance, food stamps, emergency public transportation, and community disaster loans.”



Note: When a state requests a major disaster declaration, the President may issue either a major disaster or an emergency declaration, or deny the governor’s request. However, when a state requests an emergency declaration, the President may *only* grant the emergency declaration or deny it (FEMA DOLR, p. 3-21).



Note: The President cannot declare a major disaster without a request from a state governor. The President, however, can declare an ‘Emergency’ without a request from a state governor if ‘[p]rimary responsibility rests with the United States because the emergency involves a subject area for which, under the laws of the United States, the United States exercises exclusive or preeminent authority.’ (Abbott and Hetzel, p. 9).

Individual Assistance (i.e. Residential and Commercial Assistance)

Individual Assistance (IA) Program – The IA programs are part of the continuum from response to recovery, assisting individuals and households back to self-sufficiency. FEMA is authorized under Section 408 of the Stafford Act to provide financial assistance and direct services to individuals and households who, as a result of a major disaster, have necessary expenses and serious needs they are unable to meet through other means. IHP assistance is also available under an Emergency Declaration, although it is rare (FEMA DOLR, p. 6-2).

Threshold: FEMA considers the following factors in evaluating the need for the IA program:

1. Concentration of damage, such as a tornado that destroys an entire town;
2. Trauma;
3. Presence of particular populations, such as persons with low income;
4. Voluntary agency assistance availability;
5. Insurance coverage; and
6. Average amount of individual assistance provided by small, medium, and large states in prior disasters.

IA Program	Emergency	Major Disaster
Individual and Household Programs	Yes, 42 U.S.C. §5192(a)(6)	Yes, U.S.C. §5174(a)(1)
Disaster Unemployment Assistance	No	Yes, 42 U.S.C. §5177(a)

Benefits and Distribution (“Food Stamps”)	No	Yes, 42 U.S.C. §5179(a)
Food Commodities	Yes, 42 U.S.C. §5180(a)	Yes, 42 U.S.C. §5180(a)
Relocation Assistance	No	Yes, 42 U.S.C. §5181
Disaster Legal Services	No	Yes, 42 U.S.C. §5182
Crisis Counseling	No	Yes, 42 U.S.C. §5183
Transportation Assistance	Yes, 42 U.S.C. §5189c	Yes, 42 U.S.C. §5189c
Disaster Case Management	No	Yes, 42 U.S.C. §5189d
Cora Brown	Yes, 44 C.F.R. §206.181(c)	Yes, 44 C.F.R. §206.181(c)



Note: After a major disaster or emergency, FEMA’s assistance under its IA programs is not likely to make the individual or household completely whole, in part because federal disaster assistance is supplemental and is not the same as insurance, which can be much more extensive in its coverage for replacing damaged and destroyed property. Thus, disaster survivors may have higher expectations than the federal government, states, or voluntary organizations can meet regarding financial assistance.



Note: Housing assistance under the Stafford Act is 100% federally funded (FEMA DOLR, p. 3-43).

Sequence of Delivery for Individual Assistance

The following outlines the sequence of delivery pertaining to post-incident services. *There is no guarantee FEMA Individual Assistance will be made available.* If available, the assistance is designed to help the property owner get back on their feet – not make them whole or to a pre-disaster state. Property owners are encouraged to maintain adequate insurance coverage.

1. Whether or not there is a federal disaster declaration, the first step for survivors is to look to their insurance provider, or if necessary, Voluntary Agencies (flood related claims reference FEMA National Flood Insurance Advocate <https://www.fema.gov/national-flood-insurance-program-flood-insurance-advocate>). Contact information to request volunteer agency assistance will be provided. Homeowners should:

- Keep all documentation from the insurance company, including letters of denial, in case a Federal disaster is declared and FEMA assistance is made available. FEMA will need to review this information.
 - Do not wait for a Federal declaration to begin cleanup of property. Survivors should take photos to document incident damage and then dispose of the items.
 - Survivors should be aware of contractor and repair scams. They should get at least three estimates and check contractor license at dpor.virginia.gov/LicenseLookup/.
 - The Better Business Bureau has also issued information for consumers on protecting themselves from Storm Chasers at <https://www.bbb.org/article/tips/1489-bbb-tip-protect-yourself-from-storm-chasers-after-a-natural-disaster> and hiring a Contractor at <https://www.bbb.org/article/tips/14081-bbb-tip-choosing-a-general-contractor>
2. If a Presidential Emergency/Major Disaster is declared and IA is approved, survivors will be able to register with FEMA through a variety of means.
 - a. FEMA is the repository for all available resources. Should the survivor be ineligible for FEMA assistance, FEMA facilitates the process by which the survivor may work with the Small Business Administration (SBA) for a low-interest loan.
 - b. If denied by FEMA, survivor may file a written appeal.
 3. If there are any unmet needs at this point, assistance is sought again through voluntary agencies.



Note: Employees that have been adversely affected and cannot return to work immediately are eligible to apply for benefits through the Department of Human Services. Department managers and supervisors have individual discretion to provide flexible support for their employees based on their needs.

For additional information, see [H.R. 302 – FAA Reauthorization Act of 2018 Division D – Disaster Recovery Reform](#).

Public Assistance (*i.e. Government infrastructure repair/replacement, response*)

Threshold: As of March 2017, the threshold for Federal Public Assistance (for incidents other than Winter Storms) is based on per capita indicator of \$3.61 and the current population total, which used by VDEM for Norfolk is 242,803. Population (242,803) x per capita indicator (\$3.61) = a threshold of \$876,519 to be eligible for federal assistance.

Per FEMA’s DOLR (p. 3-18 to 3-19), cost is one of several factors FEMA considers in evaluating the need for PA. Other factors include:

1. The estimated costs of assistance;
2. Localized impacts at county, city, and tribal government levels;
3. Insurance coverage in force;
4. Hazard mitigation measures that contributed to the reduction of damages;
5. Recent multiple disasters within the prior 12 months at the state and local level; and
6. Available assistance programs of other federal agencies (OFA).

The Stafford Act prohibits preventing a geographical area from receiving assistance based solely on “an arithmetic formula or sliding scale based on income or population.” Per FEMA Disaster Assistance Policy 9523.1 (Appendix 1): **For a snow event**, each locality included in a Governor’s request for declaration must have a record or near record snowfall (typically within 10% of the record amount), or meet the contiguous county criteria described in FEMA Policy DAP9523.1, and have estimated public assistance costs including snow assistance costs *within a 48 hour period* that equal or exceed the locality per capita threshold required for a major disaster declaration.

FEMA also has established a minimum threshold of \$1 million in total estimated public assistance disaster damage because FEMA expects that all states, regardless of size, can cover this level of damage using state resources.



Note: The governor or the governor’s authorized representative (GAR) may request an increase in the federal share to 90% for PA programs when disaster damage in the state is so severe that federal obligations under the Stafford Act meet or exceed the statewide per capita threshold (FEMA DOLR, p. 3-44).

PURPOSE OF DECLARATION TYPE		
	Emergency Declaration	Major Disaster Declaration
Immediate vs. Long Term and Broad Assistance	Intended for immediate and short term assistance essential to save lives, protect public health, safety and property; may include IA under sec. 408 (Recovery).	Includes broad range of response and recovery assistance. May include IA, PA and HA or a combination.
Emergency Work and Permanent Work in Public Assistance	Provide PA grants to state and local governments for Debris Removal and	Provide PA grants to state and local governments, which may include only

	Emergency Work only – Sec. 502 <ul style="list-style-type: none"> • Debris removal • Emergency protective measures • Cost share: 75% Federal, 25% State; (State may request an increase) 	Debris Removal – Sections 403 and 407 and Emergency Protective Measures – Sec. 403; may also include permanent work – Sec. 406. <ul style="list-style-type: none"> • Cost share: 75% Federal, 25% State (State May request an increase)
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Note: If the severity of the disaster warrants, FEMA may recommend up to 100% in federal funding for emergency work and debris removal for a limited period in the initial days of a major disaster. Generally, a limited period in the initial days of the disaster means FEMA will limit the period of 100% funding to the first 72 hours following the disaster declaration, or an applicant’s selected 72-hour period. The President may determine to extend this period based on the gravity and scope of the disaster. FEMA considers the impact of major disaster declarations in the requesting state in the prior 12-month period to determine whether to recommend a cost share adjustment.

The governor or GAR should address the state’s request to the President and submit it through the FEMA Regional Administrator (RA). Only the President may adjust the cost share. FEMA will review the governor’s request and supporting documentation and make a recommendation based on the particular circumstances. A cost share adjustment may also be required by an act of Congress (FEMA DOLR, p. 3-44 – 3-45).

HAZARD MITIGATION		
	Emergency Declaration	Major Disaster Declaration
Hazard Mitigation	HMGP is <i>not authorized</i> under an emergency declaration	HMGP – Sec. 404 is usually included in all major disaster declarations to provide grants to reduce risk from future hazards. <ul style="list-style-type: none"> • Amount available is based on percentage of total eligible IA and PA under the declaration • Cost share: <75% Federal Contribution

The Stafford Act requires states to have an approved Standard or Enhanced State Hazard Mitigation Plan in place at the time of a disaster to be eligible for all non-essential assistance. Thus, if FEMA has not approved a state plan, FEMA may not authorize Stafford Act permanent repair or HM funding. In the event a State’s HM plan lapses during an ongoing disaster, with

the exception of emergency work, FEMA may not provide any further assistance for PA permanent repair work and HM projects until it approves an updated plan.
The Commonwealth of Virginia Hazard Mitigation Plan was approved by FEMA March, 2013.

Section 404 Mitigation Compared to Section 406 Mitigation

	404 Hazard Mitigation	406 Hazard Mitigation
Implementation	Separate program run by the state	Implemented for restoration projects through the PA Program
Project Application	Applies to structural measures and to non-structural measures (such as planning, property acquisition, drainage projects)	Must apply to a damaged element of the facility and does not apply to buyouts of affected private property to protect from future risk
Coverage	Applies throughout the state in most disasters	Applies to eligible restoration projects upon request
Funding Calculations and Limitations	The formula for calculating the Hazard Mitigation Grant Program (HMGP) allocation for states with a standard state mitigation plan is based on 15% of the first \$2 billion of estimated aggregate amounts of disaster assistance. For amounts greater than \$2 billion, a sliding scale is used to make allocation determinations. States with enhanced mitigation plans are eligible for a 20% HMGP formula.	No program-wide limits in funding; proposed hazard mitigation measure(s) must be cost-effective and approved for each eligible restoration project



The Disaster Recovery Reform Act (DRRA) of 2018 was signed into law as part of the Federal Aviation Administration Reauthorization Act of 2018 On Oct. 5, 2018. The law contains more than 50 provisions that require FEMA policy or regulation changes for full implementation, as they amend the Robert T. Stafford Disaster Relief and Emergency Assistance Act. One aspect of the DRRA is that whatever the total HMGP amount is determined, 6% of that total will be added to the next FY Pre Disaster Mitigation (PDM) funding amount.

OTHER STAFFORD ACT ASSISTANCE

DECEMBER 2017

	Emergency Declaration	Major Disaster Declaration
Other Stafford Act Assistance	<ul style="list-style-type: none"> • Food Commodities – Sec. 413 • Emergency Communications – Sec. 418 • Transportation Assistance to Individuals and Households – Sec. 425 	<ul style="list-style-type: none"> • Disaster Unemployment Assistance – Sec. 410 • Benefits and Distribution – Sec. 412 • Food Commodities – Sec. 413 • Disaster Legal Services – Sec. 415 • Crisis-Counseling Assistance – Sec. 416 • Community Disaster Loans – Sec. 417 • Emergency Communications – Sec. 418 • Emergency Public Transportation – Sec. 419 • Transportation Assistance to Individuals and Households – Sec. 425 • Disaster Case Management – Sec. 426
Amount of Funding and Notifications	Assistance under Emergency Declaration limited to \$5 million, but may be increased when needed, and FEMA must report an increase to Congress.	No caps on funding (subject to availability)

Emergency Work – Work which must be done immediately to save lives and to protect improved property and public health and safety, or to avert or lessen the threat of a major disaster (44 C.F.R. § 206.201(b)).

Resource shortage - The absence, unavailability, or reduced supply of any raw or processed natural resource, or any commodities, goods or services of any kind that bear

a substantial relationship to the health, safety, welfare and economic well-being of the citizens of the Commonwealth (Code of Virginia, § 44-146.16.).

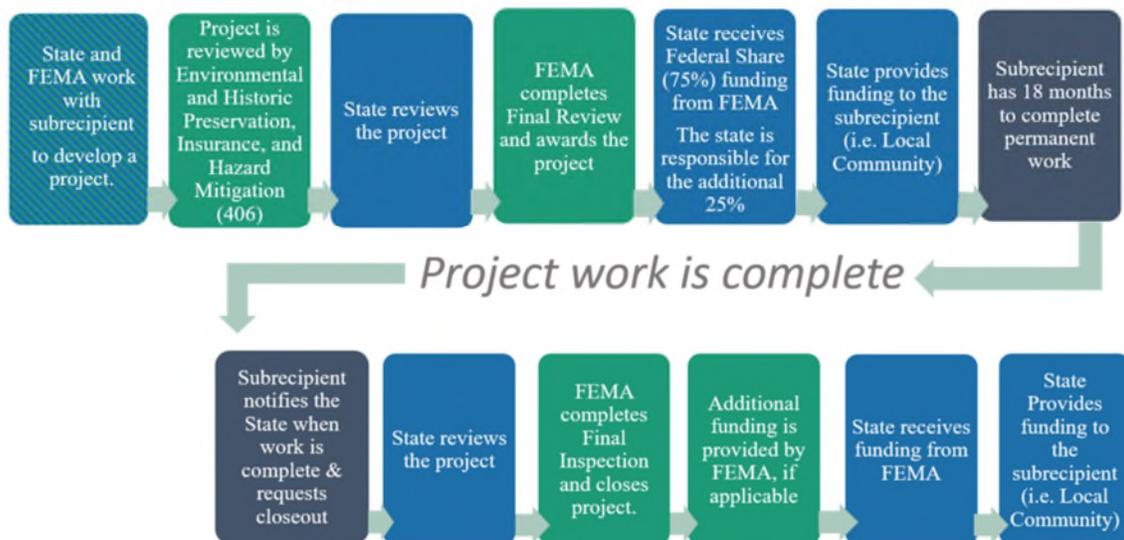
Direct Federal Assistance (DFA) - DFA consists of goods or services that FEMA, another federal agency, or a contractor provides to state and local jurisdictions that lack the capability to perform or contract for eligible emergency work. DFA can provide emergency protective measures to save lives, protect public health and safety, protect property, and implement debris removal for state and local governments. FEMA’s regulations require the completion of mission assignments for DFA within 60 days of the date of declaration of the major disaster or emergency, unless extended by the Regional Administrator (RA).

FEMA may provide DFA after a declaration, and DFA is limited to the following types of activities:

- Debris removal;
- Emergency work and protective measures;
- Emergency communications; and
- Emergency public transportation.

For additional information, see [H.R. 302 – FAA Reauthorization Act of 2018 Division D – Disaster Recovery Reform](#) and the [2019 Disaster Recovery Reform Act Public Assistance Program Amendments](#).

Understanding the Public Assistance Process



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Understanding the Public Assistance Responsibilities

FEMA	Recipient (State)	Subrecipient (Applicant)
<ul style="list-style-type: none"> • Coordinates with all Federal, State, Local agencies • Establishes Joint Field Office • Collects project and cost data • Approves grants and obligates funds • Provides Technical Assistance 	<ul style="list-style-type: none"> • Educates subrecipients • Works with FEMA to manage Public Assistance Program • Collects project and cost data • Disburses grants to applicants (Ex: Community, county, local public entity) • Monitors and manages use of grants by subrecipients 	<ul style="list-style-type: none"> • Requests assistance • Identifies damaged facilities • Provides information to support request • Maintains accurate documentation • Performs necessary work (repairs, debris, etc.)

Non-Stafford Act Incidents *(non-declared incidents)*

Code of Virginia §44-146.18:2. Authority of [State] Coordinator in undeclared emergency.

“In an emergency which does not warrant a gubernatorial declaration of a state of emergency, the [State] Coordinator of Emergency Management, after consultation with and approval of the Secretary of Public Safety and Homeland Security, may enter into contracts and incur obligations to prevent or alleviate damage, loss, hardship, or suffering caused by such emergency and to protect the health and safety of persons and property. In exercising the powers vested by this section, the Coordinator may proceed without regard to normal procedures pertaining to entering into contracts, incurring obligations, rental of equipment, purchase of supplies and materials, and expenditure of public funds; however, mandatory constitutional requirements shall not be disregarded.”

Code of Virginia §44-146.27. Supplementing federal funds; assistance of federal agencies; acceptance of gifts and services; appropriations by local governing bodies.

“If a jurisdiction meets the criteria set forth in the guidelines and procedures, but is in an area that has neither been declared to be in a state of emergency nor has been declared to be a major disaster area for which federal assistance might be forthcoming, the Governor is authorized, in his discretion, to make an allotment from the sum sufficient to that jurisdiction without a declaration of a state of emergency, in the same manner as if a state of emergency declaration had been made.”

Concept of Operations

General

Recovery operations will be led by the Office of Emergency Preparedness and Response and will involve regularly scheduled Emergency Operations Center (EOC) briefings and updates; Incident Command is assumed at the Norfolk Emergency Operations Center by the Director of Emergency Preparedness and Response.

Direction and Control

Direction and control will be coordinated by the EOC. Email, Norfolk Alert, WebEOC or the EOC Blog and the Homeland Security Information Network (HSIN) will be utilized to provide situational awareness, set goals, facilitate information sharing and otherwise document the incident. All documentation and reporting is handled by the Office of Risk Management.

Communications and Media Management

A JIC will be set up to manage ongoing communications with the general public and private sector entities. The PIO will coordinate and disseminate messages through all traditional, electronic, and social media platforms, as well as prepared material for City officials to share. Branding opportunities will be created and handled through the Marketing and Communications Department.

If there is a Presidential Declaration:

People / Positions

Local Disaster Recovery Manager (LDRM) - The National Disaster Recovery Framework (NDRF) recommends local governments appoint LDRMs to lead disaster recovery activities for the jurisdiction. If not the Director of Emergency Preparedness & Response, this should be the Director of Neighborhood Development, with a Deputy Emergency Manager assisting at all times. The role of the LDRMs is to organize, coordinate and advance the recovery at the local level. The experience and skill sets needed include a strong foundation in community development and good knowledge of the community's demographics. This position works in tandem with the local Emergency Manager who supports the short-term component of recovery and the delivery of disaster assistance available through the Stafford Act. At the state level, the intermediate and long-term components of disaster recovery are the responsibility of the

Commonwealth's Economic Crisis Strike Force once activated by the Governor, which is led by the Secretary of Commerce and Trade.

Support / expertise needed in the following areas:

1. Damage Assessment and Recovery
2. Public Information
3. Human Resources
4. Infrastructure
5. Mitigation
6. Long-Term Redevelopment

Federal Coordinating Officer (FCO) – With the declaration of a major disaster or emergency, the President shall appoint an FCO to operate in the affected area. The FCO is the lead federal official at the incident site and is responsible for assuring that federal assistance is provided in accordance with the declaration, laws, regulations, and the FEMA/State Agreement (FSA). The FCO makes an initial appraisal of types of relief most urgently needed, establishes necessary field offices, and coordinates the relief activities of state and local governments, and non-profit and relief organizations.

Disaster Recovery Manager (DRM) - The FEMA Regional Administrator (RA) designates a DRM to exercise the Administrator's authority in a major disaster or emergency, including expenditure authority from the DRF. In delegating DRM authority, the RA has broad discretion in determining which authorities the DRM may perform or hold back, sets conditions on the exercise of certain authorities, and communicates management expectations. Normally, for a declared emergency or disaster, the RA designates the FCO as the DRM. Following the designation as the DRM and delegation of authority, the FCO possesses not only the independent authority to coordinate disaster relief, but also the RA's authority to expend funds from the DRF, and thus is able to approve public assistance, individual assistance, and hazard mitigation, and issue mission assignments to other federal agencies (OFAs).

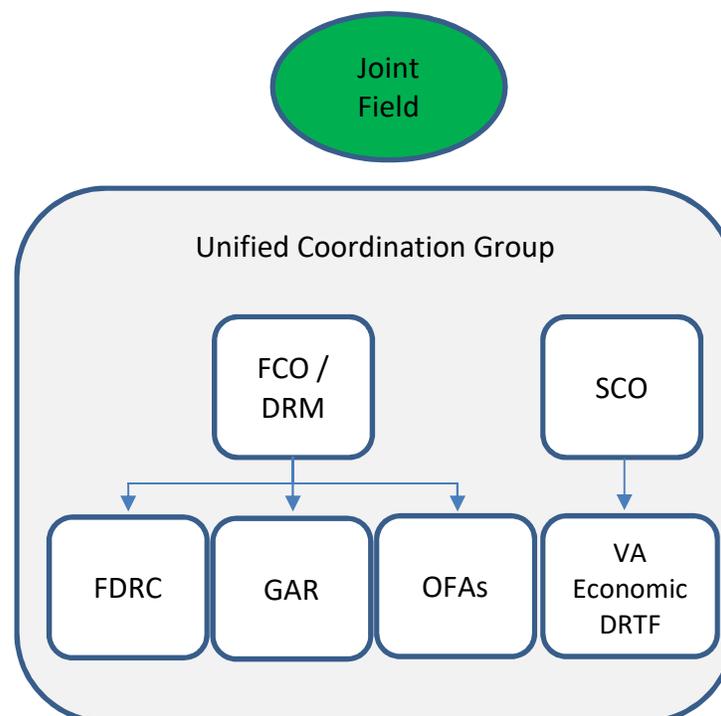
Federal Disaster Recovery Coordinator (FDRC) - The focus of the FDRC is on long-term recovery. Facilitating disaster recovery coordination and collaboration between federal, tribal, state, and local governments; the private sector; and voluntary, faith-based, and community organizations is a primary FDRC responsibility. The FDRC becomes a juncture for incorporating recovery and mitigation considerations into the early decision making processes of a large-scale disaster or catastrophic incident, taking on the role of a deputy to the FCO in these areas.

The FDRC, unlike the FCO, is not a statutorily required appointment when a declaration is made and has no inherent powers upon appointment. The official must be delegated whatever authorities are deemed necessary to the particular disaster or incident. FDRC authority is derived from at least two sources: the statutory authority granted to the FCO under the Stafford Act and the authority of the DRM established by federal regulations. Additional authorities found in the Post-Katrina Emergency Management Reform Act (PKEMRA) may also be delegated at the Administrator's discretion (e.g., recovery and mitigation actions and administration of grant programs).

State Coordinating Officer (SCO) – After a declaration, the President will request the governor to designate an SCO to coordinate state and local disaster assistance efforts with those of the FCO who is acting for the federal government. Sometimes, the governor indicates the SCO in his or her request for a declaration. Typically, the SCO and the FCO sit near one another at the Joint Field Office and consult frequently on virtually all disaster-related issues affecting state and local governments. The SCO carries out the Governor's priorities for recovery. The SCO is usually the State Emergency Management Coordinator at VDEM, assisted by one or more Deputy State Coordinating Officers (DSCO) from the VDEM staff. As soon as possible after a declaration, the SCO and the recovery staff will move to the Joint Field Office (JFO).

The Governor's authorized representative (GAR) is the corresponding state official to the federal DRM and who the governor authorizes to sign all needed documents in order to receive federal assistance, including sub-grants. This will likely be the Director of the VDEM or their designee.

Virginia Economic Disaster Recovery Task Force - Assists localities in developing short-term and long-term strategies for addressing the economic crisis. Also identifies opportunities for workforce retraining, job creation, and new investment.



Places / Site Locations

Emergency Operations Center (EOC) - As defined in the Team Norfolk Basic Plan, this is the physical location in the City where stakeholders meet, collaborate and otherwise respond to an incident.

Joint Field Office (JFO) - The JFO is a temporary Federal multi-agency coordination center established locally to facilitate field-level domestic incident management activities related to prevention, preparedness, response and recovery when activated by the Secretary. The JFO provides a central location for coordination / unified command center of Federal, State, local, tribal, nongovernmental and private-sector organizations with primary responsibility for activities associated with threat response and incident support. Joint FEMA-Virginia recovery operations will begin in the JFO within 48-72 hours of the presidential declaration (COVEOP Vol. II: Recovery Programs, p. 3). The JFO is dependent on the size and scope of the disaster, and on available amenities such as electricity, water, and lodging; therefore, the JFO physical location will vary depending on the disaster but will tend to host VEOC operations closer to the incident rather than in Richmond.



Note: Very large scale events may require a transition from a JFO setting to a longer term Recovery Office setting with a longer term workforce, including locally hired staff and Cadre of On-call Response and Recovery Employee (CORE) positions.

Disaster Recovery Centers (DRC) - DRCs are readily accessible fixed facilities or mobile (Mobile Communications Operations Vehicle – FEMA DOLR, p. 2-11) offices where people affected by a disaster may go for direct, face-to-face contact with FEMA and other disaster relief partners, for information about FEMA, disaster assistance programs, or to ask questions related to their own situations.

DRCs are usually located in disaster-impacted areas and are staffed by Federal, State, or local government officials, and voluntary agencies. DRCs are tasked with

specific responsibilities for assisting disaster victims in the initial stages of the recovery process.

Services include:

- Guidance regarding disaster recovery
- Clarification of any written correspondence received
- Housing Assistance and rental resource information
- Answers to questions, resolution to problems, and referrals to agencies that may provide further assistance
- Status of applications being processed by FEMA
- [SBA program information](#) if there is a SBA Representative at the Disaster Recovery Center site
- [Crisis Counseling Program](#)
- [Disaster Legal Services](#)
- [Disaster Unemployment](#)
- [Funeral Assistance - Individuals and Households Program](#)



Best practices:

- Hurricane Matthew 2016 revealed an ideal location for one DRC will have enough tables and chairs to support 20 people and maybe 30 waiting. Request will also likely have the DRC open and available 7am – 7pm for the next 7 days; however, the duration is subject (expected) to change. The site must also be (Americans with Disabilities (ADA) accessible.
- The Workforce Development Center was used during Hurricane Matthew 2016.
- For a large-scale incident, locations able to accommodate a large number of insurance company response units and voluntary organizations should also be considered.
- FEMA assistance is available through the DRC, online at www.DisasterAssistance.gov and by phone at 800-621-FEMA (3362).

Other Physical Facilities - Other physical facilities that might be used, depending on the magnitude or the extent of the disaster, include Transitional Recovery Offices (TRO) and Area Field Offices (AFO). These facilities are used in large-scale disasters and perform specialized duties to suit the needs of the affected areas.

Transitional Recovery Offices (TRO) - Transitional Recovery Offices provide long-term needs to disaster survivors.

For example, when the four hurricanes – Charley, Frances, Ivan, and Jeanne - devastated the state of Florida in 2004, a TRO was established to handle the ongoing assistance needs of the affected areas.

Area Field Offices (AFO) - Area Field Offices are used when multiple disasters occur in a close proximity of time and space.

For example, when hurricane Rita hit right after hurricane Katrina and damaged the west side of Louisiana, an AFO was established to handle assistance to the Rita affected area under the jurisdiction of the JFO that was already operational in the Katrina affected area of eastern Louisiana. AFOs can also be used for a single disaster when the damage is widespread throughout the state.

Operational Periods and Situational Reports

Operation Periods will be determined by the incident; 12 - 24 hours are expected. Situation Reports and Spot Reports will also be distributed regularly.

Situational Awareness and Coordination

Emergency Preparedness and Response will coordinate and conduct regular EOC briefings and updates.

VDEM / Virginia EOC (VEOC) will also schedule conference calls, sending notification via email and SWAN.

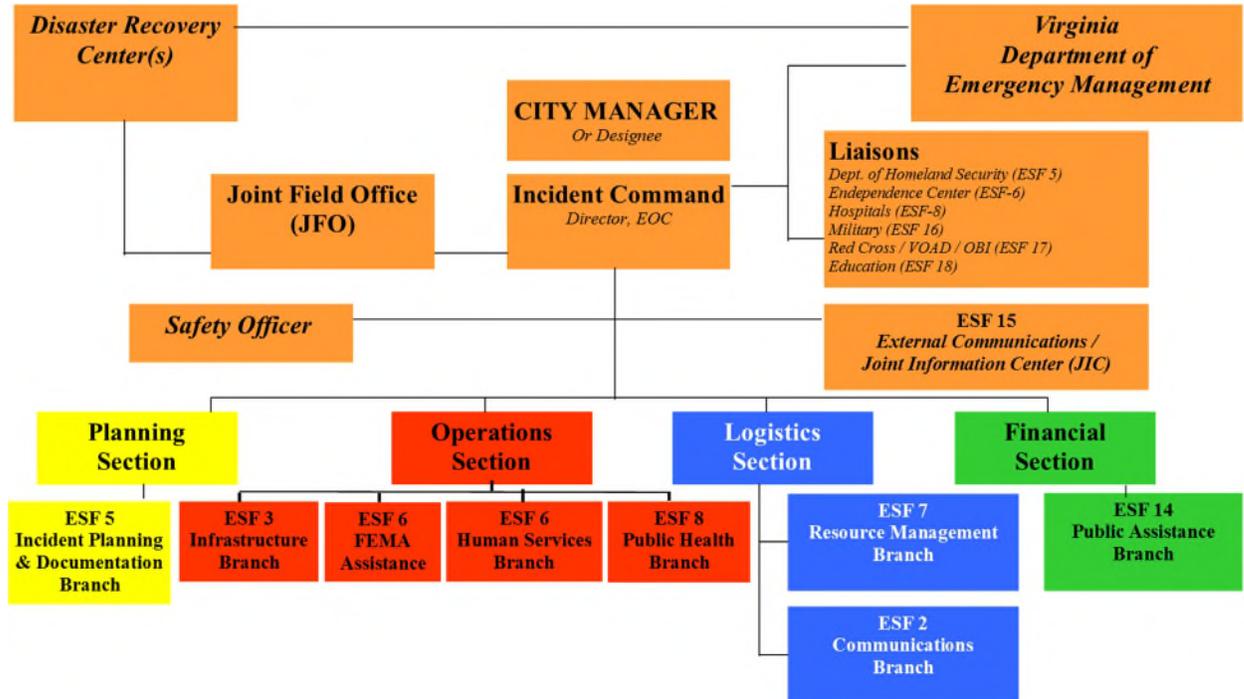
Closeout Phase

The closeout phase is a winding down of operations and transition from a JFO or Recovery Office to the Regional Office. This includes making final eligibility determinations, including resolving appeals, and terminating DHAP activities, which may require legal enforcement action. It also involves reassessment of the assistance provided both on a program-wide and case specific basis, which may include DHS Office of Inspector General audits or investigations. Program-wide, there will be lessons learned that identify gaps and vulnerabilities that may lead to changes in policies. Case specific activity may include the recoupment (IA) or de-obligation (PA or HMGP) of assistance already provided. Catastrophic or extraordinary events (e.g., 2001 World Trade Center and Pentagon attacks and 2005 Hurricane Katrina) or the type of event so pervasive (1993 Midwest flooding) may, in their aftermath, trigger major federal legislation, causing a

retooling or even a paradigm shift in how the federal government will respond in the future to such events.

Organization

With the formal adoption of National Incident Management System (NIMS) and Incident Command System (ICS), and the ESF approach to disaster planning, the Norfolk Emergency Operations Center utilizes the following ICS / ESF hybrid approach for this incident.



Roles and Responsibilities

INDIVIDUAL / HOMEOWNER / BUSINESS OWNER

1. Check on family, friends and neighbors
2. Call Norfolk Cares IMPACT Line (664-6510) with any non-emergency questions
3. Debris removal from own private property
4. Get engaged by volunteering where needed/requested
5. Be prepared to allow FEMA inspectors on site to confirm primary residence is uninhabitable or inaccessible due to the incident. This is often a basic step to establish applicant eligibility for temporary housing and disaster-related property damages (housing assistance) and for personal needs (ONA).

6. If you believe you are experiencing an incident of Price Gouging, review the [Attorney General's definition](#) below, and then if appropriate, contact the Consumer Protection Hotline at 1-800-552-9963.

NONPROFIT AGENCIES AND VOLUNTEERS

Nonprofit agencies and volunteers may provide significant services during recovery operations. The EOC will contact and communicate directly with local nonprofit partners and work with the SEVA VOAD for state / national organizations to provide assistance and services. The EOC will work with Volunteer Hampton Roads and Operation Blessing to advertise volunteer opportunities, deploy and manage volunteers, and track all volunteer resources.

Donations of goods, both new and used, will be handled by the Salvation Army, who will collect, sort, and distribute donated items intended for public recovery and relief. Monetary donations will be handled by a local bank or nonprofit organization, to be designated at the time of the incident.



The Virginia Post-Disaster Anti-Price Gouging Act is activated when the governor or the president declares a state of emergency covering parts of Virginia. The act prohibits a "supplier" from charging unconscionable prices for "*necessary goods and services*" within the affected area during the thirty (30) day period following the declared state of emergency. The basic test for determining if a price is unconscionable, is whether the post-disaster price charged by the "supplier" grossly exceeds the price charged for the same or similar goods or services either by the same supplier, or within the same trade area, during the *ten (10) days immediately prior to the disaster*. Complaints relating to sales of "*necessary goods and services*" other than motor fuels should be filed with the Office of the Attorney General.



Virginia Free Legal Attorneys offer free legal assistance with life, medical, and property insurance claims; help with home repairs contracts and contractors; counseling on landlord/tenant and mortgage foreclosure problems; replacement of wills and other important legal documents destroyed in the disaster; and assistance with consumer protection matters, remedies, and procedures. Visit [Virginia Free Legal Attorneys](#) or call 800-552-7977; callers should identify that they are seeking disaster-related legal assistance.

ALL EMERGENCY SUPPORT FUNCTIONS



STOP! Again, be sure to review your respective ESF Annex for partner agencies,

contact information, and roles and responsibilities appropriate for all incidents, available resources and other critical information.

Emergency Support Function 1: TRANSPORTATION

City Manager’s Intent: Identify temporary alternative transportation solutions that can be implemented by others when systems or infrastructure are damaged, unavailable, or overwhelmed.

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
Elizabeth River Crossings (ERC)	Coordinate the restoration and recovery of the transportation system and infrastructure; maintain traffic flow https://www.driveert.com/
Hampton Roads Transit (HRT)	Provide public transportation, including special needs transportation, to all affected areas https://gohrt.com/services/
Norfolk Airport (ORF)	Support delivery of relief supplies http://www.norfolkairport.com/airport-information/phone-numbers
Norfolk Fire-Rescue	Medical transport
Norfolk Police	Coordinate traffic operations
Norfolk Public Schools (NPS)	Provide buses and CDL drivers
Norfolk Public Works (NPW)	Clearing, collection, and disposal of debris, posting signage regarding street conditions
Norfolk Recreation Parks and Open Space (RPOS)	Transportation resources and CDL drivers
Norfolk Southern	Transportation, Mechanical, and Engineering Department http://www.nscorp.com/content/nscorp/en.html
Tidewater 4-Wheelers	Transportation resource for poorer driving conditions
U.S. Coast Guard (USCG)	Coordinate maritime transportation, safety, and security http://www.atlanticarea.uscg.mil/Our-Organization/District-5/
Virginia Army National Guard (VANG)	Assist with traffic control http://vko.va.ngb.army.mil/VirginiaGuard/
Virginia Dept. of General Services	-State motor fuel program http://www.dgs.virginia.gov/OFMSHome/tabid/1170/Default.aspx

	<ul style="list-style-type: none"> -Fuel Cards https://dgs.virginia.gov/fleet/fuel-programs/fuel-card-program/ -Bulk Fuel Delivery https://dgs.virginia.gov/fleet/fuel-programs/bulk-fuel-program/ -On-site and “in the field” delivery capabilities https://dgs.virginia.gov/fleet/fuel-programs/contracts/
Virginia Dept. of Transportation (VDOT)	<p>Coordinate the restoration and recovery of the transportation systems and infrastructure; technical assistance including structural inspection of bridge structures</p> <p>http://www.virginiadot.org/</p>
Virginia Port Authority (VPA)	<p>Support delivery of relief supplies</p> <p>http://www.portofvirginia.com/</p>
Virginia State Police (VSP)	<p>Protection and restoration of traffic signals, signs, and traffic control facilities</p> <p>http://www.vsp.state.va.us/</p>

Emergency Support Function 2: COMMUNICATIONS

City Manager’s Intent: Update and maintain ICS-205 communications plan; re-establish and maintain telephone and radio networks, emergency communications and warning point operations.

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
Amateur Radio	Emergency communications via radio and WinLink
Army National Guard Disaster Incident Response Emergency Communications Terminal (DIRECT)	Provides interoperable communications support to ANG response forces and local first responders in support of civil missions and domestic emergencies http://peoc3t.army.mil/wint/direct.php
Duracell PowerForward Program	Device charging stations https://www.duracell.com/en-us/program/duracell-powerforward/
Gridless Power Project	Device charging stations http://gridless.com/project/3616/
Hospital Emergency Amateur Radio Team (HART)	Healthcare communications via amateur radio
Virginia Dept. of Emergency Management (VDEM)	Radio cache
Verizon Wireless	Cell on Wheels (COW); Cell on a Light Truck (COLT); emergency phones; device charging stations; workstations www.verizonwireless.com/emergencypreparedness
Voluntary Organizations Active in Disaster (VOAD)	-Operation Blessing: mobile command center; wi-fi satellite trailers -Salvation Army Team Emergency Radio Network -Southern Baptist Emergency Amateur Radio Service (SouthBEARS)

Emergency Support Function 3: PUBLIC WORKS, UTILITIES, AND ENGINEERING

City Manager’s Intent: Remove debris and restore access to critical public services. In addition, address the following:

- Debris management
- Structural condemnations and inspections
- Streamline permits and inspections
- Beach maintenance
- Fleet management and maintenance
- Infrastructure maintenance and operations
- Infrastructure damage assessment
- Facilities maintenance and operations
- Property maintenance
- Stormwater management
- Waste management
- Wastewater management
- Water distribution systems
- Inland navigable waterways maintenance

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
ComTech	Pictometry mapping
Damage assessment resources	VOAD agencies: -American Red Cross -Church of the Brethren -Mennonite Disaster Services -United Methodist Church -Virginia Baptist Mission Board -Community Emergency Response Team
General Services	-Ensure all City-owned and operated equipment and vehicles are functioning at optimal performance (e.g. MIRT, etc.) -Provide quality maintenance and fueling services to ensure safe, operable vehicles and equipment in support of debris management
HMGP 406 Grant	No benefit-cost analysis needed; must involve structures impacted by the incident for which there was a declaration
Norfolk City Planning	Coordinate with and otherwise escort state and federal Preliminary Damage Assessment (PDA) Teams

Norfolk Neighborhood Development	<ul style="list-style-type: none"> -Issue building permits, where necessary -Conduct joint operations with NPW and RPOS to clear major roadways -Coordinate private property debris removal and disposal requirements with the Debris Manager, where necessary -Enforce zoning ordinance -Function as a liaison to the Debris Manager when wetlands may be impacted
Norfolk Public Works (NPW)	<ul style="list-style-type: none"> -Coordinate debris removal -Coordinate and communicate garbage collection / bulk pick up in neighborhoods -Conduct joint operations with RPOS and Neighborhood Development to clear major roadways
Norfolk Recreation Parks and Open Spaces (RPOS)	Conduct joint operations with NPW and Neighborhood Development to clear major roadways
Norfolk Utilities	<ul style="list-style-type: none"> -Coordinate with the Debris Manager for debris removal and disposal requirements for Departmental properties in the corporate limits of the City of Norfolk as well as City interests in surrounding localities to include yards, structures, rights-of-way, wastewater collection systems, and water reservoirs -Provide resources to perform damage assessment and repair City infrastructure pertaining to water and wastewater operations -Monitor, report, and track sewage overflows and illicit discharges
Operation Blessing	Construction trailers, 18-ton and 20-ton cranes
Regional contracts for public works services available through HRPDC	AshBritt; CERES Environmental; Crowder Gulf Equipment; Philips & Jordan
State contracts for public works services	Debris removal vendors, generators https://dgs.virginia.gov/procurement/statewide-procurement/statewide-contracts/
U.S. Army Corps of Engineers (USACE)	<ul style="list-style-type: none"> -Coordinate federal public works and engineering-related support -Provide technical assistance, engineering expertise, and construction management to recovery operations



Non-Local Skilled Labor – Code of Virginia §44-146.23. Immunity from liability, paragraph C states “If any person holds a license, certificate, or other permit issued by any state, or any political subdivision thereof, evidencing the meeting of qualifications for professional, mechanical, or other skills, the person, without compensation other than reimbursement for actual and necessary expenses, may render aid involving that skill in the Commonwealth during a disaster, and such person shall not be liable for negligently causing the death of, or injury to, any person or for the loss of, or damage to, the property of any person resulting from such service.”



Hiring non-Virginia certified inspectors - The Uniform Statewide Building Code (USBC) also allows the building official to hire inspectors meeting the base minimum requirements and gives these individuals 18 months to become certified. “While intended to allow new hires time to obtain their certifications and not intended to address the emergency situation, I think it offers enough flexibility for non-Virginia certified inspectors to work for up to 18 months without a certificate.” (May 24, 2011 Email to then-Secretary Terry Suite by Bill Shelton of Department of Housing and Community Development (DHCD)).

Emergency Support Function 4 & 9: FIREFIGHTING / SEARCH & RESCUE

City Manager’s Intent: Life safety. Conduct rescue operations and respond to fire and hazardous materials as situation dictates.

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
National Urban Search & Rescue Response System (USAR)	Provides trained personnel and incident support equipment for rescue missions https://www.fema.gov/task-force-locations
Norfolk Airport Authority Fire Department	Support Norfolk Fire-Rescue
Norfolk Community Emergency Response Team (CERT)	Support search and rescue activities
Norfolk Fire-Rescue	-Continue responding to fire incidents -Provide rescue and evacuate survivors as needed -Assign a firefighter to the EOC and Dominion Energy -Coordinate water rescues with USCG -Upon request, provide personnel to accompany initial road clearing / damage assessment teams
Norfolk Police Department	Support fire operations and search and rescue activities
Norfolk Sheriff’s Office	Support search and rescue activities
U.S. Army Corps of Engineers (USACE)	Supporting role in search and rescue; maintains a cadre of volunteer structure specialists to augment the USAR Response System http://www.usace.army.mil/Missions/Emergency-Operations/National-Response-Framework/
U.S. Coast Guard (USCG)	Marine rescue
Virginia Army National Guard (VANG)	Support search and rescue activities
Virginia Dept. of Emergency Management (VDEM)	Coordinate state fire and search and rescue resources
Virginia Dept. of Fire Programs	Support Norfolk Fire-Rescue

Emergency Support Function 5: EMERGENCY MANAGEMENT

City Manager's Intent: Serve as the Incident Commander for city-wide incidents; coordinate response and recovery efforts.

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
FEMA Emergency Response Team – National (ERT-N)	Rapid Needs Assessment (RNA) Team
FEMA Incident Management Assistance Teams (IMAT)	Ten member teams of emergency management professionals with expertise in operations, logistics, planning and recovery https://www.fema.gov/incident-management-assistance-teams
Virginia Dept. of Emergency Management (VDEM)	Partner with EOC for support and resources

Emergency Support Function 6: MASS CARE, HOUSING & HUMAN SERVICES

City Manager’s Intent: Facilitate recovery processes to individuals and the community.

POTENTIAL RESOURCES	RECOVERY ACTIVITIES / AGENCIES
American Red Cross (ARC)	Disaster welfare inquiry https://www.nga.org/cms/home/nga-center-for-best-practices/center-publications/page-archive/col2-content/title_american-red-cross-disaster-services-program.html
ASPRTRACIE Mold Remediation	After the Flood: Mold Specific Resources https://asprtracie.s3.amazonaws.com/documents/after-the-flood-mold-specific-resources.pdf
Code Three Associates	Pet sheltering through Virginia Dept. of Agricultural and Consumer Services
Community Services Board (CSB) / Norfolk Human Services / Norfolk Office to End Homelessness (NOEH)	<ul style="list-style-type: none"> -Provide food, water, shelter -Emergency public transportation -Individual assistance -Unmet needs coordination and support -Disaster-related mental health services -Supplemental Nutrition Assistance Program (SNAP) -Reunification and family services -Temporary housing programs -Provide staffing and / or resource information to DRC
Disabled American Vets (DAV) Disaster Relief	<ul style="list-style-type: none"> -DAV disaster relief grants may be issued for the purpose of providing financial aid, food, clothing, and temporary shelter -DAV supply kits provide an additional resource for safety, comfort, and self-sufficiency -Eligibility requirements at https://www.dav.org/veterans/outreach-programs/disaster-relief/
Disaster Distress Line	<p>Phone counseling: @disasterdistressline or 800-985-5990 or TalkWithUs to 66746</p> <p><i>The duration of time for which each team/individual counselor is requested should be capped at one week. A longer duration may cause emotional problems for the counselor.</i></p>
Disaster Food Stamps	In some disasters, VDSS may issue food stamps to eligible disaster victims. Eligibility criteria are broader than for the regular food stamp program.

	<p>For those not eligible for SNAP, Foodbank of Southeastern Virginia should be an option. https://www.fns.usda.gov/disaster/disaster-assistance</p>
Disaster Legal Services	<p>Attorney services to provide legal advice to disaster victims made available through an MOA between FEMA and the American Bar Association. In Virginia the services are provided by members of the Young Lawyers Section https://www.fema.gov/media-library/assets/documents/24413 https://www.americanbar.org/groups/young_lawyers/disaster_legal_services.html</p>
FEMA Application Resources	<p>800-621-3362 / 800-462-7585 (TTY) / www.DisasterAssistance.gov / www.fema.gov</p>
FEMA Cora Brown Fund	<p>Provides for disaster-related needs that have not or will not be met by governmental agencies or any other organization, which has programs to address such needs. The Cora Brown Fund is for survivors of presidentially declared major disasters or emergencies not caused by or attributable to war. <i>Disaster survivors need not apply for this assistance.</i> By applying for Disaster Assistance, FEMA identifies potential recipients. https://www.fema.gov/media-library/assets/documents/24409 General categories of assistance include: -Disaster-related home repair and rebuilding assistance -Disaster-related unmet needs -Other services such as funding to assist with needs for health and safety measures</p>
FEMA Crisis Counseling Grant Program	<p>The Stafford Act provides the potential for grant funds to the state to provide mental health services so that the psychological needs of disaster victims are addressed. The Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS) determines the need and the scope for the program in a specific disaster. That agency applies to FEMA for the grant and administers the program. https://www.fema.gov/recovery-directorate/crisis-counseling-assistance-training-program</p>

FEMA Disaster Survivor Assistance Teams	In addition to opening a DRC, FEMA may also deploy teams to the affected (declared) localities to further enter the neighborhoods and register applicants. Coordination will take place with the EOC beforehand; the EOC, Planning, Neighborhood Development; Norfolk Cares IMPACT Center and Geographic Information Systems (GIS) will meet to identify which parts of the community require immediate attention by these teams.
FEMA Disaster Unemployment Assistance (DUA)	The Stafford Act provides the potential for supplementary funds for individuals whose unemployment is a direct result of the disaster. Eligibility criteria are broader than for regular unemployment assistance. The Virginia Emergency Commission (VEC) requests activation of the program and administers the funds. https://www.fema.gov/media-library/assets/documents/24418
FEMA Housing Assistance	https://www.benefits.gov/benefits/benefit-details/813 https://www.fema.gov/apply-assistance FEMA has a policy not to provide mobile housing units (trailers) to flood-prone areas due to safety concerns from additional flooding; instead, they look for alternative housing options
FEMA Mobile App	Sheltering https://www.fema.gov/mobile-app
Humane Society of the United State (HSUS)	Animal protection
Internal Revenue Service (IRS)	The IRS helps victims identify ways in which the disaster affects their federal income tax. Casualty loss credits, early tax refunds and information on lost documentation are some services available to disaster victims preparing tax documents (taxpayers and businesses). https://www.irs.gov/newsroom/tax-relief-in-disaster-situations
International Critical Incident Stress Foundation	Emergency Hotline: Emergency service organization for individuals connected with an emergency service (410) 313-2473 or http://www.icisf.org/
National Veterinary Response Team (NVRT)	Animal protection https://www.phe.gov/Preparedness/responders/ndms/teams/Pages/default.aspx

Operation Blessing International	Shower trailer units & 1,000 gallon water tank trailer; Feeding equipment (mobile kitchens)
PetSmart Charities	Emergency relief program provides funding and supplies to assist pets in large-scale disasters, hoarding, and animal abuse situations http://www.petsmartcharities.org/emergency-relief/
Small Business Administration Assistance	800-659-2955 / https://www.sba.gov/business-guide/manage/prepare-emergencies-disaster-assistance -Home and Property Disaster Loans: Loans to homeowners or renters to repair or replace disaster damaged real estate or personal property owned by the victim. Renters are eligible for their personal property losses including automobiles. -Economic Injury Disaster Loans: Loans for small businesses and agricultural cooperatives and most private nonprofit organizations who have suffered substantial economic injury -Disaster Unemployment Assistance: Provides financial assistance to individuals whose unemployment or self-employment has been lost or interrupted as a direct result of a major disaster and who are <i>not</i> eligible for regular unemployment insurance benefits.
United Animal Nations Emergency Animal Rescue Service (UAN/EARS)	Animal protection
USDA Rural Development	http://www.usda.gov/wps/portal/usda/esdahome?contentid=HurricaneInfo.xml&contentidonly=true
U.S. Department of Housing and Urban Development (HUD) Exchange (Disaster Recovery Website)	https://www.hudexchange.info/programs/housing-counseling/topics/
<i>HUD 203h Loan</i>	Mortgage insurance for disaster victims allows 100% financing on FHA-insured loans, whether the applicant was an owner or renter pre-disaster. http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/ins/203h-dft .
<i>HUD 203k Loan</i>	Not limited to disaster, 203k may include refinance of existing mortgage and funds for repairs in a single new mortgage. http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/203k/203k--df .

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<p><i>HUD Assistance to FHA Homeowners</i></p>	<p>Automatic 90-day moratorium on foreclosures for affected properties. Also applies to homeowners whose financial viability is affected. 90-day forbearances are included, and depending on the severity of the disaster, may be extended. https://portal.hud.gov/hudportal/HUD?src=/topics/avoiding_foreclosure</p>
<p><i>HUD Community Development Block Grant (CDBG)</i></p>	<p>http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/communitydevelopment/programs Examples of CDBG eligible activities includes: -Buying damaged properties in a floodplain and relocating residents to safer areas; -Relocation payments for people and businesses displaced by the disaster; -Debris removal not covered by FEMA; -Rehabilitation of homes and buildings damaged by the disaster; -Buying, constructing, or rehabilitating public facilities such as streets, neighborhood centers, and water sewer and drainage systems; -Code enforcement; -Homeownership activities such as down payment assistance, interest rate subsidies, and loan guarantees for disaster victims; -Public services (generally limited to no more than 15% of the grant); -Helping businesses retain or create jobs in disaster impact areas; and -Planning and Administration costs (generally limited to no more than 5% of the grant).</p>
<p><i>HUD Disaster Housing Assistance Program (DHAP)</i></p>	<p>Following a catastrophic disaster, and when requested by FEMA, HUD may administer a Disaster Housing Assistance Program to provide housing vouchers to displaced households. Vouchers are administered by agencies already providing Housing Choice Voucher programs. There is a required case management component to this program. http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/publications/dhap</p>
<p><i>HUD HOME</i></p>	<p>Affordable housing programs http://www.hud.gov/offices/cpd/affordablehousing/programs/home/</p>

<i>HUD in Virginia</i>	-FHA Loans or programs: 800-225-5342 / 800-877-8339 (TTY) -HUD Rental Programs: 800-955-2232 / 800-877-8339 (TTY) -Richmond Field Office: 800-842-2610 / 800-877-8339 (TTY)
<i>HUD Local or State Government Request Match Waiver (for HOME)</i>	Local or State government may request a match waiver (for HOME) approval to re-program Community Development Block Grant (CDBG) or HOME funds, or change the start of the program year to meet housing and other community disaster needs.
<i>HUD Mortgage Insurance for Disaster Victims</i>	HUD has a special mortgage insurance program under Section 203(h) of the National Housing Act to assist victims in Presidentially-declared disaster areas. Under this program, individuals and families whose residences were destroyed or damaged to such an extent that reconstruction or replacement is necessary are eligible for 100 percent financing. https://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/ins/203h-dft
<i>HUD Multifamily Housing (Rental)</i>	Displaced residents in FHA insured apartments may be moved to the top of the waiting list in Section 221(d) and 236 projects for permanent rental housing as long as the residents are FEMA certified as disaster victims. https://www.hud.gov/local/shared/working/r10/mf/disaster.pdf
<i>HUD National Disaster Servicing Center</i>	-All NSC General: 877-622-8525 -Home Equity Conversion Mortgage (HECM) Borrowers: 800-594-9057
<i>HUD Office of Community Planning and Development (CPD)</i>	Provides flexible grants to help cities, counties and States recover from presidentially declared disasters, especially in low-income areas, subject to availability of supplemental appropriation. In response to disasters, Congress may appropriate additional funding for the CDBG and HOME programs as Disaster Recovery grants to rebuild the affected areas and provide crucial seed money to start the recovery process. Since CDBG Disaster Recovery assistance may fund a broad range of recovery activities, HUD can help communities and neighborhoods that otherwise might not recover

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	<p>due to limited resources. Disaster Recovery grants often supplement disaster programs of the Federal Emergency Management Agency, the Small Business Administration, and the U.S. Army Corps of Engineers. In addition, HOME Disaster Recovery grants can provide an important resource for providing affordable housing to disaster victims.</p>
<i>HUD Public and Indian Housing</i>	<p>Public Housing Authorities (PHAs) may, with approval, reprogram Capital Funds to address damage to public housing property. PHAs are encouraged to (but are not required to) adopt selection preferences for housing eligibility disaster victims in available units. All preference must be stated in written Public Housing plans. http://www.hud.gov/info/disasterresources_dev.cfm</p>
<i>HUD Real Estate Owned (REO) Availability</i>	<p>Under a Memorandum of Understanding between HUD and FEMA, habitable HUD REO (HUD Homes) not under purchase contract must be made available. https://archives.hud.gov/offices/hsg/sfh/nsc/reodisas.cfm</p>
<i>HUD Title 1 Loan</i>	<p>Not limited to disaster, Title 1 insures loans to finance light or moderate rehabilitation, as well as construction of nonresidential buildings on a property. http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/title/title-i</p>
Veterans Affairs	<p>http://benefits.va.gov/HOMELOANS/documents/docs/VA_Policy_Regarding_Natural_Disasters.pdf - Assistance Counseling: Loan Holders are responsible to counsel borrowers regarding available assistance. http://benefits.va.gov/HOMELOANS/documents/docs/VA_Policy_Regarding_Natural_Disasters.pdf or speak with a VA Loan Specialist at 877-827-3702 - Assistance to VA Homeowners: Servicers are encouraged to extend all possible forbearances. - Moratorium on Foreclosures: Loan Holders are encouraged to establish a 90-day moratorium on new foreclosures. - Federal government-owned properties: properties that made be made available as rentals during</p>

	<p>disaster recovery</p> <p>https://homesales.gov/homesales/mainAction.do</p> <p>-Assistance to Veterans Affected by Natural Disasters: Additional Specially Adapted Housing (SAH) grant assistance for new construction or repair. Also allows VA loans to take subordinate position to superior lien resulting from disaster assistance. Public Law 112-154 §701(g), http://www.gpo.gov/fdsys/pkg/PLAW-112publ154/pdf/PLAW-112publ154.pdf.</p>
Virginia Department of Social Services (VDSS) and/or VOAD	Local Disaster Recovery Task Force - Leverage resources in each community to help disaster victims whose needs are unmet by insurance and the FEMA financial programs. At the JFO, the DHCD Coordinator for Local Disaster Recovery Task Forces works with local officials, and with the Voluntary Agency Liaison in the JFO, to organize task forces and strengthen existing task forces with the goal of drawing on resources within the community to meet the needs of individuals and families.
Virginia Disaster Relief Fund	http://www.vaemergency.gov/get-involved/virginia-disaster-relief-fund/
Virginia Employment Commission	Assist with post-incident employment opportunities.
Virginia Housing Development Authority	Housing locator www.socialserve.com
Virginia Restaurant/Lodging/Travel Association	Sheltering http://www.vrlta.org/group/norfolk
Voluntary Organizations Active in Disaster (VOAD)	<ul style="list-style-type: none"> -Animal protection -Building repair -Child care -Clean up -Clothing -Counseling -Disaster welfare inquiry -Food -Financial assistance -Human services -Mass care -Shelter -Transportation

Emergency Support Function 7: LOGISTICS & RESOURCE SUPPORT

City Manager’s Intent: Anticipate, identify, receive, request and otherwise track human and equipment resource needs for Team Norfolk response and recovery efforts.

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
Norfolk Human Services	Resource and community links to support logistical needs
National Defense Reserve Fleet (NDRF)	Berthing/Feeding for NDRF responders http://www.marad.dot.gov/ships-and-shipping/strategic-sealift/office-of-ship-operations/national-defense-reserve-fleet-ndrf/ May also coordinate responder/volunteer feeding resources with ESF-6 feeding operations for disaster victims; see ESF-6 for additional feeding resources
Norfolk Economic Development	Identify available rental spaces for potential temporary disaster housing, DRCs and JFO
Norfolk General Services Director	Logistics Section Chief; coordinate with Economic Development and Operation Brother’s Keeper to identify potential Refuges of Last Resort (see listing under Sheltering Annex). Post-landfall, establish temporary or interim infrastructure to support business re-openings.
State Contracts	https://dgs.virginia.gov/procurement/statewide-procurement/statewide-contracts/
Virginia Dept. of Emergency Management (VDEM)	Statewide Mutual Aid / Emergency Management Assistance Compact (EMAC) http://www.vaemergency.gov/emergency-management-community/emergency-management-resources/logistics/emergency-management-assistance-compact-amac/
Virginia Information Technologies Agency (VITA) state contracts	https://vita.cobblestonesystems.com/public/
Voluntary Organizations Active in Disaster (VOAD)	Warehousing, bulk distribution

Emergency Support Function 8: HEALTH & MEDICAL

City Manager’s Intent: In partnership among Public Health, Norfolk Fire-Rescue, hospital and healthcare organizations, address the following issues:

- Provide emergency medical care
- Disease surveillance
- Medical transportation
- Critical healthcare and residential facilities coordination
- Health care system coordination
- Disaster-related mental health services
- Access and functional needs medical coordination
- Health inspections

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
Disaster Distress Helpline	HHS provides a helpline staffed by mental health professionals to assist those struggling with any mental health problems resulting from the disaster. 800-985-5990 or SMS (Text ‘TalkWithUs’ or ‘Hablanos’ to 66746). 24/7 service is free, confidential, and multilingual.
Eastern Virginia Healthcare Coalition (EVHC)	Surge and materials support and coordination for hospitals, long term care facilities, and emergency medical services through the Regional Healthcare Coordination Center (RHCC) http://www.evhc.org/
Eastern Virginia Medical School Brock Institute	Medical and public health students to help support community health http://www.evms.edu/community/brock_institute/programs/
Emergency Management Assistance Compact (EMAC)	Medical resources http://www.vaemergency.gov/emergency-management-community/emergency-management-resources/logistics/emergency-management-assistance-compact-emas/
Emergency Prescription Assistance Program (EPAP)	EPAP, a joint program of FEMA and the Department of Health and Human Services, provides an efficient way for pharmacies to process claims for prescription medications and limited durable medical equipment (DME) for individuals who have no insurance coverage and are from an area declared as a disaster by the

	<p>President. Claims for individuals with private insurance, employer-sponsored coverage, public insurance, or other third party coverage are not eligible for payment under the EPAP. Provides a 30-day supply of essential pharmaceutical and DME lost as a direct result of the disaster or as a secondary result of loss or damage caused while in transit from the emergency site to the designated shelter facility.</p> <p>https://www.phe.gov/Preparedness/planning/epap/Pages/default.aspx</p>
Hampton Roads Metropolitan Medical Response System (HRMMRS)	<p>Medical strike team, medical and pharmaceutical supplies https://www.tidewaterems.org/about-tidewater-ems/hampton-roads-mmrs</p>
MEDEVAC resources	<p>See ESF-8 Annex for complete list of helicopter and heliport resources</p>
National Disaster Medical System (NDMS)	<p>Disaster Medical Assistance Teams (DMAT); Disaster mortuary Operations Response Team (DMORT); International Medical Surgical Response Team (IMSURT)</p> <p>https://www.phe.gov/Preparedness/responders/ndms/teams/Pages/default.aspx</p>
Norfolk State University Service Learning and Civic Engagement	<p>Student nurses</p> <p>https://www.nsu.edu/president/service-learning/volunteer</p>
Old Dominion Center for Service and Civic Engagement	<p>Student nurses, public health, dental hygiene</p> <p>https://www.odu.edu/life/gettinginvolved/service/community-service</p>
Operation Blessing International	<p>Mobile medical / dental clinics</p> <p>https://www.ob.org/disaster-relief/volunteer/</p>
SAMHSA Tips for College Students: After a Disaster or Other Trauma	<p>https://store.samhsa.gov/product/Tips-for-College-Students-After-a-Disaster-or-Other-Trauma/SMA13-4777</p>
SAMHSA Tips for Talking with and Helping Children and Youth Cope After a Disaster or Traumatic Event	<p>https://store.samhsa.gov/shin/content/SMA12-4732/SMA12-4732.pdf</p>
SAMHSA Tips for Survivors of a Disaster or Traumatic Event: Managing Stress	<p>https://store.samhsa.gov/shin/content/SMA13-4776/SMA13-4776.pdf</p>
SAMHSA Tips for Survivors of a Disaster or Traumatic Event: What	<p>https://store.samhsa.gov/shin/content/SMA13-4775/SMA13-4775.pdf</p>

to Expect in Your Personal, Family, Work, and Financial Life	
Tidewater Community College Academy for Nonprofit Excellence	Student nurses https://www.tcc.edu/tcc-news/academy-nonprofit-excellence-volunteer-hr
Tidewater Critical Incident Stress Management Team	757-307-0184 https://www.tidewaterems.org/



Medical Licensure

The issue of medical licensure frequently arises in major disasters or emergency declarations when local medical authorities are overwhelmed and require assistance from out-of-state medical professionals. State authorities establish medical licensing requirements. The Stafford Act is silent on medical licensing, and FEMA has no authority to authorize licensure. During Hurricanes Katrina and Rita, Health and Human Services (HHS) set up a licensure process that allowed doctors practicing under HHS auspices and licensed in one state to practice as a volunteer in another state with the same protection as other federal employees. Out-of-state medical professionals not affiliated with HHS who volunteer to assist in a jurisdiction in which they are not licensed must consult state licensing authorities for their requirements (FEMA DOLR, Chap. 4 p. 34).



Those with medical needs may be unable to attend critical appointments to receive life-sustaining care.

Emotional / Mental Health Care and Expectations

The loss or injury to loved ones, loss of or damage to one's home, or the loss of irreplaceable possessions can have devastating mental, physical, and monetary impacts.

- Depending on the incident, an individual's psychological balance may be impacted, their usual coping mechanisms impaired, and they may show evidence of stress impairment and function (Dr. Kaplan, 1968).
- Terrorism will create more psychological casualties than physical casualties (Holloway, et al., 1997; DiGiovanni, 1999).



All recovery workers should be trained in disaster behavioral health / psychological first aid in order to be alert to and responsive towards all survivors and other response/recovery workers who may have unmet behavioral health needs related to or exacerbated by the disaster.



Behavioral health outreach needs to recognize, target, and address the inclination toward increased substance abuse in survivors.

Emergency Support Function 10: HAZARDOUS MATERIALS

City Manager’s Intent: Fire Marshalls of Norfolk Fire-Rescue and all Tier II organizations to conduct Hazard Materials Mitigation, Response, and Recovery, including proper decontamination and disposal of contaminated materials.

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
Hampton Roads Regional Hazmat Teams	http://www.vaemergency.gov/emergency-management-community/emergency-management-resources/regional-hazmat/ Includes contact information for Eastern Region (Area 7)
Norfolk Fire-Rescue	Hazmat unit
Norfolk Southern	<ul style="list-style-type: none"> -Contracts with re-railing and wreck response contractors -Hazmat contractors who provide vacuum equipment, pumping equipment, and cargo tanks for recovery of spilled products -Containers and heavy equipment available for recovery of solid materials -Trained personnel with all levels of PPE for hazmat operations -Environmental recovery contractors provide on-site technical expertise in on-site remediation or removal of contaminated soil. Water, or debris from the incident site -Industrial hygiene and public health contractors provide technical expertise and equipment to perform on-site air and water sampling; develop work and exclusion zones; and document any exposures -Internal resources include Transportation, Mechanical, and Engineering Department and Safety & Environmental Department
Virginia National Guard CERFP (Chemical, Biological, Radiological, Nuclear and High-Yield Explosive (CBRNE) Enhanced Response Force Package)	http://vanguard.dodlive.mil/contactvanguard/ Virginia National Guard Joint Operations Center (Sandston) 804-236-7704

Emergency Support Function 11: AGRICULTURE & NATURAL RESOURCES

City Manager’s Intent: Replenish and re-nourish beaches and dunes; preserve wetlands and mitigate shoreline erosion.

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
Lafayette Wetlands Partnership	Helps preserve wetlands and mitigate shoreline erosion http://lrwpartners.org/LWP/Home.html
Norfolk Public Works (NPW)	Clearing, collection, and disposal of debris; beach replenishment
U.S. Army Corps of Engineers (USACE)	Partners with the City for some beach replenishment projects
Virginia Cooperative Extension, Planning	Coordinate environmental issues
Virginia Dept. of Agriculture and Consumer Services	Coordinate environmental issues
Virginia Dept. of Transportation (VDOT)	Coordinate the restoration and recovery of the transportation systems and infrastructure; technical assistance including structural inspection of bridge structures http://www.virginiadot.org/
Virginia State Police (VSP)	Protection and restoration of traffic signals, signs, and traffic control facilities http://www.vsp.state.va.us/

Beaches which are maintained by the U.S. Army Corps of Engineers are not eligible for FEMA reimbursement per IAW 44 CFR §§206.224 and 206.226(j)



<https://www.gpo.gov/fdsys/granule/CFR-2009-title44-vol1/CFR-2009-title44-vol1-sec206-224>

<https://www.gpo.gov/fdsys/granule/CFR-2011-title44-vol1/CFR-2011-title44-vol1-sec206-226>

Emergency Support Function 12: POWER & ENERGY

City Manager’s Intent: Focus on the restoration of power, particularly for critical infrastructure lifeline sectors; ensure the safety of initial road clearing / damage assessment teams with regard to downed power lines and coordinate gas and fuel needs.

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
Dominion Energy Outage Information (at transformer level)	https://www.dominionenergy.com/outage-center
Duracell PowerForward Program	Device charging stations https://www.duracell.com/en-us/program/duracell-powerforward/
Gridless Power Project	Device charging stations http://gridless.com/project/3616/
Operation Blessing International	-264kW Whisperwatt generator -80kW Generac generator
U.S. Army Corps of Engineers (USACE)	Power and planning response team provides technical expertise and “turn key” installation of emergency generators at critical public facilities such as hospitals and shelters and shelters http://www.usace.army.mil/Missions/Emergency-Operations/National-Response-Framework/
Verizon Wireless	Device charging stations; workstations www.verizonwireless.com/emergencypreparedness
Virginia Dept. of General Services	-State motor fuel program http://www.dgs.virginia.gov/OFMSHome/tabid/1170/Default.aspx -Fuel cards https://dgs.virginia.gov/fleet/fuel-programs/fuel-card-program/ -Bulk fuel delivery https://dgs.virginia.gov/fleet/fuel-programs/bulk-fuel-program/ -On-site and “in the field” delivery capabilities https://dgs.virginia.gov/fleet/fuel-programs/contracts/
Virginia Natural Gas	-Leaks, odor, or emergencies 877-572-3342 -Appliance safety checks -Contractor services https://www.virginianaturalgas.com/

Emergency Support Function 13: PUBLIC SAFETY & LAW ENFORCEMENT

City Manager’s Intent: Maintain law and order; provide rescue as needed; evacuate survivors out of harm’s way, and address the following issues:

- Provide personnel to accompany initial road clearing / damage assessment teams. As an alternate, provide radio to the DPW Field Operations Center for contacting a roving unit that can assist with problems encountered by teams.
- Assist in monitoring illegal dumping activities and other environmental code violators.
- Assist in monitoring debris management sites to ensure compliance with local traffic regulations.
- Coordinate traffic control at all loading sites and at entrances to and from debris management sites.
- Coordinate traffic control with the Department of Public Works at all areas subject to flooding.
- Coordinate perimeter and ingress/egress to restricted areas, neighborhoods, and other sites.
- Discourage “onlookers” from accessing restricted areas and inhibiting / exploiting recovery activities.

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
Department of Justice (DOJ)	Works with the National Center for Missing and Exploited Children; view photos of children looking for their parents and see photos of missing children. Hotline: 888-544-5475 or 800-843-5678 https://www.justice.gov/actioncenter/report-and-identify-missing-persons
Norfolk Police Department	Law enforcement and security; traffic control and support; intelligence analysis and management; judicial system liaison and support
Norfolk Sheriff’s Office	Law enforcement and security; judicial system liaison and support; traffic control and support; intelligence analysis and management
U.S. Marshalls	Authority to deputize eligible responders so they may augment local law enforcement https://www.usmarshals.gov/contacts/index.html
Virginia Army National Guard Incident Response Force (IRF)	Augment civilian law enforcement, assist with traffic control http://vanguard.dodlive.mil/contactvanguard/



Virginia National Guard or Virginia Defense Force personnel may not be used for the enforcement of laws or be given arrest power. However, under 10 U.S.C. Chapter 15, the President may federalize and deploy all or part of any State's National Guard. The President may also use the military to enforce Federal law or to protect constitutional rights. Pursuant to law, the President will ultimately determine whether to use the Armed Forces to respond to a domestic law enforcement emergency. Procedures for coordinating Department of Defense (DoD) and DOJ responses to law enforcement emergencies are set forth in DOD's civil disturbance contingency plans (NRF, ESF-13, p. 13-2).

Emergency Support Function 15: EXTERNAL AFFAIRS

City Manager’s Intent: Provide timely, accurate, actionable and accessible information.

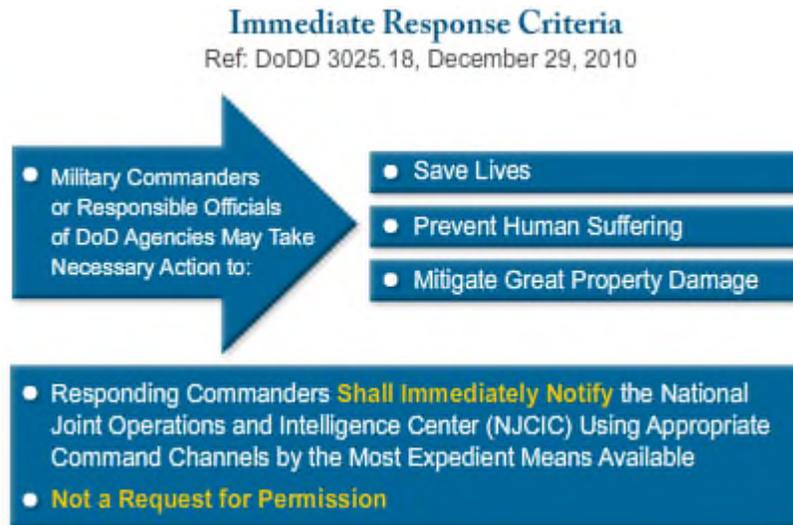
Norfolk Emergency Planning and Response will work with City of Norfolk partners to acquire and distribute local recovery information within the City and through its media and response/recovery partners. Messaging and materials are found in hazard-specific annexes.

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
American Red Cross (ARC)	Crowdsource mapping http://www.redcross.org/news/article/Data-A-vital-tool-for-disaster-response
Federal Trade Commission (FTC)	-Charity scams https://www.consumer.ftc.gov/features/feature-0011-charity-scams -Data security for businesses https://www.ftc.gov/news-events/blogs/business-blog/2015/06/dont-let-natural-disaster-become-data-security-calamity -Identity theft after an emergency https://www.consumer.ftc.gov/blog/2013/09/guarding-against-identity-theft-after-weather-emergency
FEMA	Provides information to disaster survivors in multiple ways: - https://www.fema.gov/ - https://www.disasterassistance.gov/ -Smart phone app (m.fema.gov) -800-621-3362 and 800-462-7585 TTY -Disaster Recovery Centers (DRCs) -Community town hall meetings and through Community Relations staff -Press releases and applicant guides
Virginia Dept. of Emergency Management (VDEM)	Provides incident-related information via social media
Virginia Dept. of Professional and Occupational Regulation (DPOR)	Contractor license check http://dpor.virginia.gov/LicenseLookup/

Emergency Support Function 16: MILITARY AFFAIRS

City Manager's Intent: With Norfolk inclusive of so many service members and their families, ESF-16 is expected to assist with response and recovery efforts pursuant to DoDD 3025.18.

Immediate Response Authority (IRA)



Typical missions include:

- Search and rescue
- Evacuation, decontamination, firefighting, medical treatment, restoration of medical capabilities and public services
- Removal of debris, rubble, or hazards to permit rescue or movement
- Detecting, assessing, and containing a CBRNE incident
- Collecting, safeguarding, and distributing essential food items and supplies
- Damage assessment
- Communications
- Explosive ordnance disposal

Immediate response could be provided to civil agencies on a cost-reimbursable basis. Requests for immediate response, however, should not be delayed or denied because of the inability or unwillingness of the requester to make a commitment to reimburse the DoD. Thus, funding for IRA may become the unit's responsibility. Commanders, or responsible DoD officials, will report all actions and support provided through the appropriate chain of command to the National Military Command Center and provide a copy to the Geographic Combatant Commander.

DECEMBER 2017



Coordinate with the Navy regarding any needs requesting an extension on the Individual Assistance application for military personnel under deployment and unable to assess their property and apply under the regular FEMA process / timeline.

Source: U.S. NORTHCOM GTA 90-01-020 DSCA Handbook for Commanders and Staffs and Field Manual 3-27 Civil Support Operations

Emergency Support Function 17: VOLUNTEERS & DONATIONS MANAGEMENT

City Manager’s Intent: Identify and leverage the collective volunteer resources throughout the community and maximize their effectiveness.

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
Voluntary Organizations Active in Disaster (VOAD)	Donations management -Salvation Army has performed under an agreement with the City in the past to manage financial donations
Tidewater 4-Wheelers	Donated transportation resources
Volunteer resources	To assist with skilled and unskilled labor. -Operation Blessing International: coordinates unaffiliated volunteers per agreement with the City; debris removal; rebuild projects -Norfolk Community Emergency Response Team (CERT): neighborhood level response, damage assessment, communication -Norfolk Medical Reserve Corps: public health support (skilled and unskilled) -United Methodist Committee on Relief (UMCOR): organize and distribute aid -Evangelical Lutheran Church in America: emotional and spiritual care; volunteer coordination; long-term recovery unmet needs -Hope Animal-Assisted Crisis Response: trained handlers and animals provide emotional therapy -Operation Brother’s Keeper: mass care -The Salvation Army: food service; emotional and spiritual care; emergency communications; disaster social services; donations management; long-term recovery -Samaritan’s Purse: clearing debris; tarping roofs; emotional and spiritual care; occasional rebuild projects -Virginia Baptists: clean up; feeding; spiritual care -Volunteer Centers of Virginia: volunteer recruitment -Naval Station Norfolk: military members may serve as volunteers upon request outside of the DSCA mission

	-Students from Eastern Virginia Medical School (EVMS), Old Dominion University (ODU), Norfolk State University (NSU), Tidewater Community College (TCC) volunteer through their respective campus volunteer centers
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Per Virginia Code § 44-146.23: “Immunity from Liability”, Section A and F (#2), a local disaster must be declared for volunteers serving in and Houses of Worship serving as shelters to be immune to liability (unless there is gross negligence).

Emergency Support Function 18: EDUCATION (K-12 / Higher Education)

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
McKinney-Vento Act	Requires school districts to provide transportation to students experiencing homelessness (including displacement due to disaster) comparable to that provided to housed students
Norfolk Public Schools (NPS)	<ul style="list-style-type: none">-Maintain situational awareness with the Norfolk EOC; assign liaison to the EOC-Determine operating status for schools/facilities; inform EOC-Coordinate student, staff, and/or parent information issues-Plan provisions for students with special health care needs-Provide post-disaster counseling as needed

Emergency Support Function 19: PRIVATE SECTOR

FEMA may authorize Direct Federal Assistance (DFA) to state and local governments and certain non-profit private entities when these entities lack the capability to perform or to contract for eligible emergency work and/or debris removal and request that work be accomplished by a federal agency. The Stafford Act and its implementing regulations do not, however, authorize FEMA to provide DFA to private for-profit entities directly in response to a request for assistance, nor does it authorize federal assistance exclusively for economic recovery.

In limited circumstances, private commercial entities may be indirect or incidental beneficiaries of DFA. When FEMA determines a private organization lacks the capability to perform a task on its own and the assistance is a direct benefit to the federal government and/or would address an immediate threat to the community at large, and is beyond state and local capability, FEMA may authorize assistance through a privately owned, for-profit entity.

By contrast, DFA would not be appropriate in situations where assistance is requested for certain businesses or industries based on a perceived importance of the asset to the state or local economy. In each case, this will be a very fact-specific analysis and subject to the prior approval of Office of the Comptroller of the Currency (OCC).

Example of DFA to the Private Sector: FEMA has provided generators to for-profit hospitals in response to disasters in cases where there would otherwise be a lack of emergency health care for a community if the hospital were without power (FEMA DOLR, p. 4-10 – 4-11)

POTENTIAL RESOURCES	RECOVERY ACTIVITIES
Office Depot Foundation Business Civic Leadership Center National Disaster Help Desk for Business	888-MY-BIZ-HELP (888-692-4943) 24-hour hotline provides essential information, expert guidance, and connections to invaluable resources at times when small businesses feel overwhelmed by the impact of a disaster. While the focus is on disaster response and recovery, the Help Desk also stands ready to assist businesses that want to be proactive in preparing for disasters. https://officedepotfoundation.org/what-we-do/
Small Business Administration Assistance (SBA)	Financial assistance for homeowners, renters, business owners, and small agricultural cooperatives in declared disaster areas. 800-659-2955 or online

	<p>https://disasterloan.sba.gov/ela/Information/ApplyOnline</p> <p>-Business physical damage loans: loans to businesses to repair or replace disaster-related property owned by the business, including real estate, inventories, supplies, machinery, and equipment. Businesses of any size are eligible. Private, non-profit organizations such as charities, churches, private universities, etc. are also eligible.</p> <p>https://disasterloan.sba.gov/ela/Information/BusinessPhysicalLoans</p> <p>-Economic injury disaster loans: working capital loans to help small businesses, small agricultural cooperatives, and most private, non-profit organizations of all sizes meet their ordinary and necessary financial obligations that cannot be met as a direct result of the disaster. These loans are intended to assist through the disaster recovery period. https://www.sba.gov/loans-grants/see-what-sba-offers/sba-loan-programs/disaster-loans#</p>
Southeastern Virginia Disaster Rapid Response	Engages businesses and workers impacted by loss of employment within a disaster situation.

Supporting Plans and Policies

- Commonwealth of Virginia Emergency Operations Plan: Hazard-Specific Annex #3: Hurricane & Tropical Storm Response (September 2014)
- Norfolk Public Information Plan for Emergency Communications
- Norfolk Public Works, Division of Operations: 2015 Coastal Emergency Operations Framework

Authorities

- Norfolk Administrative Policy 5.3: Emergency and Inclement Weather Regulations
- Norfolk City Code 12-8 – Restoration or Removal of damaged nonconforming structures
- Post-Katrina Emergency Management Reform Act of 2006
- Title 33, Code of Federal Regulations (CFR), Parts 160 and 165
- Virginia Code § 44-146.19E
- [Virginia Code § 44-146.23: “Immunity from Liability”](#), Sections A and F (#2),

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- DHS National Planning Scenario
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Appendices

APPENDIX 1 - FEMA Disaster Operations Legal Reference

APPENDIX 2 - FEMA Hazard Mitigation Assistance Program

APPENDIX 3 - FEMA Public Assistance Program and Policy Guide 2018

APPENDIX 4 - FEMA Individual Assistance Sequence of Delivery