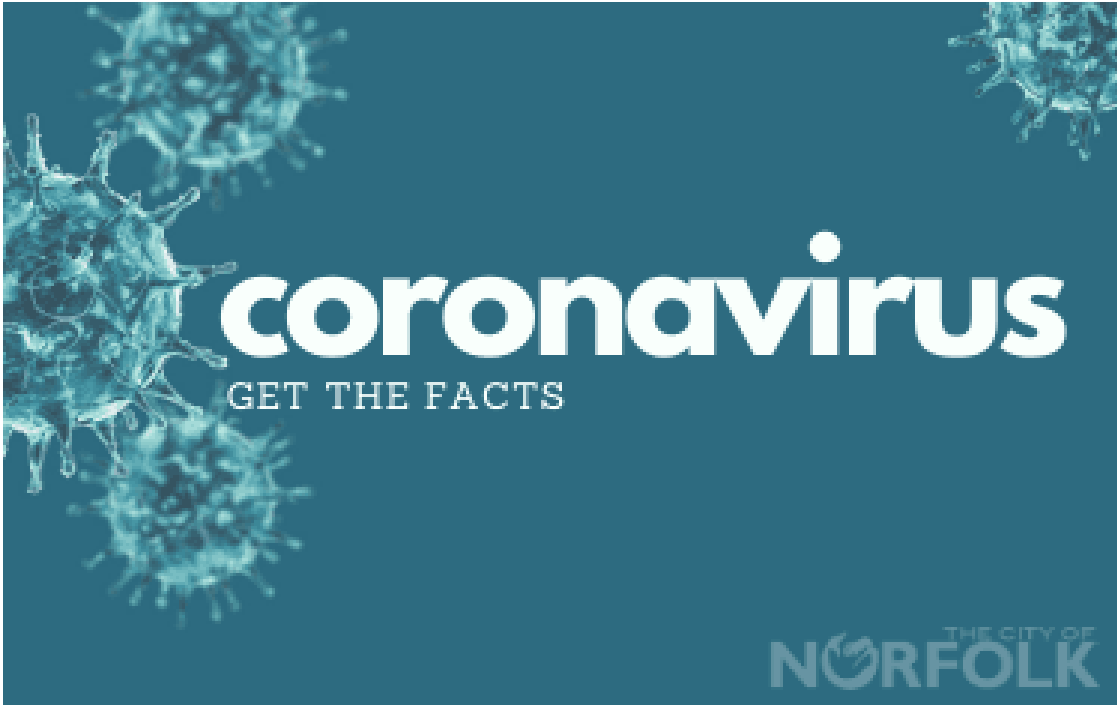


Coronavirus 2019 (COVID-19)



Incident Action Plan

Event	COVID-19		
Locations	City-Wide		
Operational Period	March 30 – April 6, 2020		
EAP Version	V4		

PUBLIC SAFETY SENSITIVE: FOR OFFICIAL USE ONLY

INCIDENT BRIEFING

1. Event Name

Coronavirus 2019 (COVID-19)

2. Operational Periods

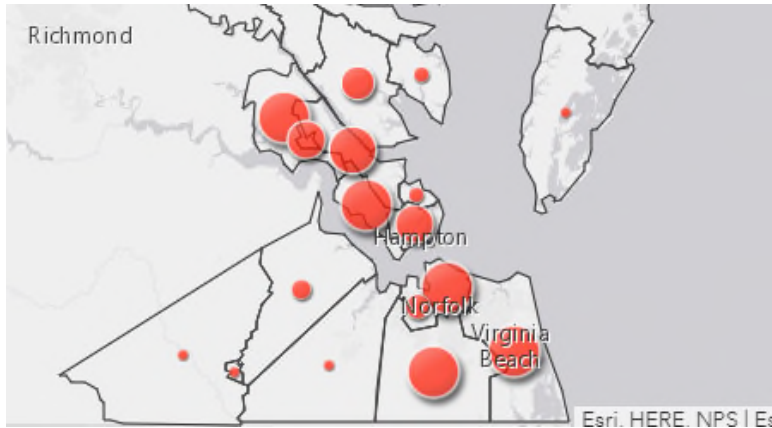
Dates:

March 30 – April 6, 2020

Time: 0900

Time: 0900

3. Map



As of **April 2, 2020**,
1,706 confirmed cases in Virginia; **41** fatalities
422 in the Eastern Region; **37** in Norfolk w/ **1** fatality

Visit the VDH Coronavirus website for
most current map

<http://www.vdh.virginia.gov/coronavirus>

4. Important Information and Safety Briefing

The Virginia Department of Health (VDH) continues to monitor an outbreak of respiratory illness, called coronavirus disease 2019 (COVID-19), caused by a novel (new) coronavirus that was first detected in Wuhan, Hubei Province, China.

Cases of COVID-19 are also being reported in growing numbers of countries internationally, including the United States, where the first case of COVID-19 was confirmed on January 21, 2020 in a traveler who had recently returned from Wuhan.

There is currently no vaccine to protect against, and no specific antiviral treatment for, COVID-19. The acquisition of Personal Protective Equipment (PPE) continues to be a challenge.

3-31-2020 Norfolk State University donated PPE to City!

3-31-2020 Tina Harvey, VP of operations for Capital Concrete, donated hand sanitizer!

4-1-2020 Working with ODU VMASC for 3D-printed facemasks, etc.!

Team Norfolk is taking a proactive stance to this threat with emphasis on unity of effort and unity of messaging.

On March 24, 2020, Governor Northam schools closed for the remainder of the school year. Additionally, he signed Executive Order 53, to go into effect until April 23 (30 days).

Also, on March 24, 2020, City Manager Dr. Filer extended the closure of all city buildings to the public until further notice. On the 26th, he closed all dog parks, Northside skate park, small neighborhood and school parks and picnic shelters until further notice. He also ordered that on Monday, March 30, City staff to scale to skeletal crews only necessary for perform critical tasks while all others remain at their home.

The significant increase of community-level teleworking, telehealth and many other online activities is having a degrading effect on the audio quality of conference calls, etc.

Safety precautions to take include social distancing and especially practicing regular good hygiene habits such as:

- Practice Social Distancing
- Avoid close contact with people who are sick
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wash your hands often with soap and water for at least 20 seconds. Use alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

5. Prepared by: Jim Redick

Position: Director, EOC



ICS Form 201

**PUBLIC SAFETY SENSITIVE
FOR OFFICIAL USE ONLY**

Date/Time: 3/30/2020 9am

EAP Page 1

INCIDENT OBJECTIVES

1. Event Name

Coronavirus 2019 (COVID-19)

2. Operational Periods

Dates:
March 30 – April 6, 2020

Time: 0900

Time: 0900

3. Event Objectives

GOAL: Provide for the protection, safety and security of all staff, residents, businesses and visitors.

3-30-2020: Governor Northam issued a temporary Stay At Home Order, Executive Order 55, effective until June 10, 2020. This order included the closure of Virginia's losing its beaches to all activities except fishing and exercise.

4-1-2020: Governor announces the peak demand for COVID-19 may be late April to late May.

Support Public Health and Healthcare in their response efforts to COVID-19.

3-31-2020: Sentara to close drive-thru operations due to delays in receiving test results; will roll out in-house testing for Hampton Roads within the next week.

- Discussions underway with ODU VMASC for the 3-D printing of respirators.
- Norfolk CivicLab and GIS to deploy and assist with data management.
 - Conversations already underway.
- Work with Norfolk Department of Public Health, Hospitals, VDEM, National Guard and U.S. Army Corps of Engineers to identify sites able to potentially serve as Alternate Care Facilities (ACF's).
 - Collaborate with partner agencies for possible deployment of Shelter Support Unit equipment and potential ACF in addition to whichever sites USACE recommends and Governor approves.
 - 4-1-2020: Governor announced Hampton Convention Center the location for Hampton Roads.
 - 4-2-2020: Conference call to discuss possible deployment of shelter support units in support of healthcare agencies located on the southside.
 - 4-2-2020: Email to VDH / VDEM regarding the availability of the shelter support units to southside hospitals but no staff.
- Identify personnel to assist with Points of Dispensing (PODS) for eventual antivirals or vaccinations.
 - Considering Medical Reserve Corps (MRC) and Community Emergency Response Team (CERT) volunteers.
 - Volunteer availability will be based on when the medications are made available and when the Governor's Stay At Home Order is rescinded and people are back to work.
 - CERT volunteers can assist with traffic management.
- NPD to support Environmental Health and enforcing compliance with the Governor's Emergency Public Health order of no public gatherings of more than 10 people.
 - After attempts to first educate offenders, NPD issuing citations to people refusing to comply with the Governor's order
- Maintain communication with the Eastern Virginia Healthcare Coalition (EVHC) as well as the he Virginia Hospital and Healthcare Association (VHHA) who has established five work groups to present a coordinated effort across the state: 1.) Screening and Testing, 2.) COVID-19, 3.) Telehealth, 4.) Chief Nursing Executives, and 5.) Drive Through Testing Capacity
 - Receiving regular emails and monitoring VHAAS.
 - Email communication occurring.
- Participate in discussions and otherwise support efforts for a regional isolation site.
- Remain cognizant of the potential second wave.

Ensure all efforts are inclusive of the rights and needs of vulnerable populations and persons with different abilities.

3-30-2020: Effective immediately, LDSS may waive any type of interview (face-to-face or telephonic) for new applications and reapplications through May 31, 2020. This change applies to any SNAP application currently pending and is for **SNAP** only.

- Continue working with the City's Diversity, Equity & Inclusion Officer, and The Endependence Center to review the weekly Incident Action Plans.

INCIDENT OBJECTIVES

1. Event Name

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- Conduct weekly calls scheduled among Norfolk EOC, Norfolk Department of Public Health, The Endependence Center, Norfolk Diversity, Equity and Inclusion Officer, Community Services Board, Human Services and Norfolk Sheriff's Office. Will occur every Monday from 2-3pm.
 - **3-30-2020 Conference call conducted. Productive and well-attended phone discussion.**
- Support meal distribution to vulnerable residents and medical screening operations.
 - Norfolk Public Schools providing meals to students M-F at 15 locations.
 - **With school closures announced, NPS to continue conducting their Grab and Go meals until further notice.**
 - Food Bank, in partnership with Mercy Chefs, operating mobile pantry.
 - **CoronaAid757 grocery shopping, delivering and providing other services for vulnerable residents.**
 - CSB maintaining an updated list of meal and restroom locations for persons experiencing homelessness.
 - This list is shared with 911, Norfolk Cares Call Center and 2-1-1 Virginia.
- CSB to conduct daily outreach throughout the community, connecting with homeless individuals to provide snacks, some supplies, and updates on availability of local shelters, meal providers and food pantries.
- CSB to work on hotel plan for homeless and clarifying communication with other homeless providers and medical providers about addressing COVID in homeless populations.
- **CSB leveraging technology to ensure no provider needs to be in the same room with a client to do assessments or therapy.**

Pursue and promote local, state and Federal relief programs for individuals, employees and businesses.

- Continue posting all relief-related information to Norfolk.gov.
 - **Financial assistance programs posted in FAQ section: <https://www.norfolk.gov/4859/Frequently-Asked-Questions>**
- **Work with faith leaders to help get information into the community.**
 - **4-1-2020 Conference call to discuss messaging strategies; recurring calls to be scheduled.**
- Continue to promote business-specific information online at <https://www.norfolk.gov/CivicAlerts.aspx?AID=4766>

GOAL: Ensure Continuity of Operations / Government

For City staff, only skeletal crews report for mission-critical operations.

- Continue performing daily operations utilizing minimal staff on a rotating basis when possible.
- Ensure personnel are in reserve status should critical staff become ill.
- The following agencies to perform supervised monitoring for early identification of potential COVID -19 infection.
 - 911, Fire-Rescue, Police
 - Community Services Board
 - Human Services
 - Others with direct contact in the community.
 - **Purchasing coordinating bulk purchase opportunities for thermometers**
- Continue practicing aggressive social distancing: ensure directors and deputy directors, etc. are not in same spaces at same time. When possible, when one is on site the other telework.
- Ensure all staff who are quarantined or otherwise on administrative leave / sick leave have their statuses reported to Human Resources **Team Absence Management (TAM)**.
 - **Information regarding any employee's medical condition is protected and will not be released**
 - EOC to work with Public Health on a letter requesting FEMA Pre-Approval for the use of hotels as non-congregate sheltering purposes.
 - **3-30-2020 VDEM submitted a letter on behalf of all localities in the Commonwealth. Awaiting approval.**
- As buildings close and/or staffing in certain buildings is significantly reduced, eliminate or reduce the frequency of services such as power, cleaning, heating and air temperature settings, etc.

Address daycare gap for essential workers

- Continue to seek out partnerships throughout the faith and non-profit communities.
- **YMCA's with childcare facilities in the Hampton Roads area is currently offering this service to first responders, which includes us. Membership is not required.**

Emphasize cyber awareness throughout the incident.

INCIDENT OBJECTIVES

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Research and take steps to address economic impacts caused by COVID-19

- DOCUMENT ALL INCIDENT-RELATED EXPENDITURES; City to use budget code Virus2020.
- **Volunteer organizations please document your contributions! Who, did what, when, for how long, etc.?**
- Budget and Strategic planning to compile and summarize budget actions from other localities in the region, state, and country, as well as...
 - Finalize spend plans and confirm dept commitment
 - Consolidate and summarize spend plans citywide
 - Refine and build out personnel dashboard for analysis/response to changing circumstances
 - Draft budget response to COVID to include with Proposal in April
 - Begin updating policy briefs
 - Begin discussion of the plan for CDBG and ESG stimulus funds
 - Continue to work through revenue projections
 - Continue to build out COVID-19 impact dashboard
- Conduct regular calls with Norfolk Consortium / Norfolk City/Arts & Culture Operations
- Develop an overall master calendar of events, initially focusing on Fall 2020.

Maintain communication and situational awareness throughout Team Norfolk.

Maintain Unified Command with Norfolk Department of Public Health and Norfolk Emergency Operations.

Maintain a current Incident Action Plan (IAP) with proactive goals and objectives.

EOC to collaborate and coordinate with Team Norfolk partner agencies as well as neighboring localities and VDEM

- In collaboration with the Department of Homeland Security Protective Security Advisory, EOC to maintain an updated status on all critical infrastructure partners and community lifelines in HSIN.
 - **3-30-2020 Conference call with DHS / HSIN to include Community Lifeline statuses on Norfolk's HSIN COI.**
 - **4-1-2020 Community Lifeline statuses added to the HSIN Community of Interest (COI).**
- Maintain current information in HSIN, provide Team updates daily.
 - Send updates via Norfolk Alert and Team Norfolk Emergency Operations Blog at <https://www.norfolk.gov/Blog.aspx?CID=14>

Maintain communication with Constitutional Officers, Appointees and Courts.

- Encourage access to HSIN and conduct regular conference calls.

Effectively communicate incident-related information to staff, residents, visitors and businesses and the media.

All messages to be coordinated through the Norfolk Joint Information Center (JIC).

- Conduct daily JIC meetings via WebEx
- Create PM Council Sit Reps (AM as needed)
- Launch Mermaid Connections - city social campaign sharing daily partner virtual experiences.
- Promote GIS meal distribution map
- **Promote local volunteer and donation needs and opportunities**
- Develop campaign for local donations
 - **4-1-2020 Information on how to help during COVID-19 posted on City's social media platforms.**
- Continue to monitor media/social media & Norfolk Cares Call Center (NACC) calls for COVID-19 rumors; continue to monitor media/social media & Norfolk Cares calls & create public messaging
 - NCCC to provide daily message summaries.
 - **Large call volume continues regarding bulk pickup and yard waste.**