

Commonwealth of Virginia Radiological Emergency Response Plan
Appendix 4 – Notification and Warning

York County:

Zone 17 - Consists of the area bounded on the: north by Route 238 and the York River, east by Route 17 and Siege Lane, south by Route 636, southwest by Newport News City line west by Route 238.

Zone 19A - Consists of the area bounded on the: north by Colonial Parkway, east by King Creek, south by York County line, west by Government Road, Penniman Road and York County line.

Zone 19B - Consists of the area bounded on the: north by Colonial Parkway, east by York River, south by Route 238, Newport News City line and Interstate 64, west by King Creek.

Zone 20A - Consists of the area bounded on the: north by Route 645, east by Interstate 64 and Route 143, south and west by York County line.

Zone 20B - Consists of the area bounded on the: north by Camp Perry, Hawtree Landing and Queens Creek, east by York River, south by Colonial Parkway, west by York County line and Route 143.

The recommended evacuation routes for York County are Routes 17, 60, 143, 238, Interstate 64 and the Colonial Parkway. The Evacuation Assembly Center for York County is Tabb High School/Grafton School Complex and New Kent County High School.

The City of Williamsburg:

Zone 21 - City of Williamsburg.

The recommended evacuation routes for Williamsburg are Routes 5, 31, 60, 162 and the Colonial Parkway. The Evacuation Assembly Center is Warhill High School in James City County.

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Appendix 9

External Affairs and Public Information

I. Public Information Awareness

A. Public Information Brochure

An Emergency Planning Information Calendar is reviewed and printed annually and sent to all postal addresses within the 10-mile Emergency Planning Zone (EPZ) for both North Anna Power Station (NAPS) and Surry Power Stations (SPS). The calendar includes vital information to citizens on what to do in case of an emergency at the nuclear power plant. The information includes definitions of the EPZ, emergency alerting information advising citizens what to do when an emergency alert is received, evacuation and sheltering, radiation principles, potassium iodide, evacuation assembly centers, family emergency planning, and emergency contact information. For persons with disabilities and access and functional needs (PDAFN), contact information is included in the calendar for the local emergency management offices.

B. Transient Public Information

Pamphlets are reviewed and disseminated annually for transient populations with the 10-mile EPZs for NAPS and SPS. This informational pamphlet is for distribution to visitors at public facilities within the 10-mile area around the plants that include: state parks, lodging facilities, campsites, marinas, and other public areas. The pamphlets include vital information to citizens on what to do in case of an emergency at the nuclear power plant. The information includes definitions of the EPZ, emergency alerting information advising citizens what to do when an emergency alert is received, evacuation and sheltering, radiation principles, potassium iodide, evacuation assembly centers, family emergency planning, and emergency contact information. These pamphlets are provided to the local emergency management agencies, who distribute them to locations where transient populations may gather. A sign is posted at a marina in the vicinity of the Surry Power Station to make boaters aware of the above information.

C. Emergency Public Information Links:

North Anna Power Station:

- North Anna Power Station - Safety and Emergency Preparedness Guide:
<https://cdn-dominionenergy-prd-001.azureedge.net/-/media/pdfs/global/nuclear/north-anna-power-station/safety-and-emergency-preparedness-guide.pdf?la=en&rev=f5d2302948694909becee7fb16109023&hash=892AA68EFF2EBA0429B3756637F52C6E>
- North Anna Power Station Protective Action Zones and Evacuation Assembly Centers:
<https://cdn-dominionenergy-prd-001.azureedge.net/-/media/pdfs/global/nuclear/north-anna-power-station/protective-action-zones-and-evacuation-assembly-centers.pdf?la=en&rev=07ee6583f3de47d18350a27f515814a9&hash=BD1848831298E44882D961FFDD4C87BD>

Surry Power Station:

- Surry Power Station Safety and Emergency Preparedness Guide:
<https://cdn-dominionenergy-prd-001.azureedge.net/-/media/pdfs/global/nuclear/surry-power-station/safety-and-emergency-preparedness-guide.pdf?la=en&rev=c82e5f507807418d8106ab8425bec42a&hash=F932EE916D314D05557A63370A5564B7>
- Surry Power Station Protective Action Zones and Evacuation Assembly Centers:
<https://cdn-dominionenergy-prd-001.azureedge.net/-/media/pdfs/global/nuclear/surry-power-station/protective-action-zones-and-evacuation-assembly-centers.pdf?la=en&rev=6eed1d8d45346dba7bb36c7df2573e3&hash=C330CFF474600A998A0DB2928E2215FF>

II. Joint Information System

To facilitate the release of emergency information to the public during emergencies at North Anna or Surry Power Station, a Joint Information System will be established among the state and local authorities and Dominion Energy. A Joint Information Center (JIC) will be staffed at the state EOC, at each local jurisdiction, and at the Corporate Emergency Response Center. A public inquiry line will be established through VA 2-1-1.

- A. At the State level, the release of all information to the public by State agencies and local governments will be coordinated through the JIC unless the Office of the Governor assumes this responsibility. The JIC will be located at the Virginia Emergency Operations Center, 7700 Midlothian Turnpike, North Chesterfield, Virginia. The Virginia Department of Emergency Management (VDEM) Director of Communications or designee will act as manager of the JIC and lead Public Information Officer (PIO) and spokesperson. Other PIOs from VDEM will assist the Communications Director in the operation of the JIC. The Virginia Department of Health (VDH) Public Information Officer(s) will also be assigned to the JIC and will provide technical information concerning the possible effects of the radiological emergency and recommend actions to counteract these effects. The State JIC will coordinate the Emergency Alert System (EAS) messages, news releases and media briefings. These activities will be coordinated through the Governor's Press Office, where appropriate.
- B. Public Inquiry is established through the State information line, VA 2-1-1. The VA 2-1-1 receives public inquiry calls and coordinates with the JIC on rumor control and messaging/talking points. The method of contacting VA 2-1-1 is published in the annual emergency information documents and is also published during the emergency.
- C. Local governments should designate a PIO to operate in or near their EOC during the emergency to coordinate information releases within their jurisdictions and with the State JIC to assure public information is timely, complete, and accurate. The state and local JICs will monitor the media and EAS messages to assure accuracy.
- D. Dominion Energy has a corporate JIC co-located at the Corporate Emergency Response Center. Dominion Energy will produce press releases which are coordinated with the state and local PIOs as appropriate.

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E. Communications

- a. Primary communications between the various JIS partners will be via telephone or virtual internet-based communications.
- b. Backup communications will be via cellular telephone, radios, or RACES as described in Appendix 10.

III. Message Coordination

- A. Any of the established information centers may release information to the public. All messages will be reviewed by the key stakeholders prior to release. Any message that contains information that pertains to or impacts more than one of the entities involved will be coordinated between those entities.
- B. Messages will be approved according to the jurisdiction procedures releasing the information. Messages involving multiple entities will be approved by each entity prior to release.
- C. Any release of sensitive information will be approved by the appropriate authority. In the case of a hostile action the Incident Command Post will be involved in the release of any sensitive information to the public.

IV. Operation Procedures at the State Joint Information Center

- A. The JIC for radiological accidents involving the North Anna or Surry Power Station will be located at the Virginia Emergency Operations Center, 7700 Midlothian Turnpike, North Chesterfield, Virginia. The JIC is located next to the EOC operations floor and contains several workstations with telephone and computer access. A media briefing area is located nearby with a podium available with adequate sound connections for media outlets. The briefing area has adequate space for media representatives. Public telecommunications capabilities to accommodate news media representatives will be established at the JIC.

B. Responsibilities

1. Develop news releases and disseminate to news media and other JIS outlets. Pre-scripted news briefings have been developed for nuclear power plant emergencies and are included in the procedures for the JIC.
 - (i) Follow-up news releases should consider the following types of information, where applicable:
 - a. Time and location of the radiological accident.
 - b. Type of release (airborne or waterborne).
 - c. Areas affected - distances from plant where protective actions are being implemented.
 - d. Names of jurisdictions issuing declaration of local emergency, time of issue, and point of contact for confirmation or additional information.
 - e. Protective actions being implemented by governmental authorities, which

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could include Evacuation, Shelter and Relocation, Access Control, Pasture, water and food restrictions for livestock, control of milk production, food and water restrictions, and decontamination.

- f. Public and media contacts (phone, social media, etc.) and instructions to continue to monitor news for more information.
2. Assist and coordinate with local PIOs on news releases involving local matters, as necessary. The state PIO may also assist the local PIO with briefings for the local media.
 3. Receive copies of Dominion Energy and local news items and news releases.
 4. Provide media briefings as needed and on a scheduled basis beginning not later than the Site Area Emergency phase at the JIC. The media should have access to the Governor, State Coordinator of Emergency Management, Lead PIO, Virginia Department of Health-Office of Radiological Health representative, and Dominion Energy's PIO or a designee to represent any listed.
 - (i) During these briefings, the media will be given information on the following, as applicable:
 - a. Plant conditions.
 - b. Protective action decisions.
 - c. How to maximize protection when sheltering.
 - d. Instructions for transients without shelter; what to take when evacuating.
 - e. Evacuation routes.
 - f. Location of evacuee assembly centers.
 - g. Information and instructions for parents of students concerning protective actions for students.
 - h. Information for transportation-dependent individuals and special populations.
 - i. Information and instructions on protective actions for ingestion, such as actions to be taken with livestock.
 - j. Relocation, re-entry, or return information.
 - k. Rumor control telephone numbers.
 - l. Use of the Emergency Information Planning Calendar.
 - m. Public and media contacts (phone, social media, etc.) and instructions to continue to monitor news for more information.
 5. Receive operational-type decisions/actions from the Virginia EOC.
 6. Send copies of final news media releases to local and Dominion PIOs.
 7. Contact Governor's Office and inform of status.
 8. Establish and staff alternate rumor control office if requested.
 - (i) VA 2-1-1 is assigned duties to staff public inquiry/rumor control communications.

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- (ii) Talking points/fact sheets are periodically provided to VA 2-1-1 to relay most recent and accurate information to the public.
 - (iii) Any rumors or trends of misinformation are collected by VA 2-1-1 and sent to State JIC and shared with public information partners.
 - (iv) Local and facility PIOs, in their roles of keeping the public fully and accurately informed of the radiological incident, will also respond to citizen inquiries to facilitate public inquiry, only as deemed necessary and appropriate. Public Inquiry Center telephone numbers will be publicized.
 9. Develop EAS Messages, ensure that the messages are broadcast (at least every 15 minutes), and ensure that they are periodically rebroadcast. See Appendix 4 for pre-scripted EAS messages.
 10. Media monitoring functions will occur at the JIC with a media call-in number (804) 674-2400, unless another telephone number is established.
 - (i) Talking points/fact sheets are periodically provided to media monitoring staff to relay most recent and accurate information to the public.
 - (ii) Any rumors or trends of misinformation noted by media monitoring staff are documented for the State JIC and shared with public information partners.
- V. All public information produced by the JIC is vetted for Section 508 compliance, as applicable.
- VI. Public Information for non-English speaking citizens
 - A. Based on the Evacuation Time Estimates from November 2012 for SPS and NAPS, non-English speaking individuals fall below the 5% threshold for providing translated public information in a foreign language. Therefore, public information and educational material is published in English only. As new data becomes available, a reassessment of providing additional translations of public information materials will be conducted. However, social media outlets and VA 2-1-1 have translation capabilities able to meet various non-English speaking citizens.
- VII. Annual Media Updates

Annual media outreach offer letters are mailed to the applicable Surry and North Anna media outlets. An annual public information Surry calendar and North Anna calendar and media manual is included with all letters to the following media outlets:

 - The Central Virginian
Louisa, VA
 - The Times Dispatch
Richmond, VA
 - The Newport News Daily Press
Newport News, VA
 - The Virginian – Pilot
Norfolk, VA

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- The Smithfield Times
Smithfield, VA
- The Free-Lance Star
Fredericksburg, VA
- The Daily Progress
West Charlottesville, VA

Attachments:

Tab A Example of Pre-scripted Emergency News Releases

Tab B Public Information Publications

TAB A to Appendix 9

Example of Pre-Scripted Emergency News Releases

All pre-scripted news releases are available electronically and are included in the VDEM External Affairs procedures.

Date:

Press Release #:

Time:

Initial:

October 15, 2021

Contact:

Lauren Opett

Director of Communications/Chief Agency Spokesperson(804)

624-0601

lauren.opett@vdem.virginia.gov

Commonwealth Notified of Alert Emergency at North Anna Nuclear Power Station

RICHMOND, Va., — Dominion Energy has notified the Virginia Department of Emergency Management (VDEM) that an Alert was declared at the North Anna Nuclear Power Station at **(INSERT TIME)**, today. The Alert notification ensures that emergency response personnel are available and on standby should the situation worsen.

At this time, there is no danger or cause for concern for people living near the nuclear facility.

As designated in the Commonwealth of Virginia Emergency Operations Plan (COVEOP), the Virginia Emergency Operations Center (VEOC) is being augmented with additional personnel, including Dominion Energy, and local governments surrounding the plant have been notified and are on standby.

Residents in the area may contact 2-1-1 or 800-230-6977 for additional information and resources.

Emergency Classifications

The U.S. Nuclear Regulatory Commission has defined four classes of emergencies for nuclear power stations:

1. **Notification of Unusual Event** — A minor problem has taken place. No release of radioactive matter is expected. Federal, state and city/county officials will be kept informed.
2. **Alert** — A minor problem has occurred. Small amounts of radioactive matter could be released inside the station. All state and local officials will be informed and will be asked to stand by. It is not likely that the public will have to do anything.
3. **Site Area Emergency** — A more serious problem has occurred. Small amounts of radioactive matter could be released into the area right around the station. If the public needs to be alerted, the Alert and Notification System will be activated. Tune to EAS radio or television stations for more information. All appropriate officials will be informed and ready to help you if needed.
4. **General Emergency** — This is the most serious kind of problem. Radioactive matter could be released outside the station site. The public may have to be protected. The Alert and Notification System will be activated to alert the public of the problem. Tune to EAS radio or television stations for information on actions that may need to be taken. Officials will be fully informed and will tell the public what to do.

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Date: 10/15/2021
Press Release #:
Time:
Initial:

October 15, 2021

Contact:

Lauren Opett
Director of Communications/Chief Agency Spokesperson
(804) 624-0601
lauren.opett@vdem.virginia.gov

Commonwealth Notified of Alert Emergency at Surry Nuclear Power Station

RICHMOND, Va. — Dominion Energy has notified the Virginia Department of Emergency Management (VDEM) that an Alert was declared at the Surry Nuclear Power Station at **(INSERT TIME)** today. The Alert notification ensures that emergency response personnel are available and on standby should the situation worsen.

At this time, there is no danger or cause for concern for people living near the nuclear facility.

As designated in the Commonwealth of Virginia Emergency Operations Plan (COVEOP), the Virginia Emergency Operations Center (VEOC) is being augmented with additional personnel, including Dominion Energy, and local governments surrounding the plant have been notified and are on standby.

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TAB B to Appendix 9

Public Information Publications

1. Commonwealth of Virginia, "Radiological Information for Farmers, Growers and Food Producers", (Web Pamphlet), published by VDEM et al., Richmond, Virginia, 2006.
2. VDEM, "North Anna Power Station Emergency Planning Information Calendar", published annually and jointly by the Virginia Department of Emergency Management and Dominion, Richmond, Virginia.
3. VDEM, "Surry Power Station Emergency Planning Information Calendar", published annually and jointly by the Virginia Department of Emergency Management and Dominion, Richmond, Virginia.
4. VDEM, "Response to Emergency at Surry Power Station", published jointly by the Virginia Department of Emergency Management and Dominion, Richmond, Virginia.
5. VDEM, "Response to Emergency at North Anna Power Station", published jointly by the Virginia Department of Emergency Management and Dominion, Richmond, Virginia.
6. Commonwealth of Virginia, "What to do in an Emergency", published by VDEM, Richmond, Virginia, 1984.
7. VDEM and Dominion, "Public Information for Radiological Emergency", (yellow pages insert) The Verizon Telephone Company of Virginia (updated annually).

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7-260 Emergency Alert System (EAS) & Wireless Emergency Alerts (WEA) Activation Procedures

Approved By		
Effective	June xx 2022 (DRAFT)	
Supersedes		
Interpretation	The VDEM OPBC is responsible for the official interpretation of this manual.	
Owner		

Purpose and Applicability

This section provides procedures for Situational Awareness Unit (SAU) to follow when activating the Emergency Alert System (EAS) and/or Wireless Emergency Alerts (WEA) for state-level or statewide emergencies and to assist localities within the Richmond Extended EAS Operational Area.

The Code of Federal Regulations (Chapter 1, Title 47, Parts 0, 11, 73, and 76 FCC Rules and Regulations), provides the authority for day-to-day operations of the EAS. The Commonwealth of Virginia EAS Plan (State Plan) describes the operation of the EAS within Virginia for national, state-level, and local-level activations of the system. The State Plan has been approved by the Governor, VDEM State Coordinator, State Emergency Communications Commission (SECC), and Federal Communications Commission (FCC) and has the effect of a federal regulation.

VDEM is designated in the State Plan as the official clearing-house for all state-level and statewide EAS activations. VDEM makes the final determination for all EAS activation requests at the state level. The SECC Chair has requested that the VEOC assist localities within the Richmond Extended Operational Area requesting EAS activation for a localized emergency.

A. Framework

- 1. Emergency Alert System (EAS):** The Emergency Alert System (EAS) *EAS is one of two main components of the National Public Warning System.* EAS is a national public warning system commonly used by state and local authorities to deliver important emergency information, such as weather and AMBER alerts, to affected communities. EAS participants – radio and television broadcasters, cable systems, satellite radio and television providers, and wireline video providers – deliver local alerts on a voluntary basis, but they are required to provide the capability for the President to address the public during a national emergency. (7-260 EAS & WEA Activation and 7-261 EAS & WEA Test Activation Procedures hyperlink)
- 2. Wireless Emergency Alerts (WEA):** The Wireless Emergency Alert (WEA) system *is one of two main components of the National Public Warning System.* WEA delivers critical warnings and information to the public on their wireless devices. Participation by

wireless providers is voluntary, but those that offer the service must adhere to the technical and operational requirements established by the FCC. Authorized public safety officials send the alerts through FEMA's Integrated Public Alert and Warning System (IPAWS) to wireless providers, which then push the alerts from cell towers to mobile devices in the affected area. The alerts appear like text messages on mobile devices. (7-260 EAS & WEA Activation and 7-261 EAS & WEA Test Activation Procedures [hyperlink](#))

3. **VDEM Public Alerting and Notification System (PNS):** PNS is a state-level public alert system that uses a database of telephone numbers and associated addresses to deliver geo-targeted emergency alerts to a specific geographic area via landline telephones and other communication methods, such as mobile and VoIP telephone records. The VDEM Public Notification System alerts residents and businesses in the host and risk jurisdictions for nuclear power stations by sending a text-to-speech message to telephones and mobile devices.
4. **Systems used to perform Alert and Warning functions:**
 - a. **Everbridge (Public Alerting Org):** Commercial software application that includes statewide IPAWS functionality and nuclear risk jurisdiction PNS functionality.
 - b. **IPAWS Technical Support Services Facility (TSSF):** IPAWS TSSF, also known as IPAWS Lab, is a closed environment capable of demonstrating EAS and WEA messaging and providing technical support to alerting authorities. The IPAWS Lab is also used for alert and warning functional assessment, alert dissemination validation, training, procedural and process evaluation, and establishing functional requirements.
 - c. **Emergency Management Network (EMnet):** Secondary IPAWS vendor with terrestrial internet connectivity with satellite backup. It allows users to send messages to individual stations, groups, or all stations, and provides confirmation of delivery. (7-250 EMnet Procedures and 7-251 EMNet Test Procedures [hyperlink](#))

B. Public Alert and Warning Options

1. **EAS Transmission only** – In some instances, an EAS activation will result in the transmission of emergency messaging to local broadcast channels without the use of additional alerting mechanisms.
2. **WEA and EAS Transmission** – In instances in which XXX criteria are met, a WEA message will accompany the transmission of an EAS in order to increase the XXX.
3. **WEA/PNS and EAS Transmission** – In instances involving nuclear power station emergencies that result in the issuance of protective actions for the public, an activation of the PNS (Everbridge Resident Connection) will accompany the WEA and EAS transmission.¹

¹ For step by step procedures on public alert and warning for nuclear power stations, including the use of Resident Connection data, refer to 4-030 Radiological Emergency Procedures.

C. Public Alert and Warning Authorizations

1. Designated State Activation Officials

The following officials have authorization to activate EAS at the state level. **Their authority cannot be delegated to subordinates.** For Richmond Extended activations, the same list applies although officials **1-11** will most likely not be involved.

- a. Governor of the Commonwealth of Virginia
- b. State Coordinator, VDEM
- c. Chief of Staff, Office of the Governor of Virginia
- d. Secretary of Public Safety and Homeland Security
- e. Virginia's designated Homeland Security Advisor
- f. Chief Deputy State Coordinator, VDEM
- g. Deputy State Coordinator of Disaster Services, VDEM
- h. Virginia Emergency Support Team (VEST) Bureau Chief, VDEM
- i. Planning Division Director, VDEM
- j. Operational Planning Branch Chief, VDEM
- k. Virginia State Police (VSP)

2. Situations for Which EAS May Be Activated

Any emergency situation where the immediate dissemination of information is likely to result in the saving of lives or poses an extraordinary threat to the safety of life and property. Examples are, but not limited to, tornadoes, flash floods, icing conditions, heavy snowstorms, widespread fires, discharge of toxic gases, widespread power failures, industrial explosions, civil disorders, toxic spills, aircraft crash, nuclear incidents and America's Missing: Broadcast Emergency Response (Amber) Alerts. *Amber Alerts are originated by VSP.*

Related Documents

- SAU Equipment Manual #2 – Comlabs EMnet Remote Station Software User's Manual
- Commonwealth of Virginia EAS Plan Book (October, 6 2017)
- 7-XXX Communications Platforms – Periodic Testing Procedures
- SAU Systems: Login Credentials List
- Virginia Federal Information Processing Standards (FIPS) Codes
- Federal Emergency Management Agency National Radio System (FNARS) Procedures
- VEOC Communications Circuit Failure Master Log
- VA-EAS.org Website: <http://www.jmu.edu/wmra/eas/index.html>

Procedure

A. EAS only transmissions

1. EAS - Primary Method (Everbridge)

When transmitting an EAS message using the Everbridge, the SAU Analyst will:

- a. Log into Everbridge.

- b. Click on "VDEM (VDEM-Dispatcher)" located at the top right corner of page
- c. Hover the cursor over "VDEM - Public Alerts" under "ORGANIZATION(S)".
- d. Click on "VDEM-Public Alerts Dispatcher" under "ROLES"
- e. Click on the "New Notification" button.
- f. For the "Title" and "Text body" fields, complete by typing out the title and body of the message.
 - i. Do **NOT** copy and paste text from a web page or Word document.
 - ii. If the text comes from a web page or Word document, open "Notepad" and copy the text into "Notepad".
 - iii. Then copy the text from "Notepad" and paste the text into the "Title" and/or "Text body" fields.
- g. Click on "Attach Files" to add an attachment.
 - i. Up to five (5) files totaling two (2) megabytes can be added.
 - ii. FEMA's audio requirements are
 - 1. MP3 files saved in single channel mono at a sample rate of 44100Hz
 - 2. 118 seconds or less in length
- h. Under "Publishing Options", select "Emergency Alert System (EAS)" as the "CAP Channel"
 - i. The "CAP Channels (EAS)" box will appear below.
 - ii. "EAS" column will appear at the right-hand side of the fields.
 - iii. The gray bullets indicate the applicable fields to the EAS channels.
- i. Click on the "Live" button.
- j. Enter the **Live** PIN using the credentials for EAS and/or WEA – Everbridge found on the SAU Systems: Login Credentials List.
- k. "**Message Category**" field, select the appropriate category. *If more than one applies, select the most appropriate category.*
- l. "**Event Name**" field, select the appropriate event type. *For more information, see the [FEMA Event Code Descriptions for Use with IPAWS](#).*
- m. "**Urgency**" field, select the appropriate option.
 - i. **Immediate**: Responsive action should be taken immediately. Applicable for EAS and WEA.
 - ii. **Expected**: Responsive action should be taken soon (within next hour). Applicable for EAS and WEA.
 - iii. **Future**: Responsive action should be taken in the near future. Applicable for EAS only.
 - iv. **Past**: Responsive action is no longer required. Applicable for EAS only.
 - v. **Unknown**: Urgency not known. Applicable for EAS only.
- n. "**Severity**" field, select the appropriate option.
 - i. **Extreme**: Extraordinary threat to life or property. Applicable for EAS and WEA.
 - ii. **Severe**: Significant threat to life or property. Applicable for EAS and WEA.
 - iii. **Moderate**: Possible threat to life or property. Applicable for EAS only.
 - iv. **Minor**: Minimal to no known threat to life or property. Applicable for EAS only.
 - v. **Unknown**: Severity unknown. Applicable for EAS only.
- o. "**Certainty**" field, select the appropriate option.

- i. **Observed:** Determined to have occurred or to be ongoing. Applicable for EAS and WEA.
 - ii. **Likely:** Probability is greater than or equal to 50%. Applicable for EAS and WEA.
 - iii. **Possible:** Probability is less than 50%. Applicable for EAS only.
 - iv. **Unlikely:** Not expected to occur. Applicable for EAS only.
 - v. **Unknown:** Certainty unknown. Applicable for EAS only.
- p. "Expires" field, select the appropriate hourly duration of the event.
- q. "Web Link" field, type in a hyperlink for EAS messages, if requested.
- r. "U.S. Time Zones" field, select "Eastern Time Zone".
- s. "Affected Region SAME code(s)" field, select all applicable areas to be notified of the event by clicking on the box next to the option. *Note: EAS relies only on FIPS/SAME codes, and does not recognize polygons or circles. Up to 31 FIPS codes can be included in one alert.*
- t. Remove Contact Layers by:
 - i. Scroll down to the "Contacts" and click on "Map".
 - ii. Click on "Select Contacts" to view the menu.
 - iii. Click on "Contact Layers" under the "View Contacts" section.
 - iv. In the "Contact Layers" window, uncheck the
 - 1. "Static Location"
 - 2. "Last Known Location"
 - 3. "Expected Location"
 - v. Ensure all "Record Types" do not have a check mark.
- u. Ensure the "Broadcast duration" field is the same as the "Expires" field.
 - i. To check the "Broadcast duration" field, click on "More options" in the "Settings" section to locate the field.
 - ii. To edit the "Broadcast duration" field:
 - 1. Click on "Edit" in the "Settings" section.
 - 2. Click on "More options".
 - 3. Select the appropriate duration in hours.
- v. Scroll to the bottom and click on the "Send" button. **WRVA and local broadcasters will immediately interrupt their programming and broadcast.**
- w. Ensure the EAS was sent successfully:
 - i. Click on the title of the EAS message.
 - ii. Click on the "CAPS Channels" tab.
 - iii. Ensure the "Publishing Status" field is "EAS 500-Message successfully sent to EAS" or follow guidance associated with the code. If the "Publishing Status" field does not display this message after troubleshooting
 - 1. Contact the FEMA IPAWS Lab at [REDACTED]
 - 2. Notify the VDEM Operational Planning Branch Chief
 - 3. Skip to the Technical Problems section.
- x. Monitor message transmission on:
 - i. WRVA radio (<https://player.radio.com/listen/station/newsradio-1140-wrva>) or
 - ii. FNARS and local television station(s) to verify EAS activation. To operate FNARS, refer to the FNARS Procedures in the Application & Equipment Tab of the SAU SOP.
- y. Email the following VDEM personnel:

- i. Sr VDEM Staff group
 - ii. Email the on-call VEST Team Lead
 - iii. Email the impacted VDEM Region(s)
 - iv. Email the VDEM Operational Planning Branch Chief
- z. Document all information including EAS scroll activation time(s) and actions taken into the WebEOC Daily Operations Log.
- aa. When the emergency event is terminated, send a closing email to all previously contacted VDEM personnel and update the WebEOC Daily Operations Log entry.

2. EAS - First Alternate (EMnet EAS Encoder)

When transmitting a(n) EAS message using the EMnet EAS Encoder, the SAU Analyst will:

- a. If needed, notify the OPBC or designee to assist with the process.
- b. From the EMnet terminal, ensure the EMnet satellite dish icon on the bottom taskbar is green. If the EMnet satellite dish icon is red, refer to the Technical Problems section in the EAS & WEA Activation Procedures.
- c. Click on the Windows Start icon.
- d. Click on "Message Manager".
- e. From the EMnet Message Manager window, click on the "Compose EAS" button.
- f. If applicable, click on the "Quick Alert" button to access the appropriate saved template.
- g. Click on the dropdown menu under "Choose Alert Type" and select the appropriate alert type based on the event
- h. Click on the dropdown menu under "Alert Duration" and select the appropriate duration. The alert duration is the time an alert is valid from the creation of the alert and is measured from the time the message is sent.
- i. Click on the "Choose Destinations" button and select the appropriate search:
 - i. If by county, select "By County" and click on the appropriate county under "Available FIPS destinations". Click on the "Add" button and the selected area will appear under "Specified Destination Addresses".
 - ii. If by FIPS, select "By FIPS code" and click on the appropriate FIPS code under "Available FIPs destinations". Click on the "Add" button and the selected area will appear under "Specified Destination Addresses".
 - iii. Click on the "OK" button. In the EMnet EAS Encoder window, the selected areas will appear in the "Areas to Alert" box.
- j. "Message Type", "Event Category", "Urgency", "Severity", and "Certainty" fields will be completed automatically based on alert type selected. These fields can be changed by clicking on the dropdown menus.
- k. If applicable, add a Uniform Resource Locator (URL) in the "URL for Additional Information" field for EAS messages.
- l. Type an appropriate title for the message in the "Headline" field.
- m. If a "Quick Alert" is not used, type in the text to be transmitted via EAS message in the "Description" field. The EAS message must be at least 40 characters and spell check is automatic.
- n. Type data for "Recommended action to be taken" if desired-one or more recommended public protective actions.
- o. Click on the dropdown menu under "Siren Activation" and select "None".
- p. Click on the dropdown menu under "Repeat Voice Message" and select appropriate cycle – 2 times is preferred.
- q. To record an audio message:
 - i. Click on the "Record Audio" button.
 - ii. Make sure the microphone is on.
 - iii. Click on the "Record" button.
 - iv. Read the text in the "Description" field into the microphone.
 - v. Click on the "Stop" button when complete.

- vi. Click on the "Play" button to ensure the audio is correct, audible, and less than 118 seconds.
- vii. When the audio is correct, click on the "Done" button and the audio file is added to the alert. Ensure the "Record Audio" button is green.
- r. To attach a prerecorded audio message:
 - i. Click on the "Pre-recorded Audio" button.
 - ii. Click on the appropriate file. Ensure it is the original audio file.
 - iii. Click on the "Open" button to add the audio file to the alert. Ensure the "Pre-recorded Audio" button is green.
- s. Proofread the text and listen to the audio for accuracy.
 - i. If an error is made, click on the "Clear Alert" button and
 - ii. Repeat instructions in section q (Above)
- t. Click on the "Activate" button.
- u. In the "Distribution Channel(s)" box, select "EMnet EAS".
- v. After selecting the appropriate channel(s), click on the "OK" button.
- w. Enter the password using the credentials for EAS and/or WEA – EMnet found on the SAU Systems: Login Credentials List.
- x. Click on the "Confirm" button to transmit the message. *WRVA and local broadcasters will immediately interrupt their programming and broadcast.*
- y. To exit the EMnet EAS Encoder window, click on the "X" in the top right.
- z. Monitor message transmission on:
 - i. WRVA radio (<https://player.radio.com/listen/station/newsradio-1140-wrva>) or
 - ii. FNARS and local television station(s) to verify EAS activation. To operate FNARS, refer to the FNARS Procedures in the Application & Equipment Tab of the SAU SOP.
- aa. Email the following VDEM personnel:
 - i. Sr VDEM Staff group.
 - ii. On-call VEST Team Lead.
 - iii. On-call VEST Operations Section Chief
 - iv. Impacted VDEM Region(s).
 - v. Operational Planning Branch Chief.
- bb. Document all information including EAS scroll activation time(s) and actions taken into the WebEOC Daily Operations Log.
- cc. When the emergency event is terminated, send a closing email to all previously contacted VDEM personnel and update the WebEOC Daily Operations Log entry.

3. EAS - Second Alternate (IPAWS Lab)

When transmitting an EAS message using the IPAWS Lab, the SAU Analyst will:

- a. Notify the FEMA IPAWS Lab at [REDACTED] to request the FEMA IPAWS Lab transmit an EAS or/and WEA message on behalf of the Virginia Department of Emergency Management.
- b. For EAS messages, monitor WRVA radio (<https://player.radio.com/listen/station/newsradio-1140-wrva>) or on FNARS and local television station(s) to verify EAS activation. To operate FNARS, refer to the FNARS Procedures in the Application & Equipment Tab of the VEOC SAU SOP.
- c. Email the following VDEM personnel:
 - i. Sr VDEM Staff group.

- ii. On-call VEST Team Lead
- iii. On-call VEST Operations Section Chief
- iv. Impacted VDEM Region(s)
- v. Operational Planning Branch Chief
- d. Document all information including EAS scroll activation time(s) and actions taken into the WebEOC Daily Operations Log.
- e. When the emergency event is terminated,
 - i. Send a closing email to all previously contacted VDEM personnel and
 - ii. Update the WebEOC Daily Operations Log entry.

4. EAS - Third Alternate (Non-Electronic)

When transmitting an EAS message using the non-electronic method, the SAU Analyst will:

- a. Receive the request from the caller by obtaining the following:
 - i. Caller's name
 - ii. Agency or local government affiliation
 - iii. Title
 - iv. Call back number
 - v. Nature of the emergency and area impacted
 - vi. Specific instructions the caller requests to have broadcast
- b. For local EAS events if the locality is **NOT** within the Richmond Extended Area, advise the caller to contact their local EAS station directly.
- c. The list of jurisdictions in the Richmond Extended Area includes is included in the [Commonwealth of Virginia EAS Plan](#) and summarized in the table below:

Virginia EAS – Richmond Extended Operation Area		
Caroline County	Hanover County	Northumberland County
Charles City County	Henrico County	Petersburg City
Chesterfield County	Hopewell City	Powhatan County
Colonial Heights City	King and Queen County	Prince George County
Dinwiddie County	King William County	Richmond City
Emporia City	Lancaster County	Richmond County
Essex County	Louisa County	Southampton County
Goochland County	Middlesex County	Sussex County
Greensville County	New Kent County	Westmoreland County

- d. Advise the caller that you will have the on-call VEST Operations Section Chief make contact with them at the number provided.
- e. Immediately contact the on-call VEST Operations Section Chief and relay to him/her request information received.
- f. If needed have the on-call VEST Operations Section Chief and WRVA exchange information.
- g. Once confirmation for the activation and the direct information to broadcast is received from the on-call VEST Operations Section Chief, contact WRVA via telephone at 804-474-0166. Use the following format with WRVA:
"This is the Virginia Emergency Operations Center with a request to activate the Virginia Emergency Alert System for a(n) _____ Emergency reference (Describe nature of the emergency). The Authenticator word is (Provide EAS code word located in the Communications Resource Manual Volume I, EAS Section).
- h. Notify the Associated Press (AP) Broadcast Desk at [REDACTED].
 - i. AP is not staffed from 0100 hours to 0600 hours
 - ii. After reaching the AP Broadcast Desk, provide the information on the emergency, giving the authenticator information as requested by AP.
 - iii. The Authenticator word is located in EAS section of the Communications Resource Manual, Volume I.
- i. To verify EAS activation and confirm transmission, monitor
 - i. WRVA radio (<https://player.radio.com/listen/station/newsradio-1140-wrva>)
 - ii. FNARS and local television station(s). To operate FNARS, refer to the FNARS Procedures in the Application & Equipment Tab of the SAU SOP.
- j. Email the following VDEM staff:
 - i. Sr VDEM Staff group
 - ii. On-call VEST Team Lead
 - iii. On-call VEST Operations Section Chief
 - iv. Impacted VDEM Region(s)
 - v. Operational Planning Branch Chief
- k. Document all information including EAS scroll activation time(s) and actions taken into the WebEOC Daily Operations Log.
- l. When the emergency event is terminated:
 - i. Notify WRVA and AP
 - ii. Send a closing email to all previously contacted VDEM personnel
 - iii. Update the WebEOC Daily Operations Log entry

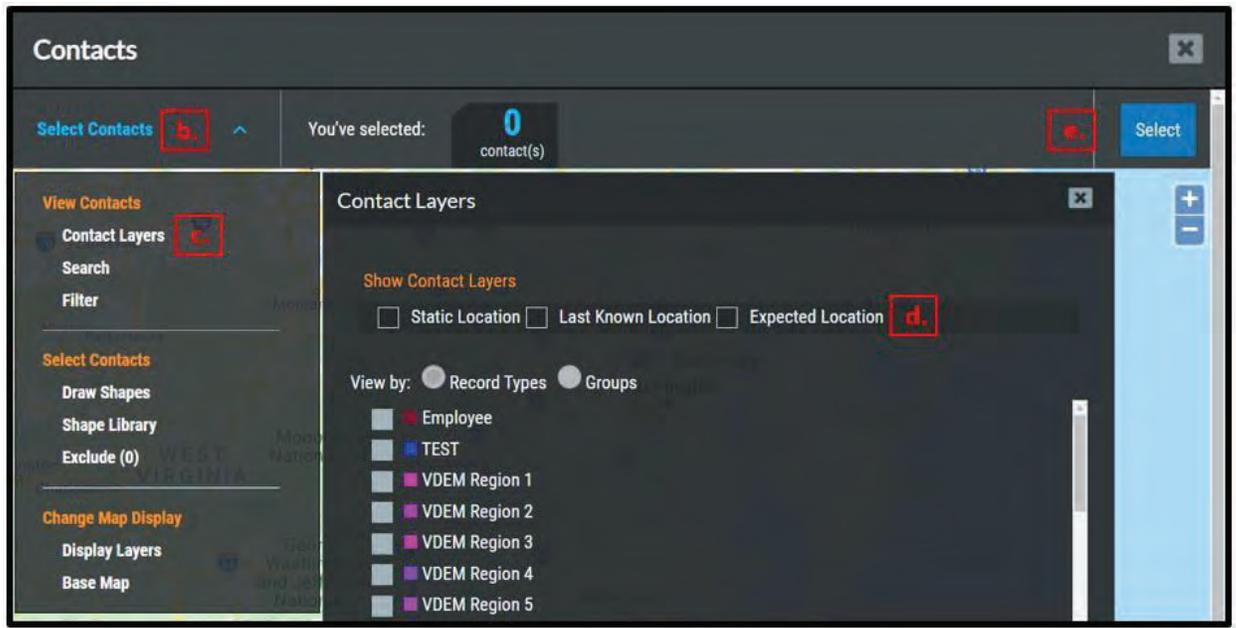
B. WEA and EAS Transmissions

1. WEA/EAS – Primary Method (Everbridge)

When transmitting a WEA and EAS message using the Everbridge, the SAU Analyst will:

- a. Log into Everbridge.
- b. Click on “VDEM (VDEM-Dispatcher)” located at the top right corner of page
- c. Hover the cursor over “VDEM - Public Alerts” under “ORGANIZATION(S)”.
- d. Click on “VDEM-Public Alerts Dispatcher” under “ROLES”
- e. Click on the “New Notification” button.
- f. For the “Title” and “Text body” fields, complete by typing out the title and body of the message.
 - i. Do **NOT** copy and paste text from a web page or Word document.
 - ii. If the text comes from a web page or Word document, open “Notepad” and copy the text into “Notepad”.
 - iii. Then copy the text from “Notepad” and paste the text into the “Title” and/or “Text body” fields.
- g. Click on “Attach Files” to add an attachment.
 - i. Up to five (5) files totaling two (2) megabytes can be added.
 - ii. FEMA audio requirements:
 1. MP3 files saved in single channel mono at a sample rate of 44100Hz
 2. 118 seconds or less in length
- h. Under “Publishing Options”, select
 - i. “Emergency Alert System (EAS)” AND
 - ii. “Wireless Emergency Alerts (WEA)” as the “CAP Channel”
 - iii. The “CAP Channels (EAS)” box will appear below:
 1. “EAS” and “WEA” columns will appear at the right-hand side of the fields.
 2. The gray bullets indicate the applicable fields to the EAS and WEA channels.
- i. Click on the “Live” button.
- j. Enter the **Live** PIN using the credentials for EAS and/or WEA - Everbridge found on the VEOC SAU Systems: Login Credentials List.
- k. For the “Message Category” field, select the appropriate category. *If more than one applies, select the more appropriate category.*
- l. For the “Event Name” field, select the appropriate event type. For more information, see the [FEMA Event Code Descriptions for Use with IPAWS](#).
- m. WEA message only: The “WEA Handling” field will automatically select a default value based on the selected “Event Name”
- n. “Urgency” field choice will be **Immediate**: Responsive action should be taken immediately. Applicable for EAS and WEA.
- o. “Severity” field choices include:
 - i. Extreme: Extraordinary threat to life or property. Applicable for EAS and WEA.
 - ii. Severe: Significant threat to life or property. Applicable for EAS and WEA.
- p. “Certainty” field choices include:
 - i. Observed: Determined to have occurred or to be ongoing. Applicable for EAS and WEA

- ii. Likely: Probability is greater than or equal to 50%. Applicable for EAS and WEA
- q. For the "Expires" field, select the appropriate hourly duration of the event.
- r. For WEA messages, the public will continue to receive the message if they enter the area of the alert before it expires. This time should be the same or shorter than the "Broadcast duration" field time under "Settings" to ensure the alert could be stopped or extended.
- s. The "Headline" field will automatically populate with the text from the "Title" field.
- t. For the "WEA English Message (Required – 90 characters)" field:
 - i. Type out the WEA message or clicking on "Load message text" to copy the message from the "Text body" field.
 - ii. Do **NOT** copy and paste text from a web page or Word document. If the text comes from a web page or Word document, open "Notepad" and copy the text into "Notepad".
 - iii. Then copy the text from "Notepad" and paste the text into the "WEA English Message (Required – 90 characters)" field.
 - iv. There is a 90-character limit.
 - v. If requested, add a hyperlink in these fields, **not** in the "Web Link" field. If the hyperlink is too long, use <https://tinyurl.com> to shorten the length. *Avoid special characters, as most are rejected.*
- u. If applicable, click on "Add optional WEA message fields" to access the following fields. Not all cell phones support 360 characters or Spanish.
 - i. For the "WEA English Message (Optional – 360 characters)" field, the "WEA English Message (Required – 90 characters)" field must be filled out to utilize this field.
 - ii. For the "WEA Spanish Message (Optional – 90 characters)" field, the user must type in the proper translation, as Everbridge will not translate the message from English to Spanish.
 - iii. For "WEA Spanish Message (Optional – 360 characters)", the user must type in the proper translation, as Everbridge will not translate the message from English to Spanish. The "WEA Spanish Message (Required – 90 characters)" field must be filled out to utilize this field.
- v. For the "Web Link" field, type in a hyperlink for EAS messages, if requested.
- w. Do not fill out for WEA messages, as the hyperlink will go in the "WEA English/Spanish Message" field(s).
- x. For the "U.S. Time Zones" field, select "Eastern Time Zone".
- y. For the "Affected Region SAME code(s)" field, select all applicable areas to be notified of the event by clicking on the box next to the option. The applicable areas must be selected when using a shape file.
- z. Remove Contact Layers by:
 - i. Scroll down to the "Contacts" and click on "Map".
 - ii. Click on "Select Contacts" to view the menu.
 - iii. Click on "Contact Layers" under the "View Contacts" section.
 - iv. In the "Contact Layers" window, uncheck the "Static Location", "Last Known Location", and "Expected Location" boxes. Ensure all "Record Types" do not have a check mark.
 - v. In the "Contacts" window, click on the "Select" button in the right corner.



aa. If applicable, add a shape:

i. To draw a shape:

1. From the "Contacts" window in the step above, ensure the map is zoomed into the appropriate area. Double click on the mouse to zoom.
 2. Click on "Draw shapes" under the "Select Contacts" section.
 3. Click on "Polygon" or "Circle" under the "Draw Shapes" window.
- a. For a polygon:
1. Move the cursor to the appropriate point on the map. The cursor will have a blue circle at the point.
 2. Use the left click button on the mouse to drop a point, then move the cursor again to another point and use the left click button to drop another point, and repeat until the polygon shape is complete. Each shape cannot exceed more than 100 points and no boundary lines can overlap. If two shapes are necessary, no two shapes can overlap.
 3. Double click on your last point to complete the shape.

b. For a circle:

1. Move the cursor to the appropriate point on the map.
2. Hold the left click button on the mouse to drop a point and expand the size of the circle.
3. Release the left click button when the circle is complete. If two shapes are necessary, no two shapes can overlap.

ii. To upload a shape file:

1. From the "Contacts" window in the step above, click on "Shape Library" under "Draw Shapes" section.
2. Click on the appropriate folder name
3. Click on "Load" next to the file name

iii. To remove a polygon or circle,

1. Click on "Remove" under "Draw Shapes" section and click on the shape
2. The shape should turn purple and an "X" should appear in the shape
3. Click on the "X" to remove the shape

- bb. In the "Contacts" window, click on the "Select" button.
- cc. If the shape is added, the "Polygon" field should display "You have selected polygons" in green under "CAP Fields".
- dd. If applicable, select the appropriate attachment in the "Attachment" field"
- ee. Ensure the "Broadcast duration" field is the same as the "Expires" field.
 - i. To check the "Broadcast duration" field, click on "More options" in the "Settings" section to locate the field.
 - ii. To edit the "Broadcast duration field":
 1. Click on "Edit" in the Settings" section
 2. Click on "More options"
 3. Select the appropriate duration in hours
- ff. Scroll to the bottom and click on the "Send" button. **WRVA and local broadcasters will immediately interrupt their programming and broadcast.**
- gg. Ensure the EAS and WEA message was sent successfully:
 - i. Click on the title of the EAS and/or WEA message.
 - ii. Click on the "CAPS Channels" tab.
 1. Ensure the "Publishing Status" field is "EAS 500-Message successfully sent to EAS" or "600-Message successfully sent to WEA" or follow guidance associated with the code.
 2. If the "Publishing Status" field does not display this message after troubleshooting:
 - a. Contact FEMA IPAWS Lab at 1-84-IPAWSLAB or 1-844-729-7522
 - b. Notify VDEM Operational Planning Branch Chief
 - c. Skip to the [Troubleshooting section](#)
- hh. Confirm EAS messages either on:
 - i. WRVA radio (<https://player.radio.com/listen/station/newsradio-1140-wrva>) or
 - ii. FNARS and local television station(s) to verify EAS activation. To operate FNARS, refer to the FNARS Procedures in the Application & Equipment Tab of the SAU SOP.
- ii. For WEA messages, check activate alerts at <https://warn.pbs.org/>.
- jj. Email the following VDEM personnel:
 - i. Sr VDEM Staff group.
 - ii. On-call VEST Team Lead.
 - iii. Impacted VDEM Region(s).
 - iv. Operational Planning Branch Chief.
 - v. OPBC
- kk. Document all information including EAS scroll activation time(s) and actions taken into the WebEOC Daily Operations Log.
- ll. When the emergency event is terminated, send a closing email to all previously contacted VDEM personnel and update the WebEOC Daily Operations Log entry.

2. WEA/EAS – First Alternate (EMnet EAS Encoder)

When transmitting a WEA/EAS message using the EMnet EAS Encoder, the SAU Analyst will:

- a. If needed, notify the OPBC or designee to assist with the process.
- b. From the EMnet terminal, ensure the EMnet satellite dish icon on the bottom taskbar is green. If the EMnet satellite dish icon is red, refer to the Technical Problems section in the EAS & WEA Activation Procedures
- c. Click on the Windows Start icon
- d. Click on "Message Manager"
- e. From the EMnet Message Manager window, click on the "Compose EAS" button.
- f. If applicable, click on the "Quick Alert" button to access the appropriate saved template.
- g. Click on the dropdown menu under "Choose Alert Type" and select the appropriate alert type based on the event.
 - i. If applicable, a WEA message will not transmit if "required monthly test" or "required weekly test" is selected for the alert type.
 - ii. **Do NOT transmit a WEA message without the consent of the VDEM Operational Planning Branch Chief.**
- h. Click on the dropdown menu under "Alert Duration" and select the appropriate duration. The alert duration is the time an alert is valid from the creation of the alert and is measured from the time the message is sent.
- i. Click on the "Choose Destinations" button and select the appropriate search:
 - i. If by county, select "By County" and click on the appropriate county under "Available FIPS destinations". Click on the "Add" button and the selected area will appear under "Specified Destination Addresses".
 - ii. If by FIPS, select "By FIPS code" and click on the appropriate FIPS code under "Available FIPs destinations". Click on the "Add" button and the selected area will appear under "Specified Destination Addresses".
 - iii. The option to draw or upload a polygon shape for a WEA message only is under "By FIPS". *The appropriate FIPS codes must be selected when adding a polygon shape.*
 1. To draw a polygon shape:
 - i. Click on "Add polygon".
 - ii. Wait for the map to display in the "Geo Location" window.
 - iii. Zoom in to the appropriate area by using the plus or minus icons at the top left corner of the window or by using the scroll wheel on the mouse. *When hovering the mouse cursor over the map, a plus sign will appear as the cursor.*
 - iv. Click a point to start the shape.
 1. Each subsequent click will add another point that will define the perimeter of the shape.
 2. The program will automatically fill the in the space between the points with a blue field.
 3. Keep adding points until the desired area is contained within the blue field.
 4. Each shape cannot exceed more than 100 points and no boundary lines can overlap.

5. If two shapes are necessary, no two shapes can overlap.
 - v. To remove a shape, left click on the map and select "Clear all shape".
 - vi. When shape is complete, click on "Save and Return".
2. To upload a polygon shape file:
 - i. Click on "Add polygon".
 - ii. Wait for the map to display in the "Geo Location" window.
 - iii. Right click on the map and select "Load Shape file".
 - iv. Find and attach the appropriate shape file and click on the "Open" button.
 - v. To remove a shape, left click on the map and select "Clear all shape".
 - vi. When the shape file is attached, click on the "Save and Return" button.
3. If by radius, select "By Radius" and complete
 - i. the "County of incident",
 - ii. "ZIP Code of incident", or
 - iii. "Radius in miles" fields.
4. To add additional counties, select "By County"
 - i. Click on the appropriate county under "Available FIPS destinations".
 - ii. Click on the "Add" button and the selected area will appear under "Specified Destination Addresses".
 - iii. Return to the "By FIPS".
5. Click on the "OK" button.
6. In the EMnet EAS Encoder window, the selected areas will appear in the "Areas to Alert" box.
- j. "Message Type", "Event Category", "Urgency", "Severity", and "Certainty" fields will be completed automatically based on alert type selected. These fields can be changed by clicking on the dropdown menus. When transmitting a WEA message:
 - i. **"Urgency"** field must be "Immediate" or "Expected"
 - ii. **"Severity"** field must be "Extreme" or "Severe"
 - iii. **"Certainty"** field must be "Observed" or "Likely"
- k. If applicable, add a Uniform Resource Locator (URL) in the "URL for Additional Information" field for EAS messages.
Do not fill out for WEA messages, as the hyperlink will go in the "Mobile Text (for WEA distribution)" field.
- l. Type an appropriate title for the message in the "Headline" field.
- m. If a "Quick Alert" is not used, type in the text to be transmitted via EAS message in the "Description" field. *The EAS message must be at least 40 characters and spell check is automatic.*
- n. For a WEA, type general information into the "Mobile Text" field.
 - i. The message must be under 90 characters with no special characters; only commas and periods.
 - ii. If requested, add a hyperlink in this field, not in the "URL for Additional Information" field.
 - iii. If the hyperlink is too long, use <https://tinyurl.com> to shorten the length.
- o. Type data for "Recommended action to be taken" if desired-one or more recommended public protective actions.
- p. Click on the dropdown menu under "Siren Activation" and select "None".

- q. Click on the dropdown menu under "Repeat Voice Message" and select appropriate cycle – 2 times is preferred.
- r. To record an audio message:
 - i. Click on the "Record Audio" button.
 - ii. Make sure the microphone is on.
 - iii. Click on the "Record" button.
 - iv. Read the text in the "Description" field into the microphone.
 - v. Click on the "Stop" button when complete.
 - vi. Click on the "Play" button to ensure the audio is correct, audible, and less than 118 seconds.
 - vii. When the audio is correct, click on the "Done" button and the audio file is added to the alert.
 - viii. Ensure the "Record Audio" button is green.
- s. To attach a prerecorded audio message:
 - i. Click on the "Pre-recorded Audio" button.
 - ii. Click on the appropriate file. Ensure it is the original audio file.
 - iii. Click on the "Open" button to add the audio file to the alert.
 - iv. Ensure the "Pre-recorded Audio" button is green.
- t. Proofread the text and listen to the audio for accuracy.
- u. If an error is made, click on the "Clear Alert" button and repeat instructions for step 15.
- v. Click on the "Activate" button.
- w. In the "Distribution Channel(s)" box , select ALL three:
 - i. "EMnet EAS"
 - ii. "IPAWS EAS"
 - iii. "IPAWS WEA"
 - iv. After selecting the appropriate channel(s), click on the "OK" button.
- x. If transmitting a WEA message, type yes in the box.
- y. Enter the password using the credentials for EAS and/or WEA – EMnet found on the VEOC SAU Systems: Login Credentials List.
- z. Click on the "Confirm" button to transmit the message. **WRVA and local broadcasters will immediately interrupt their programming and broadcast.**
- aa. To exit the EMnet EAS Encoder window, click on the "X" in the top right.
- bb. Confirm transmission
 - i. EAS messages:
 - 1. WRVA radio (<https://player.radio.com/listen/station/newsradio-1140-wrva>) or
 - 2. FNARS and local television station(s) to verify EAS activation. To operate FNARS, refer to the FNARS Procedures in the Application & Equipment Tab of the VEOC SAU SOP.
 - ii. WEA messages at <https://warn.pbs.org/>.
- cc. Email the following VDEM personnel:
 - i. Sr VDEM Staff group.
 - ii. On-call VEST Team Lead.
 - iii. On-call VEST Operations Section Chief
 - iv. Impacted VDEM Region(s).
 - v. Operational Planning Branch Chief.

- dd. Document all information including EAS scroll activation time(s) and actions taken into the WebEOC Daily Operations Log.
- ee. When the emergency event is terminated:
 - i. Send a closing email to all previously contacted VDEM personnel and update the WebEOC Daily Operations Log entry.

3. WEA/EAS – Second Alternate (IPAWS Lab)

When transmitting an EAS message using the IPAWS Lab, the SAU Analyst will:

- a. Notify the FEMA IPAWS Lab at [REDACTED] to request the FEMA IPAWS Lab transmit an EAS or/and WEA message on behalf of the Virginia Department of Emergency Management.
- b. Confirm transmission by monitoring:
 - i. EAS message:
 - 1. WRVA radio (<https://player.radio.com/listen/station/newsradio-1140-wrva>) or
 - 2. FNARS and local television station(s) to verify EAS activation. To operate FNARS, refer to the FNARS Procedures in the Application & Equipment Tab of the SAU SOP.
 - ii. WEA message at <https://warn.pbs.org/>
- a. Email the following VDEM personnel:
 - i. Sr. VDEM Staff group
 - ii. On-call VEST Team Lead
 - iii. On-call VEST Operations Section Chief
 - iv. Impacted VDEM Region(s)
 - v. Operational Planning Branch Chief
- b. Document all information including EAS scroll activation time(s) and actions taken into the WebEOC Daily Operations Log.
- c. When the emergency event is terminated,
 - i. Send a closing email to all previously contacted VDEM personnel and
 - ii. Update the WebEOC Daily Operations Log entry

C. Troubleshooting

The SAU Analyst will prioritize the delivery of all public alert and warning coordination over complete documentation of the technical problem (or until staffing and workflows allow.)

Once the messaging has been successfully completed, the SAU Analyst can initiate documentation and additional internal notifications.

If a problem occurs with either IPAWS software platform, the SAU Analyst will:

- a. If the problem is with **Everbridge**:
 - i. Contact Everbridge Technical Support at [REDACTED] and
 - ii. Contact FEMA IPAWS Lab at [REDACTED]
- b. If the problem is with **EMnet**:
 - i. Contact Comlabs Technical Support at 321-701-9100 and the
 - ii. Contact FEMA IPAWS Lab at [REDACTED]

1. Internet Connectivity

The SAU analyst should attempt to check the internet connectivity to see if the issue is limited to one position or if all positions are impacted.

- a. If the problem is with the internet, refer to the 7-400 SAU Computer, Internet, or iPhone Equipment Failure Procedures in SAU Standard Operating Procedures.²
- b. Contact VDEM
- c. Operational Planning Branch Chief (OPBC)
- d. Information Technology Helpdesk
- e. Email VDEM staff (if possible):
 1. Radiological Planner
 2. State Coordinator
 3. Chief Deputy Coordinator
 4. Deputy State Coordinator of Disaster Services
 5. Planning Division Director
 6. IT Helpdesk
- f. Log trouble ticket in Circuit Failure Master Log (if applicable)
- g. Document problem and all actions in WebEOC Daily Operations Log
- h. Updates and/or problem resolution:

Internet Connectivity Options

The SAU maintains multiple methods to connect to the internet.

In the event that the primary connections is lost, the SAU analyst will attempt to connect one or more computer using the following methods:

1. 791L 73D0 full time "hotspot"
2. EMnet computer – linked to Comlabs satellite modem
3. SAU and/or SAU analyst mobile device hotspot(s)

Internet outages may impact the functionality of the VOIP phones. If this occurs, the SAU analyst will attempt to utilize one or more of the options below

1. SAU mobile phone (needed for verification),
2. Issued SAU analyst mobile phones, and
3. SAU Satellite phone(s)

² If internal hyperlink fails, refer to 7-400 SAU Computer, Internet, or iPhone Equipment Failure Procedures in the SAU Standard Operating Procedures for detailed instructions.

1. Email all previously contacted staff
2. Update Communications Circuit Failure Log (if applicable)
3. Updated the WebEOC Daily Operations Log entry

2. Computer Performance

The SAU analyst should attempt to check each workstation to see if the issue is limited to one position or if all positions are impacted.

- a. If the problem:
 1. Involves **more than two computers** and
 2. **Interferes with the ability to conduct SAU operations,**

The SAU analyst will complete the following steps³,
- b. Log the trouble ticket information into the VEOC Communications Circuit Failure Master Log binder (if applicable).
- c. Notify the following VDEM personnel:
 1. On-call VEST Information Technology (IT) Support.
 2. Operational Planning Branch Chief.
- d. Email the following VDEM Personnel:
 1. State Coordinator.
 2. Chief Deputy State Coordinator.
 3. Deputy State Coordinator of Disaster Services.
 4. Planning Division Director
 5. On-call VEST Operations Section Chief
 6. VDEM IT Help Desk at vdemithelpdesk@vdem.virginia.gov.
- e. Document problem and all actions in WebEOC Daily Operations Log
- f. Updates and/or problem resolution:
 1. Email all previously contacted staff
 2. Update Communications Circuit Failure Log (if applicable)
 3. Updated the WebEOC Daily Operations Log entry

Computer Performance Challenges

The SAU maintains at least 2 COOP laptops configured to function as replacements for positions 1 & 2.

SAU analysts may also attempt to leverage their issued laptops (which should be mapped to contain both an employee profile and a position 3 profile.

All of the laptops above should be connected to the VDEM network regularly to ensure that they are updated and functional, if need.

³ If internal hyperlink fails, refer to 7-400 SAU Computer, Internet, or iPhone Equipment Failure Procedures in the SAU Standard Operating Procedures for detailed instructions.

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4-030 Radiological Emergency Procedures

Approved By		
Draft Effective	June xx 2022 (DRAFT)	
Supersedes		
Interpretation	The VDEM OPBC is responsible for the official interpretation of this manual.	
Owner		

Purpose and Applicability

This section provides procedures for the Situational Awareness Unit (SAU) to follow concerning radiological emergencies at a nuclear power station (NPS) or other nuclear facility.

There are four emergency classification levels for notifications at a nuclear power plant. The emergency classification levels, in ascending order of severity, are:

- Notification of Unusual Event (NOUE),
- Alert,
- Site Area Emergency (SAE), and
- General Emergency (GE).

Emergency classification levels at other nuclear facilities will use some or all of these classification levels but will have different meanings depending on the facility.

Related Documents

- Commonwealth of Virginia Emergency Operations Plan (COVEOP), Hazard-Specific Annex #1, Radiological Emergency Response
- Commonwealth of Virginia Radiological Emergency Response Plan (RERP) Technical Support Document
- Dominion Emergency Action Level Reference Manual
- North Anna Nuclear Power Station Early Warning System Activation Manual
- Surry Nuclear Power Station Early Warning System Activation Manual
- 7-260 Public Alert and Warning Procedures
- SAU Conference Call Procedures
- Everbridge Procedures
- BWX Technologies (BWXT) Nuclear Operations Group-Lynchburg Emergency Plan
- SAU Virginia Criminal Information Network (VCIN) & OpenFox Procedures

References and Contacts

A. Contacts

1. **Nuclear Power Station Control Rooms** are located at each of the Dominion-operated nuclear power stations.

- a. **North Anna NPS**

1. Control Room (Console) [REDACTED]
 2. Control Room (Unit 1 Supervisor) [REDACTED]
 3. Control Room (Unit 2 Supervisor) [REDACTED]

- b. **Surry NPS**

1. Control Room (Console) [REDACTED]
 2. Control Room (Unit 1 Supervisor) [REDACTED]
 3. Control Room (Unit 2 Supervisor) [REDACTED]

2. **Dominion Energy Corporate Emergency Response Center (CERC)** is located at the Dominion Energy complex in Glen Allen (Innsbrook). Key stakeholders have assigned workspaces, with designated phone number listed below.

- a. **VDEM**

1. [REDACTED]
 2. [REDACTED]
 3. [REDACTED]

- b. **North Anna**

1. **VDH Dose Assessment Team**

- a. [REDACTED]
 - b. [REDACTED]
 - c. [REDACTED]

2. **State & Local Communicator -** [REDACTED]

- c. **Surry**

1. **VDH Dose Assessment Team**

- a. [REDACTED]
 - b. [REDACTED]
 - c. [REDACTED]

2. **State & Local Communicator -** [REDACTED]

B. Systems

Systems used to share situational awareness between private sector and governmental agencies responsible for conducting public safety measures during a nuclear power station incident potentially resulting in a protective actions.

1. Operational Coordination Systems

- a. **Dominion Energy Emergency Notification Systems (DEENS)** is the Dominion-operated alert and messaging system that operates within a Dominion Energy Everbridge account. SAU receives initial and updated information through DEENS.
- b. **Commonwealth Notification System (CNS)** is the conference call system(s) utilized by the SAU to notify the host and risk jurisdiction's public safety answering points (PSAPs) that a conference call with the Virginia Emergency Operations Center (VEOC) will occur. PSAPs will receive an initial CNS message on their primary telephone line to join a conference call.
 1. **Primary CNS Method: Everbridge Smart Conference** is the primary conference call service utilized by the SAU when communicating with host and risk jurisdictions around the North Anna and Surry NPS and allows up to 250 lines to attend the call.
 2. **First Alternate CNS Method: Verizon Instant Meeting** is the back-up conference call service utilized by the SAU when communicating with host and risk jurisdictions around the North Anna and Surry NPS and allows up to 50 lines to attend the call.
 3. **Second Alternate Method: Google Meet** Conference Call is the alternate back-up conference call service when communicating with host and risk jurisdictions around the North Anna and Surry NPS and allows up to 100 lines to attend the call.
- c. **Facsimile** with phone confirmation is the method used by Dominion to share the Report of Radiological Conditions (Form #720470) with the SAU.

2. Public Alert and Warning Systems

Public Alert refers to the initial method(s) of getting the attention of the public. Alerts are generally short messages that direct individuals where to obtain additional information. Alerts generally include:

- Wireless Emergency Alert (WEA) that generate an audible tone and vibration on mobile devices
- Automated phone calls to landlines, VOIP phones, or mobile devices

Public Warning refers to the detailed information message that identify the protective actions that the impacted public needs to take. This is generally accomplished through:

- Emergency Alert System (EAS) activations that provide text and audio instructions via local commercial television and radio broadcasters.
- Press releases provided to local, state, and/or national media that provide detailed written instructions aligned with prepared EAS messaging.

The SAU systems used to alert and warn the public include the following:

- a. Primary: Everbridge** is the primary platform for transmitting nuclear power station emergency messages to the public. The Everbridge Public Alert organization is designed to process messages through:
 1. Wireless Emergency Alerts (WEA) and Emergency Alert System (EAS) using the Integrated Public Alert and Warning System Open (IPAWS - Open) system
 2. Voice and/or text messaging to landline, VOIP, and mobile devices using Everbridge Resident Connection contacts
- b. First Alternate:** In the event that the primary platform is unavailable, the SAU will transmit the WEA and EAS messages through the Emergency Management Network (**EMnet**) system.
- c. Second Alternate:** In the event that the SAU is unable to transmit the messages through EMnet, the SAU will contact the FEMA IPAWS Technical Support Services (also known as **IPAWS Lab**) to transmit the WEA and EAS messages on behalf of VDEM.

C. Forms

The following forms are used to ensure the timely, efficient, and standardized collection and dissemination of information during a nuclear power plant emergency. Printed copies of these forms are located in the file cabinet near SAU Position 1. (Additional copies of selected forms are also available at XXXX)

1. **Power Station Emergency Notification Form (ENF)** used by Dominion Energy to inform the SAU of an actual or potential emergency. Transmitted via DEENS.
2. **Radiological Emergency Response Plan (RERP) Checklist(s)** are job aids used to guide and document required tasks during radiological emergency. Tasks are assigned to specific VEST roles and to the SAU.
3. **Report of Conference Call Notification** used by the SAU to inform risk and host jurisdiction PSAPS around the impacted nuclear power station via CNS. Hard copy of form is printed on **pink** paper.
4. **PAR Message Form – For Use by State Only** is used by the SAU to record Protective Action Recommendation messages from a nuclear power station.

5. **Report of Protective Action Recommendations (PAR)** is used by the SAU to inform risk and host jurisdiction PSAPs around the impacted nuclear power station of protective action recommendations under consideration by the state. Jurisdictions are asked to concur or dissent and provide alternate recommendations. Transmitted via CNS. Hard copy of form is printed on **yellow** paper.
6. **Report of Protective Action Decision (PAD)** used by the SAU to inform risk and host jurisdictions public safety answering points (PSAPs) around the impacted nuclear power station of the protective action decision(s) ordered by the governor. Transmitted via CNS. (Note: The release of a PAD will result in the activation of the Public Alert & Warning systems.) Hard copy of form is printed on **green** paper.
7. **Report of KI Decision and Administration** used by the SAU to inform risk and host jurisdictions public safety answering points (PSAPs) around the impacted nuclear power station of the decision to order the administer Potassium Iodide (KI) as a protective action. Transmitted via CNS. (Note: The release of a KI decision will result in the activation of the Public Alert & Warning systems.) Hard copy of form is printed on **white** paper.
8. **Report of Radiological Conditions form (Form #720470)** used by Dominion Energy to inform the SAU of an actual or potential emergency. Transmitted via fax, with confirmation of receipt via phone.

Procedure

A. Initial Alert of Nuclear Emergency to SAU

1. **NUCLEAR POWER STATION EMERGENCY NOTIFICATION:**
 - a. Dominion Energy will advise the SAU of a nuclear power station emergency via email through DEENS.
 1. This email will include a Power Station Emergency Notification Form (ENF).¹
 2. The SAU analyst will acknowledge the DEENS message by clicking on "Acknowledge receipt of this message".²
 - b. The SAU Analyst will notify the following VDEM staff:
 1. On-call Virginia Emergency Support Team (VEST) Team Lead
 2. Operational Planning Branch Chief

¹ **If SAU does not receive the Power Station ENF**, use the automatic ring down telephone and copy the information given on the Power Station Backup ENF. *The SAU Analyst will not repeat any information from the Power Station ENF to the localities. Localities must contact the control room directly.*

² **Failure to acknowledge this message** will auto-generate phone calls from DEENS at one minute intervals until successful acknowledgement is received.

- c. Make notifications for the appropriate class of emergency using the appropriate RERP Action Checklist.
 - d. Notify all SAU staff, using polling feature to collect availability to assist, if needed.
 - 1. Notification message "The SAU has received a report of Power Station Emergency. Please advise your availability to assist, IF REQUESTED, below. NOTE: DO NOT REPORT TO THE SAU UNLESS DIRECTED TO DO SO"
 - a. Immediate
 - b. Within 2 hours
 - c. 2-4 hours
 - d. Not available / already scheduled
 - e. The SAU Analyst will forward a copy of the Power Station ENF via email to VEST Operational Coordination Director.
 - f. Enter information from the ENF and actions taken into the WebEOC Daily Operations Log.
 - g. Use the SAU printer to scan and email any hardcopy documents to veoc@vdem.virginia.gov.
 - h. File the email in the appropriate email folder. Once all hard copy documents are digitized, the original hard copies can be shredded.
- 2. OTHER NUCLEAR FACILITY REPORT OF EMERGENCY:** When receiving a Report of Radiological Emergency from a nuclear facility other than North Anna or Surry NPS, the SAU Analyst will:
- a. Obtain the following information from the caller:
 - 1. Caller's name, callback number, title, and agency
 - 2. Name of the site
 - 3. Time of event
 - 4. Nature of event
 - 5. Event classification
 - 6. If emergency assistance is required
 - 7. If response actions are underway
 - 8. If expected release of hazardous materials (hazmat) to off-site areas
 - 9. Offsite protective actions recommended
 - b. Notify the following VDEM personnel:
 - 1. Radiological Protection Officer
 - 2. Hazmat Programs Chief
 - 3. Impacted VDEM Region(s)
 - 4. VDEM Operational Planning Branch Chief
 - 5. VEST Operational Coordination Director
 - 6. SR Staff group
 - c. Notify the impacted Federal Bureau of Investigation Field Office.
 - d. Document all information and actions taken into the WebEOC Daily Operations Log.

B. Operational Coordination - SAU

Commonwealth Notification System (CNS): is an automated conference call system(s) utilized by the SAU to notify the host and risk jurisdiction's public safety answering points (PSAPs) that a conference call with the Virginia Emergency Operations Center (VEOC) will occur.

The SAU will communicate with host and risk jurisdiction public safety answering points (PSAPs) around the impacted nuclear power station using CNS functionality.

PSAPs will receive an initial CNS message on their primary telephone line to join a conference call.

- If the PSAP does not acknowledge this message after two (2) minutes, the message will be transmitted a second time to their secondary telephone line.
- If the PSAP does not acknowledge this message after two (2) minutes, the message will be transmitted a third time to their tertiary telephone line (Dominion Energy satellite phone).
- If an acknowledgement is not made after the third attempt, the VEOC SAU will notify (via commercial telephone) the PSAP to attend the conference call.

Although multiple platforms are used to ensure redundancy, conference calls can also be coordinated via direct dial phone calls, fax transmissions, and VCIN messages that contain conference call date, time, and connection details.

Each time the SAU is requested to relay information, a new conference call will be set up and a new notification will be sent out.

Conference calls will be initiated as needed to communicate updates. Updates may include, but are not limited to the use of the following templates and forms:

- Report of Conference Call Notification
- Report of Protective Action Recommendations (PAR)
- Report of Protective Action Decision (PAD)
- Report of KI Decision and Administration
- Generic template³

³ Use only when directed

1. To initiate a CNS conference call (Primary CNS – Everbridge) the SAU Analyst will:

- a. Log into Everbridge
- b. Click on “VDEM (VDEM-Dispatcher)” located at the top right corner of page
- c. Hover the cursor over “VDEM Operations” under “ORGANIZATION(S)”
- d. Click on “VDEM-Incident Operator” under “ROLES”
- e. Hover the cursor over “Incidents” and click on “Launch Incident”
- f. Click on the appropriate incident and then click on the appropriate form.
 1. “North Anna Power Station – Radiological Emergency”
 - a. “Report of Conference Call Notification” - *Use script on pink form*
 - b. Report of Protective Action Recommendations (PAR) - *Use script on yellow form*
 - c. Report of Protective Action Decision (PAD) - *Use script on green form*
 - d. Report of KI Decision and Administration - *Use script on white form*
 - e. Generic⁴
 2. “Surry Power Station – Radiological Emergency”
 - a. “Report of Conference Call Notification”
Use script on pink form
 - b. “Report of Protective Action Recommendations (PAR)”
Use script on yellow form
 - c. “Report of Protective Action Decision (PAD)”
Use script on green form
 - d. “Report of KI Decision and Administration”
Use script on white form
 - e. “Generic”⁵

CNS Redundancy

If Everbridge Smart Conferencing is not operational:

1. Skip to [Section E: Troubleshooting](#) if the issue appears to be:

- 1.1. [Internet connectivity](#)
- 1.2. [Computer performance](#)

2. Skip to Section F: Alternate CNS Procedures to use:

- 2.1. First Alternate CNS:
Verizon Instant Meeting
- 2.2. Second Alternate CNS:
Google Meets

Notify OPBC of any challenges that may require augmentation of SAU staffing.

⁴ Use only when directed

⁵ Use only when directed

- g. Complete all fields in the form and then click on the "Next" button. *To select or unselect multiple items in a field, press and hold down the Ctrl key and click on the item.*
- h. Scroll to the bottom:
 1. Click on the "CLOSE incident after successful send" box
 2. Click on the "Send" button.
- i. Join the conference call using one of the options below:
 1. Primary phone:
 - a. Answering a call on the 804-674-2400 line from Everbridge
 - b. Press "1" when prompted to acknowledge and join the call
 2. Email:
 - a. Click on the acknowledgement hyperlink
 - b. Dial the conference call telephone number from
 1. Primary SAU telephone line OR
 2. SAU cell phone OR
 3. Dominion Energy satellite telephone line
 3. SMS:
 - a. Reply with "Yes" to acknowledge the message
 - b. Press on the conference call telephone number to dial
- j. Begin the conference call with the following message:

The SAU must call from one of these numbers to ensure Everbridge validation.

1. North Anna

"This is the Virginia EOC with an emergency activation of the North Anna Public Alert and Warning System. I say again, this is the Virginia EOC with an emergency activation of the North Anna Public Alert and Warning System. Please standby for roll call:

-
- Caroline County
 - Louisa County
 - Hanover County
 - Orange County
 - Spotsylvania County
-

All impacted jurisdictions must confirm attendance by all before transmitting message:⁶

⁶ **If a jurisdiction fails to answer the first roll call**, the SAU analyst will re-poll the missing agency. If the agency fails to answer a second time, Relay the following announcement:

"All parties heard loud and clear with the exception of (name of jurisdiction(s) that did not respond). All parties stay on the line until (name of jurisdiction(s) that did not respond) is able conference call."

- Keep the conference call line open while contacting the missing agency by landline
- Once the locality is confirmed to be on the conference call line, proceed to step k.

2. Surry

“This is the Virginia EOC with an emergency activation of the Surry Public Alert and Warning System. I say again, this is the Virginia EOC with an emergency activation of the Surry Public Alert and Warning System. Please standby for roll call:

- | | |
|---|-------------------------------|
| <input type="checkbox"/> Surry County | |
| <input type="checkbox"/> Newport News City | |
| <input type="checkbox"/> Isle of Wight County | |
| <input type="checkbox"/> York County | |
| <input type="checkbox"/> Williamsburg City | Call all
three
together |
| <input type="checkbox"/> Poquoson City | |
| <input type="checkbox"/> James City County | |
| <input type="checkbox"/> New Kent County | |

All impacted jurisdictions must confirm attendance by all before transmitting message:⁷

- k. Read all information over the conference call as directed by
 1. VDEM Radiological Planner OR
 2. VDEM Executive Leadership

⁷ **If a jurisdiction fails to answer the first roll call**, the SAU analyst will re-poll the missing agency. If the agency fails to answer a second time:

- Relay the following announcement: **“All parties heard loud and clear with the exception of (name of jurisdiction(s) that did not respond). All parties stay on the line until (name of jurisdiction(s) that did not respond) is able conference call.”**
- Keep the conference call line open.
- Notify (via commercial telephone) the jurisdiction that did not respond to attend the conference call.

Once the locality is confirmed to be on the conference call line, proceed to step k.

- I. To verify a PSAP has acknowledged the CNS message:
 1. Click on the "All" tab
 2. Click on the appropriate name under "Name" column with the appropriate date
 3. Click on the appropriate title under "Title" column
 4. Ensure there is a Y next to the PSAPs name, *(Name of locality) REQUIRED*

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C. Operational Coordination – Dominion Energy

- 1. Report of Radiological Conditions:** When receiving a Report of Radiological Conditions form for North Anna or Surry NPS, the SAU Analyst will:
 - a. If provided via facsimile, complete Part III Instructions for the Virginia EOC section.
 - b. If provided via telephone, use the Report of Radiological Conditions form (Form #720470) to record the verbal briefing.
 - c. Email a copy of the form(s) to:
 1. On-call VEST Team Lead
 2. VDEM Radiological Planner
 3. VDEM Radiological Protection Officer
 - d. Document all information and actions taken into the WebEOC Operations Daily Log.
 - e. From the SAU printer, email any hard copy documents to veoc@vdem.virginia.gov.
 - f. File the email in the appropriate email folder. *Once all hard copy documents are digitized, the original hard copies can be shredded.*
- 2. PAR Message Form (from nuclear power station):** When receiving a Report of PAR from North Anna or Surry NPS, the SAU analyst will:
 - a. Use the "Report of PAR – For Use by State Only" form to copy message
 - b. Email a copy of the form to:
 1. On-call VEST Team Lead.
 2. VDEM Radiological Planner.
 3. VDEM Radiological Protection Officer.
 - c. Document all information and actions taken into the WebEOC Operations Daily Log.
 - d. From the SAU printer, email any hard copy documents to [REDACTED]
 - e. File the email in the appropriate email folder. *Once all hard copy documents are digitized, the original hard copies can be shredded.*

D. Public Alert and Warning:

The Public Alert and Warning System (AWS) is activated to issue any of the following forms of public alert and warning:

- Emergency Alert System (EAS) only messages to local broadcast stations
- Wireless Emergency Alerts (WEA) to mobile phones and EAS messages to local broadcast stations
- WEA and EAS messages with additional alert notifications to landline and VOIP phones

While WEA messages are short, pre-scripted messages available as templates within the AWS, EAS messages are created and released by the Joint Information Center (JIC).

- The JIC may generate EAS messages for the SAU to disseminate at any point in a nuclear power station emergency.
- A WEA/PNS and EAS message will be released to notify the public of a radiological emergency.

The procedures below are drawn from the 7-260 EAS/WEA Activation SOP, but include modifications specific to nuclear power station emergencies.

Detailed procedures for the primary (Everbridge) and first alternate (EMnet) are included below. For information on additional alternatives, refer to 7-260 EAS/WEA Activation SOP.

1. WEA/PNS and EAS Transmissions

a. WEA/PNS and EAS – Primary (Everbridge)

When transmitting a WEA and EAS message using Everbridge, the SAU Analyst will:

1. Log into Everbridge.
2. Click on “VDEM (VDEM-Dispatcher)” located at the top right corner of page
3. Hover the cursor over “VDEM - Public Alerts” under “ORGANIZATION(S)”.
4. Click on “VDEM-Public Alerts Operator” under “ROLES”
5. Click “Proceed” on the welcome screen
6. Hover the cursor over “Incidents” and click on “Launch Incident”
7. Click on the appropriate incident and then click on the appropriate form.
 - i. “North Anna Power Station – Radiological Emergency”
 1. “North Anna Power Station EAS/WEA/RC – Primary”
 - ii. “Surry Power Station – Radiological Emergency”
 1. “Surry Power Station EAS/WEA/RC – Primary”
8. Complete all fields in the form and then click on the “Next” button. *To select or unselect multiple items in a field, press and hold down the Ctrl key and click on the item.*
9. Under “Publishing Options”, verify the following are selected:
 - i. “Emergency Alert System (EAS)” AND
 - ii. “Wireless Emergency Alerts (WEA)” as the “CAP Channel”
 - iii. The “CAP Channels (EAS)” box will appear below:
 1. “EAS” and “WEA” columns will appear at the right-hand side of the fields.
 2. The gray bullets indicate the applicable fields to the EAS and WEA channels.
10. Click on the “Live” button.

11. Enter the **Live** PIN using the credentials for EAS and/or WEA - Everbridge found on the VEOC SAU Systems: Login Credentials List.
12. The "Headline" field will automatically populate with the text from the "Title" field.
13. If applicable, click on "Add optional WEA message fields" to access the following fields. Not all cell phones support 360 characters or Spanish.
 - i. For the "WEA English Message (Optional – 360 characters)" field, the "WEA English Message (Required – 90 characters" field must be filled out to utilize this field.
14. For the "Message (for all channels except WEA)" field:
 - i. Type out the EAS message
 - ii. Do **NOT** copy and paste text from a web page or Word document. If the text comes from a web page or Word document, open "Notepad" and copy the text into "Notepad".
 - iii. Then copy the text from "Notepad" and paste the text into the "Message (for all channels except WEA)" field.
15. For the EAS Audio Message field, choose one of the following:
 - i. Choose "Use Everbridge recorder" to record the EAS audio file.
 - ii. Choose "Upload a file", then click the "Upload a file" link to add the file.
 1. The recommended format is mp3 mono, 64 kbit/s data, preferably sampled at 22.05 kHz or 44.1 kHz.
16. Scroll to the bottom and click on the "Review and Send" button.
17. Verify the information on the "Review and Send" page
18. Click the "Send" button. WRVA and local broadcasters will immediately interrupt their programming and broadcast.
19. Ensure the EAS and WEA message was sent successfully:
 - i. Click on the title of the EAS and/or WEA message.
 - ii. Click on the "CAPS Channels" tab.
 1. Ensure the "Publishing Status" field is "EAS 500-Message successfully sent to EAS" or "600-Message successfully sent to WEA" or follow guidance associated with the code.
 2. If the "Publishing Status" field does not display this message after troubleshooting:
 - a. Contact FEMA IPAWS Lab at [REDACTED]
 - b. Notify VDEM Operational Planning Branch Chief
 - c. Skip to the [Troubleshooting section](#)
20. Confirm EAS messages either on:
 - i. WRVA radio (<https://player.radio.com/listen/station/newsradio-1140-wrva>) or

- ii. FNARS and local television station(s) to verify EAS activation. To operate FNARS, refer to the FNARS Procedures in the Application & Equipment Tab of the SAU SOP.
21. For WEA messages, check activate alerts at <https://warn.pbs.org/>.
 22. Email the following VDEM personnel:
 - i. Sr. VDEM Staff group.
 - ii. On-call VEST Team Lead.
 - iii. Impacted VDEM Region(s).
 - iv. Operational Planning Branch Chief
 23. Document all information including EAS scroll activation time(s) and actions taken into the WebEOC Daily Operations Log.
 24. When the emergency event is terminated, send a closing email to all previously contacted VDEM personnel and update the WebEOC Daily Operations Log entry.

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b. WEA and EAS – First Alternate (EMnet)

When transmitting an EAS message using the EMnet Lab, the SAU Analyst will:

1. On the EMnet computer, right click the satellite icon at the lower right hand side of the taskbar.
 2. Click on “Manage Messages”.
 3. From the EMnet Message Manager window, click on the “Compose EAS” button.
 4. Click to highlight the “Quick Alert” button to access the “NAPS WEA-EAS” saved template, then click open.
 5. Type or cut and paste EAS message into the “Description” field.
 6. Click on the dropdown menu under “Siren Activation” and select “None”.
 7. Click on the dropdown menu under “Repeat Voice Message” and select appropriate cycle – 2 times is preferred.
 8. To record the EAS audio message:
 - a. Click on the “Record Audio” button.
 - b. Make sure the microphone is on.
 - c. Click on the “Record” button.
 - d. Read the text in the “Description” field into the microphone.
 - e. Click on the “Stop” button when complete.
 - f. Click on the “Play” button to ensure the audio is correct, audible, and less than 118 seconds.
 - g. When the audio is correct, click on the “Done” button and the audio file is added to the alert. Ensure the “Record Audio” button is green.
 9. Review all fields and text for accuracy before proceeding.
 10. If an error is made, click on the “Clear Alert” button and repeat instructions steps 1-9.
 11. Click on the “Activate” button.
 12. If transmitting a WEA message, type yes in the box.
 13. Enter the password using the credentials for EAS and/or WEA – EMnet found on the VEOC SAU Systems: Login Credentials List.
 14. Click on the “Confirm” button to transmit the message.
 15. To exit the EMnet EAS Encoder window, click on the “X” in the top right.
 16. Contact IPAWS Lab at [REDACTED] to confirm transmission of WEA/EAS.
- Document the time of the activation and any problems experienced with the system into the WebEOC Daily Operations Log.

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E. Troubleshooting

The SAU Analyst will prioritize establishing a conference call and/or operational coordination over complete documentation of the technical problem (or until staffing and workflows allow.)

Once the conference call or messaging has been successfully completed, the SAU Analyst can initiate documentation and additional internal notifications.

1. Internet Connectivity

The SAU analyst should attempt to check the internet connectivity to see if the issue is limited to one position or if all positions are impacted.

- a. If the problem is with the internet, refer to the 7-400 SAU Computer, Internet, or iPhone Equipment Failure Procedures in SAU Standard Operating Procedures.⁸
- b. Contact VDEM
 - c. Operational Planning Branch Chief (OPBC)
 - d. Information Technology Helpdesk
- e. Email VDEM staff (if possible):
 1. Radiological Planner
 2. State Coordinator
 3. Chief Deputy Coordinator
 4. Deputy State Coordinator of Disaster Services
 5. Planning Division Director
 6. IT Helpdesk
- f. Log trouble ticket in Circuit Failure Master Log (if applicable)
- g. Document problem and all actions in WebEOC Daily Operations Log
- h. Updates and/or problem resolution:
 1. Email all previously contacted staff
 2. Update Communications Circuit Failure Log (if applicable)
 3. Updated the WebEOC Daily Operations Log entry

Internet Connectivity Options

The SAU maintains multiple methods to connect to the internet.

In the event that the primary connections is lost, the SAU analyst will attempt to connect one or more computer using the following methods:

1. 791L 73D0 full time "hotspot"
2. EMnet computer – linked to Comlabs satellite modem
3. SAU and/or SAU analyst mobile device hotspot(s)

Internet outages may impact the functionality of the VOIP phones.

If this occurs, the SAU analyst will attempt to utilize one or more of the options below

1. SAU mobile phone (needed for verification),
2. Issued SAU analyst mobile phones, and
3. SAU Satellite phone(s)

⁸ If internal hyperlink fails, refer to 7-400 SAU Computer, Internet, or iPhone Equipment Failure Procedures in the SAU Standard Operating Procedures for detailed instructions.

2. Computer Performance

The SAU analyst should attempt to check each workstation to see if the issue is limited to one position or if all positions are impacted.

Once the conference call or messaging has been successfully completed, the SAU Analyst can initiate documentation and additional internal notifications.

- a. If the problem:
 1. Involves **more than two computers** and
 2. **Interferes with the ability to conduct SAU operations,**The SAU analyst will complete the following steps, which are drawn from the SAU Computer, Internet, or iPhone Equipment Failure Procedures of the SAU Standard Operating Procedures.⁹
- b. Log the trouble ticket information into the VEOC Communications Circuit Failure Master Log binder (if applicable).
- c. Notify the following VDEM personnel:
 1. On-call VEST Information Technology (IT) Support.
 2. Operational Planning Branch Chief.
- d. Email the following VDEM Personnel:
 1. State Coordinator.
 2. Chief Deputy State Coordinator.
 3. Deputy State Coordinator of Disaster Services.
 4. Planning Division Director.
 5. On-call VEST Operations Section Chief.
 6. VDEM IT Help Desk at vdemithelpdesk@vdem.virginia.gov.
- e. Document problem and all actions in WebEOC Daily Operations Log
- f. Updates and/or problem resolution:
 1. Email all previously contacted staff
 2. Update Communications Circuit Failure Log (if applicable)
 3. Updated the WebEOC Daily Operations Log entry

Computer Performance Challenges

The SAU maintains at least 2 COOP laptops configured to function as replacements for positions 1 & 2.

SAU analysts may also attempt to leverage their issued laptops (which should be mapped to contain both an employee profile and a position 3 profile.

All of the laptops above should be connected to the VDEM network regularly to ensure that they are updated and functional, if need.

⁹ If internal hyperlink fails, refer to 7-400 SAU Computer, Internet, or iPhone Equipment Failure Procedures in the SAU Standard Operating Procedures for detailed instructions.

F. Alternate CNS Procedures

In this scenario, the SAU computers are functional and connected to the internet, but one or more of the software platforms fail to perform as expected.

1. Verizon Instant Meeting

If **Everbridge Smart Conference** is not operational, conduct conference call using **Verizon Instant Meeting (VIM)**¹⁰

- Verizon Instant Meeting allows up to 50 lines to attend the call.
- The SAU is the leader of the conference call and **MUST** use the Leader Passcode to open the conference call line.

1. To set up a VIM conference call and notify the host and risk jurisdictions, the SAU Analyst will:

- a. Go to <https://e-meetings.verizonbusiness.com>
- b. Enter the username and password using the credentials for Verizon Instant Meeting found on the SAU Systems: Login Credentials List.
- c. For the Quick Access, select "Instant Meeting Subscription"
- d. Click on the "Login" button.
- e. Click on the "OK" button in the e-meetings.verizonbusiness.com pop-up window.
- f. Click on the "Continue" button on the Verizon Security Policy webpage.
- g. Click on "Manage My Meetings" on the top toolbar.
- h. Click on the "Instant Meeting Subscriptions" tab
- i. To view conference call bridge information, click on the Conference ID number to view the conference call information.
- j. To view conference call participants, click on the "Start Web Moderator Meeting" icon (black circle with a white arrow).
 - i. A window will open that displays the participants.
 - ii. To mute/unmute a participant, right click on the participant entry and click on the "Mute" or "Unmute".
 - iii. To remove a participant, right click on the participant entry and click on "Disconnect"

**Verizon Instant Meeting
Conference call bridge
information:**

Conference Call Number:

**Conference Call Leader
Passcode**

(For VEOC SAU only):

**Conference Call Participant
Passcode**

(Must have spaces between each number for the Everbridge template):

¹⁰ If internal hyperlink fails, refer to SOP ##### for detailed instructions

2. To conduct a CNS conference call using VIM, utilize the following as scripts:
 - a. If Everbridge is accessible – log in and use Back-Up CNS Templates:
 - b. If Everbridge is not accessible, use the hard copy of the following forms
3. After conducting the conference call using Verizon Instant Meeting:
 - a. Report issue to Everbridge Technical Support at [REDACTED]
 - b. Determine, if possible, if a known outage is occurring
 - c. Determine, if possible, if impact involves:
 - i. Smart Conferencing only
 - ii. Everbridge Suite (IPAWS and Resident Connection)
 - d. Contact the [Impacted Power Station Control Room](#) (see page X)
 - e. Notify the Operational Planning Branch Chief (OPBC)
 - f. Email VDEM:
 - i. Radiological Planner
 - ii. State Coordinator
 - iii. Chief Deputy Coordinator
 - iv. Deputy State Coordinator of Disaster Services
 - v. Planning Division Director
 - vi. IT Helpdesk
 - g. Email Dominion Energy:
 - i. Steve Mazzola
 - ii. Russell Savedge
 - iii. James (Ed) Collins
 - iv. Tyler Swearinger
 - h. Log trouble ticket in Circuit Failure Master Log (if applicable)
 - i. If requested, transmit VCIN message to the impacted localities.
 - j. Document problem and all actions in WebEOC Daily Operations Log
 - k. Updates and/or problem resolution:
 - i. Email all previously contacted staff
 - ii. Update Communications Circuit Failure Log (if applicable)
 - iii. Updated the WebEOC Daily Operations Log entry

2. Google Meet¹¹

If the **Verizon Instant Meeting** is not operational, utilize **Google Meet**. As Google Meet does not have the same auto-dial features to notify invitees, the SAU will need to set up the Google Meet conference to obtain the following information prior to contacting each PSAP via commercial landline:

- Date
- Time
- Bridge Information

Google Meet conference calls allow up to 100 lines to attend the call.

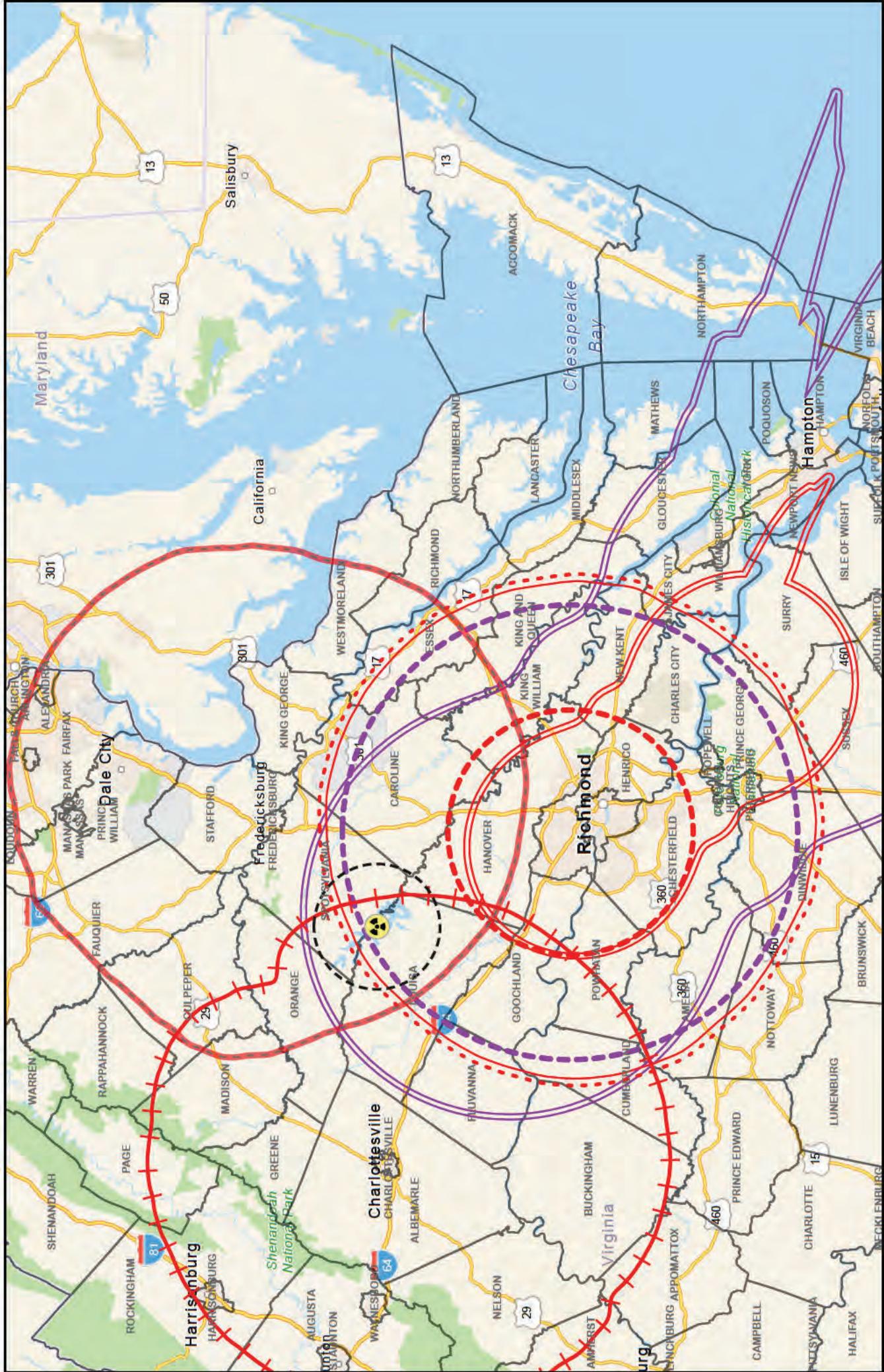
1. To set up a Google Meet conference call, the SAU Analyst will:
 - a. Obtain the reason for the conference call, conference call schedule (date, time, and duration of call), and email addresses of the participants.
 - b. Enter in the username and password using the credentials for Email for SAU Position 3 found on the VEOC SAU Systems: Login Credentials List.
 - c. Click on Google apps (nine dots at the top right).
 - d. Click on the Calendar icon.
 - e. Click on the Create button.
 - f. Click on the More options button.
 - g. Add an appropriate title for the conference call.
 - h. Add the appropriate date and time of when the conference call will begin.
 - i. Under the Event Details tab:
 - i. Click on Add Google Meet video conferencing button, and then click on the down caret icon to obtain the web address for the video conference (if applicable), conference call telephone number, and conference call pin. The conference call video web address, telephone number, and pin will change each time a conference call is created or deleted.
 - ii. If requested, edit the notification reminder.
 - iii. In the Add Description field, type a brief reason for the conference call.
 - j. Under the Guests tab:
 - k. In the Add guests field, type the email address of the attendee(s) and press the Enter button on the keyboard to add the individual(s) to the conference call.
 - l. Select the appropriate Guest permissions.
 - i. Do not allow guests to Invite others
 - ii. See guest list.
 - m. Click on the Save button.
 - n. Click on the Send button to transmit an email invite to all the selected guests.
 - o. Document all information and actions taken into the appropriate WebEOC Report or Daily Operations Log

¹¹ If internal hyperlink fails, refer to SOP 7-170 Conference Call Procedures for detailed instructions

2. To conduct a CNS conference call using Google Meet, utilize the following as scripts:
 - a. If Everbridge is accessible – log in and use Back-Up CNS Templates:
 - b. If Everbridge is not accessible, use the hard copy of the following forms:
3. After conducting the conference call using Google Meets:
 - a. Report issue to Verizon Technical Support at 1-800-475-5000
 - b. Determine, if possible, if a known outage is occurring
 - c. Contact the [Impacted Power Station Control Room](#) (see page X)
 - d. Notify the Operational Planning Branch Chief (OPBC)
 - e. Email VDEM:
 1. Radiological Planner
 2. State Coordinator
 3. Chief Deputy Coordinator
 4. Deputy State Coordinator of Disaster Services
 5. Planning Division Director
 6. IT Helpdesk
 - f. Email Dominion Energy:
 1. Steve Mazzola
 2. Russell Savedge
 3. James (Ed) Collins
 4. Tyler Swearinger
 - g. Log trouble ticket in Circuit Failure Master Log (if applicable)
 - h. If requested, transmit VCIN message to the impacted localities.
 - i. Document problem and all actions in WebEOC Daily Operations Log
 - j. Updates and/or problem resolution:
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 3. Updated the WebEOC Daily Operations Log entry

ATTACHMENT 7: North Anna Power Station EAS Coverage Map

Composite EAS Station Coverages for North Anna Nuclear Power Station



Legend

- North Anna Power Plant
- NAPS 10 Mile Planning Zone
- Virginia Localities

WRVA AM 1140

- 0.5 mV/m contour
- 2.0 mV/m contour

WRXL FM 102.1

- 54 dBu Service contour

WFLS FM 93.3

- 54 dBu Service contour

WWWV FM 97.5

- 54 dBu Service contour

Miles

0 10 20

N
E
S
W

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Contour Data Source:
 FCC AM / FM Query Broadcast Station Search
<https://www.fcc.gov/media/radio/am-query>
<https://www.fcc.gov/media/radio/fm-query>

VIRGINIA DEPARTMENT OF EMERGENCY MANAGEMENT
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