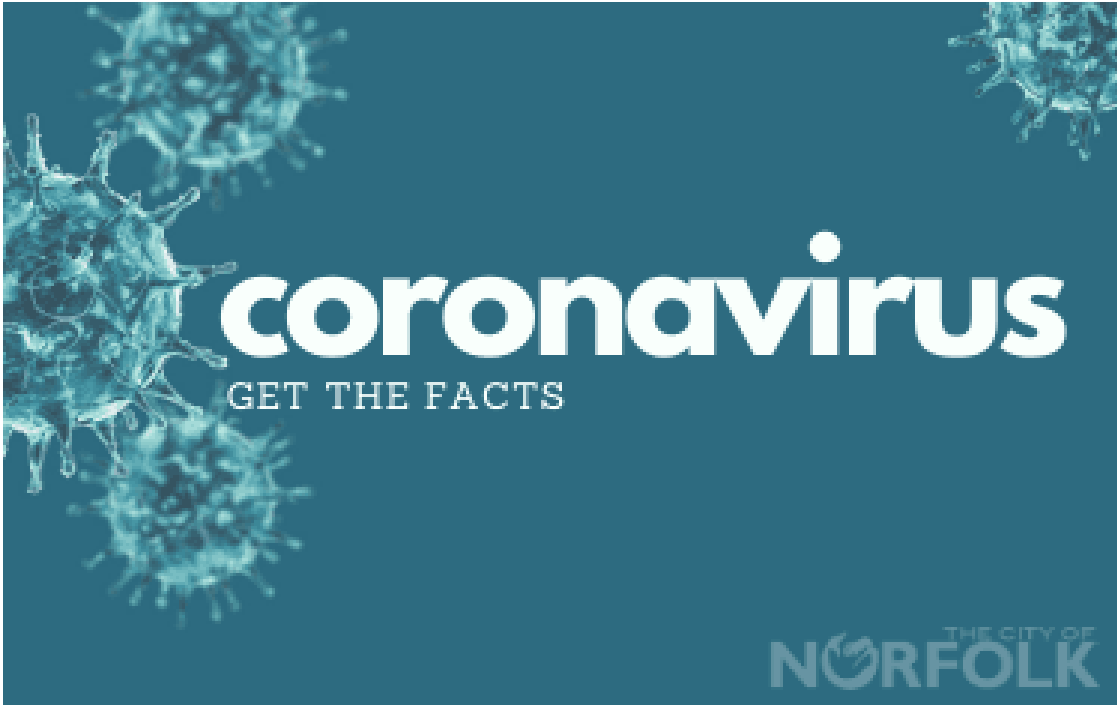


Coronavirus 2019 (COVID-19)



Incident Action Plan

Event	COVID-19		
Locations	City-Wide		
Operational Period	April 6-13, 2020		
EAP Version	V5		

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INCIDENT BRIEFING

1. Event Name

Coronavirus 2019 (COVID-19)

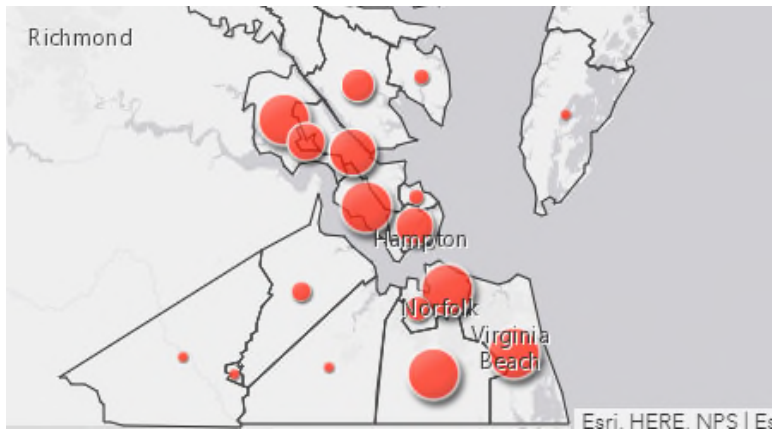
2. Operational Periods

Dates:
April 6-13, 2020

Time: 0900

Time: 0900

3. Map



As of **April 5, 2020**,
2,637 confirmed cases in Virginia; **51** fatalities
654 in the Eastern Region; **61** 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

COVID-19 is projected to peak and otherwise cause the greatest demand on the health industry in May, 2020.

- There is currently no vaccine to protect against, and no specific antiviral treatment for, COVID-19.
- The virus is mainly spread through respiratory droplets (coughing, sneezing...).
- It CAN survive on surfaces for a short period and can be spread by asymptomatic hosts or 2 days prior to symptoms.
- There are not enough tests to check everybody, nor is there a need for everyone to be seen or tested for mild symptoms.

A Major Disaster Declaration has been declared / approved for Virginia.

CDC has identified Virginia as a state with wide-spread community transmission.

Governor Northam's Executive Orders 53 & 55 are in effect. Along with a Stay At Home order until June 10, schools are closed as are restaurants with the exception of take-out and deliveries. Grocery stores, pharmacies and other essential businesses remain open. (There is no ban on travel).

City Buildings are closed to the public until further notice with only mission-critical staff reporting.

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:

- The CDC recommends the use of cloth face coverings to help slow the spread of COVID-19
- 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.
- Individuals should remain self-isolated 3 days after no more fever and all symptoms are gone + 7 days since the onset.

Continue sending any outstanding resources needs to EOC-Plans@norfolk.gov.

5. Prepared by: Jim Redick

Position: Director, EOC



ICS Form 201

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Date/Time: 4/6/2020 8am

EAP Page 1

INCIDENT OBJECTIVES

1. Event Name

Coronavirus 2019 (COVID-19)

2. Operational Periods

Dates:
April 6-13, 2020

Time: 0900

Time: 0900

3. Event Objectives

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

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

- NF-R to take steps to minimize additional transmission risk to the patient, responders, and hospital staff.
- 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. Educate first, then issue citations.
- Norfolk CivicLab and GIS to deploy and assist with data management.
- Continue to Identify personnel to assist with Points of Dispensing (PODS) for eventual antivirals or vaccinations.
- Maintain communication with the Eastern Virginia Healthcare Coalition (EVHC) as well as the the Virginia Hospital and Healthcare Association (VHHA).
- Participate in discussions and otherwise support efforts for a regional isolation site.
- Explore DSCA (Defense Support to Civil Authorities) opportunities.
- 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.

- Continue working with the City's Diversity, Equity & Inclusion Officer, and The Endependence Center to review the weekly Incident Action Plans.
- 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, NRHA, and Norfolk Sheriff's Office every Monday from 2-3pm.
- Conduct weekly conference calls with faith leaders and community partners every Wednesday at 10am.
- Support meal distribution to vulnerable residents.
 - Norfolk Public Schools providing meals to students M-F at 15 locations until further notice.
 - FoodBank, in partnership with Mercy Chefs, operating mobile pantry from Granby YMCA.
 - 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; share with 911, Norfolk Cares Call Center and 2-1-1 Virginia.
- NRHA operate hotline at 757-314-4200
- 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 with VisitNorfolk 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.

- Operate branch in the Finance & Admin Section to track, document and best leverage and communicate all disaster assistance and stimulus funding and programs.
- Continue posting all relief-related information to Norfolk.gov.
- Continue working with faith leaders and community partners to help spread accurate and important information.

GOAL: Ensure Continuity of Operations / Government

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

- Continue performing daily operations utilizing mission-critical 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.

INCIDENT OBJECTIVES

1. Event Name

Coronavirus 2019 (COVID-19)

2. Operational Periods

Dates:

April 6-13, 2020

Time: 0900

Time: 0900

- 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**
- Follow up on VDEM / VDH letter requesting FEMA Pre-Approval for the use of hotels as non-congregate sheltering purposes.
- 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 to provide this service to first responders. Membership is not required.

Emphasize cyber awareness throughout the incident.

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.?
- Develop a revised schedule and overall master calendar of events, initially focusing on Fall 2020.
- Operate a branch within the Finance and Admin section to track, document and most effectively leverage all disaster funds (stimulus funding/programming). To be led by the Budget Office and inclusive of representatives from Human Services, Planning, Economic Development, CSB, St. Paul's Transformation, and Emergency Preparedness & Response as well as Diversity and Inclusion and Intergovernmental Relations.

GOAL: 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

- 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.

GOAL: 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)
- Produce and complete an accessible "How to Get Stimulus Check" video
- Continue to monitor media/social media & Norfolk Cares Call Center (NCCC) calls for COVID-19 rumors; continue to monitor media/social media & Norfolk Cares calls & create public messaging.
- Continue promoting virtual events through "Mermaid Connections"
 - Virginia Stage Company's Virtual Ghost Tour of The Well's Theatre. https://www.facebook.com/vastage/videos/217573932919255/?hc_location=ufi

INCIDENT OBJECTIVES

1. Event Name

Coronavirus 2019 (COVID-19)

2. Operational Periods

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- External Messaging
 - Continue the promotion of COVID-19 Information Center: <https://coronavirus-response-orf.hub.arcgis.com/>
 - Maintain and update the FAQ with current information: <https://www.norfolk.gov/4859/Frequently-Asked-Questions>
 - Promote local volunteer and donation needs and opportunities; Develop campaign for local donations
 - Norfolk Animal Care Center virtual adoption application can be found on our website and emailed. Counseling will be available by phone. All adoptions are \$20. Also check website for lost animals, and to come to reclaim (reclaim fees waived).
 - Continue to inform parking customers that they may suspend or cancel the account without providing the contractual 30-day notice.
 - Continue to inform parking customers that Parking is delaying the opening of the application period for the Residential Parking Permit (RPP) and Business Permit programs. Residents and businesses should continue to use existing decals and hangtags until further notice.
 - City of Norfolk Tenants: for general inquiries, you may contact the Office of Real Estate via email Samantha.Hudler@norfolk.gov or by calling 757-664-4675. In the event of an emergency, please contact 757-419-8123. A member of the Real Estate team will return your message as soon as possible.
 - Planning Department is still returning calls and emails; please be patient. They also continue to discuss applications, etc.; however, we cannot guarantee a timeline for processing (tied to CPC and CC meetings, etc.)
 - Public Works would like to remind residents of the resurfacing being done on Indian river Rd, Granby/ city hall. Contractors are working Ocean Ave and Tidewater Drive.
- Internal Messaging:
 - DOCUMENT ALL INCIDENT-RELATED EXPENDITURES; City to use budget code Virus2020.
 - 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**
 - Maintain cyber awareness throughout the incident.
 - City departments/divisions to notify Fleet Management of operational changes that impact their vehicle/equipment availability needs.

4. Event Operational Period Command Emphasis

People First. Life Safety. Wear appropriate PPE and practice social distancing! Maintain situational awareness. Maximum Team Effort.

5. Site Safety Plan Required?

Yes No

Approved Site Safety Plan(s) Located at: N/A

6. Event Action Plan Contents (the items checked below are included in this Event Action Plan)

- ICS Form 201 (Event Briefing)
- ICS Form 202 (Event Objectives)
- ICS Form 203 (Event Organization Assignment List)
- ICS Form 204 (Event Assignment List)
- ICS Form 205 (Event Radio Communications Plan)
- ICS Form 205A (Event Cell Phone Communications List)
- ICS Form 206 (Event Medical Plan)
- Appendices: NWS Weekly Weather Brief

7. Prepared by: Jim Redick

Position: Director, EOC

8. Approved by: Mike Goldsmith

Position: Deputy City Manager / Public Safety

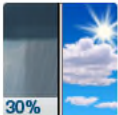

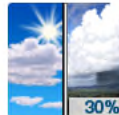








ICS Form 202

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Date/Time: 4/6/2020 8am

EAP Page 4

Today	Tonight	Tuesday	Tuesday Night	Wednesday	Wednesday Night	Thursday	Thursday Night	Friday
								
Chance Showers then Mostly Sunny High: 67 °F	Partly Cloudy Low: 52 °F	Mostly Sunny then Chance Showers High: 75 °F	Chance Showers Low: 59 °F	Mostly Sunny then Slight Chance T-storms High: 83 °F	Mostly Clear Low: 57 °F	Mostly Sunny High: 77 °F	Partly Cloudy Low: 49 °F	Mostly Sunny High: 61 °F

Detailed Forecast

Today A chance of showers and thunderstorms before 8am, then a slight chance of showers between 8am and 11am. Mostly sunny, with a high near 67. Southwest wind 5 to 11 mph becoming north in the afternoon. Chance of precipitation is 30%. New precipitation amounts of less than a tenth of an inch, except higher amounts possible in thunderstorms.

Tonight Partly cloudy, with a low around 52. East wind around 6 mph becoming light and variable in the evening.

Tuesday A chance of showers and thunderstorms after 2pm. Mostly sunny, with a high near 75. Southwest wind 3 to 8 mph. Chance of precipitation is 30%. New rainfall amounts of less than a tenth of an inch, except higher amounts possible in thunderstorms.

Tuesday Night A chance of showers and thunderstorms before 8pm, then a slight chance of showers between 8pm and 2am. Partly cloudy, with a low around 59. Southwest wind 6 to 8 mph. Chance of precipitation is 30%. New precipitation amounts of less than a tenth of an inch, except higher amounts possible in thunderstorms.

Wednesday A slight chance of showers and thunderstorms after 2pm. Mostly sunny, with a high near 83. West wind 8 to 14 mph, with gusts as high as 23 mph. Chance of precipitation is 20%.

Wednesday Night Mostly clear, with a low around 57.

Thursday Mostly sunny, with a high near 77.

Thursday Night Partly cloudy, with a low around 49.

Friday Mostly sunny, with a high near 61.

Friday Night Partly cloudy, with a low around 46.

Saturday Mostly sunny, with a high near 61.

Saturday Night Partly cloudy, with a low around 46.

Sunday A chance of showers. Mostly sunny, with a high near 66. Chance of precipitation is 30%.