

**MADISON COUNTY EMERGENCY OPERATIONS PLAN
ANNEX K
DAMAGE ASSESSMENT and RECOVERY**

Updated: January 28, 2009

Primary Agency:	Damage Assessment / Inspections
Support Agencies:	Emergency Management
	Red Cross
	Fire Departments
	Sheriff
	Administration
	Tax Department
	Others as required or requested

I. PURPOSE

This annex presents a system to coordinate damage assessment and reporting functions, estimate the nature and extent of the damage, and provide disaster recovery assistance.

II. CONCEPT OF OPERATIONS

A. General

Initial responsibility for damage assessment and recovery operations lies with local government.

B. Specific

1. Emergency and recovery operations will initially be coordinated from the County Emergency Operations Center. Accurate emergency logs and expenditure records must be kept from the onset of the disaster by each response agency/organization.
2. Damage assessment/recovery personnel will be assigned to the "Planning Group" of the EOC organization.
3. As appropriate, the Damage Assessment Officer (DAO) will coordinate notification of damage assessment personnel. These personnel will report to the affected areas to conduct the initial damage assessment (IDA)
4. The Damage Assessment Officer (DAO) will organize, equip, and assign damage assessment teams to the affected areas to conduct the IDA.
5. The DAO will coordinate the compilation of damage survey data, prepare damage assessment reports for the Emergency Management Coordinator, and plot damaged areas on local maps.
6. The Emergency Management Coordinator (EMC) will review, with other appropriate local officials, the damage assessment reports to determine if any outside assistance will be necessary to recover from the disaster.
7. The EMC will forward damage assessment reports and any requests for assistance to the N.C Division of Emergency Management (NCEM) Western Branch Office by the quickest means available. The Secretary, N.C. Department of Crime Control and Public Safety, is authorized to commit any state resources to assist with the emergency/recovery efforts.

8. Based upon the local damage assessment reports, the NCEM Director will determine what recovery capabilities are available to meet the anticipated requirements. If the capabilities of state /local /private resources appear to be insufficient, he may request a joint federal/state/local Preliminary Damage Assessment (PDA) be conducted.
9. The Governor may request a Presidential declaration of a "major disaster", "major emergency", or a specific federal agency disaster declaration (Small Business Administration, Department of Agriculture, Corps of Engineers, etc.) to augment state/ local/ private disaster relieve efforts.
10. The President, under a "major emergency" declaration may authorize the utilization of any federal equipment, personnel and other resources.
11. The President, under a "major disaster" declaration may authorize two basic types of disaster relief assistance:
 - a. Individual Assistance (IA)
 - temporary housing (100% federal dollars).
 - individual and family grants (IFG) [75% federal, 25% state/local funds]
 - disaster unemployment assistance
 - disaster loans to individuals, businesses, and farmers
 - agricultural assistance
 - legal services to low-income families and individuals
 - consumer counseling and assistance in obtaining insurance benefits
 - social security assistance.
 - veteran's assistance
 - casualty loss tax assistance.
 - b. Public Assistance (PA) [75% federal, 25% state/applicant funds]
 - debris removal
 - emergency protective measures
 - permanent work to repair, restore or replace road systems, water control facilities, public buildings and equipment, public utilities, public recreational facilities, etc.
12. In the event a major disaster or emergency is declared:
 - a. A Federal Coordinating Officer (FCO) will be appointed by the President to coordinate the federal efforts.
 - b. A State Coordinating Officer (SCO) and Governor's Authorized Representative will, be appointed by the Governor to coordinate the state efforts.
 - c. A Disaster Field Office (DFO) will be established within the state (central to the damaged areas) from which the disaster assistance programs will be administered.
 - d. For IA only, Disaster Application Centers (DACs) will be established central to the affected areas where individuals may apply for assistance.
 - e. If the area is declared eligible for Public Assistance programs, an Applicant's Briefing will be conducted for officials of counties, cities, Indian tribes, and private nonprofit (PNP) organizations to explain eligibility criteria. The EMC will be requested to assist with identifying and notifying eligible applicants.

- f. At the applicant's briefing, each eligible entity will submit a Request for Public Assistance (RPA).
- g. Each PA applicant (including local government entities) will appoint an "Applicant's Agent" to coordinate the collection of documentation and submission of information to the DFO.

III. ORGANIZATION

A. Organization

- 1. The County Board of Commissioners, through the Emergency Management Coordinator, is responsible for the overall management of damage assessment and recovery activities for the county.
- 2. A Damage Assessment Officer will be appointed by the Emergency Management Coordinator to coordinate damage assessment operations.
- 3. Damage Assessment teams will be selected and trained for damage survey.

IV. DIRECTION AND CONTROL

- A. The local officials, in conjunction with the Emergency Management Coordinator, will direct and control recovery activities from the EOC.
- B. The Damage Assessment Officer is a member of the EOC staff and is responsible for the coordination of damage assessment activities.
- C. All county departments will provide personnel and resources to support the damage assessment/recovery effort, as requested. Personnel from operating departments, assigned to damage assessment responsibilities, will remain under the control of their own departments but will function under the technical supervision of the Damage Assessment Officer.

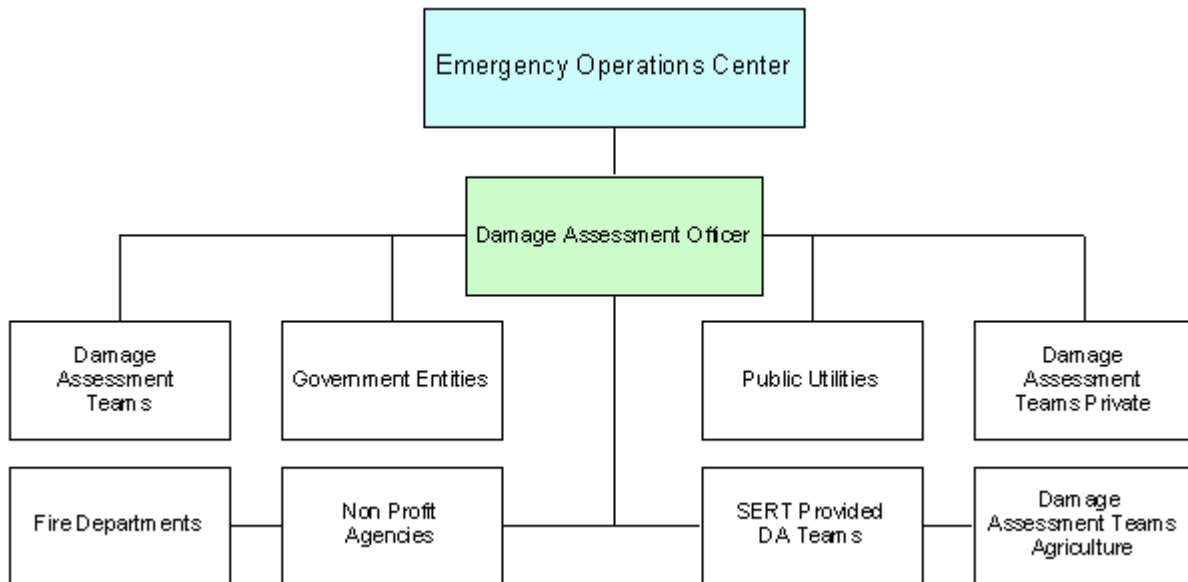
V. CONTINUITY OF GOVERNMENT

- A. The Line of succession is:
 - 1. County Manager
 - 2. Damage Assessment Officer
 - 3. Emergency Management Coordinator
- B. Lines of succession for agencies supporting damage assessment are in accordance with the agency's established procedure.

VI. ADMINISTRATION AND LOGISTICS

- A. Damage reporting forms and guidance will be made available for distribution when necessary. Copies of all documentation are retained for record purposes.
- B. Damage Assessment teams will consist primarily of local government employees. When necessary, nonprofit organizations and non-government personnel (United Way, ARC, etc.) will be called upon to supplement/support the teams.

Attachment 1 Organizational Structure



Attachment 2 Damage Assessment Officer Checklist

- Report to the Emergency Operations Center. Serve as part of the Planning Group.
- Receive a briefing from the Emergency Management Coordinator or Incident Commander regarding the anticipated primary areas of suspected damage. The briefing *may* include:
 - General description of suspected damage area.
 - Maps.
 - Blocked roads or blocked access.
 - Other damage assessment teams from other organizations (i.e. fire departments, Red Cross, State, etc.) that may be called upon or are already deployed.
 - Equipment available (i.e. vehicles, drivers, computers, forms, etc.).
 - Location of equipment and supplies and the time the equipment and supplies will be available for use.
 - Additional resources already requested to assist.
 - Locations of security check points or roadblocks and credentials necessary to gain entry into secured areas.
- Contact damage assessment teams and advise them where and when to report for a briefing.
- If transportation and supplies have not been pre-arranged, then arrange for transportation (including drivers) and necessary supplies.
- Once DA Teams have assembled at the designated area, brief the teams and include in the briefing:
 - Safety and security. Be sure to include potential dangers in the area (i.e. downed power lines, loose animals, etc.).

- General description of suspected damage area.
 - Maps.
 - Blocked roads or blocked access.
 - Other damage assessment teams from other organizations (i.e. fire departments, Red Cross, State, etc.) that may be called upon or are already deployed.
 - Equipment available (i.e. vehicles, drivers, computers, forms, etc.).
 - Location of equipment and supplies and the time the equipment and supplies will be available for use.
 - Additional resources already requested to assist.
 - Locations of security check points or roadblocks and credentials necessary to gain entry into secured areas.
 - Other information that may be important (i.e. predicted weather).
 - Advise teams to log *both* vehicle mileage *and* their time and return that information at the debriefing along with reports, materials and supplies.
- Assign or issue necessary equipment and supplies (i.e. forms, computers, pencils, pens, paper, camera, safety vests, flashlights, hard hats, etc.).
 - Issue security credentials if required.
 - Mark vehicles if necessary or appropriate to indicate they are official vehicles.
 - Establish times that teams are to report back and a location they are to report to (*not* the EOC).
 - Track each team and remain in contact by radio or telephone.
 - At the appointed time and location greet each team and log the time of their return.
 - Debrief each team individually
 - Gather returning supplies.
 - Gather damage report forms or computer records.
 - Ensure each returning team member is in good health and has received no injury. If injury did occur, ensure prompt medical attention and write a full narrative report.
 - If information is received during the debriefing regarding the damaged area that in your judgment warrants the attention of the Emergency Management Coordinator or Incident Commander and/or law enforcement, report it immediately to the Emergency Management Coordinator or Incident Commander and/or law enforcement.
 - Ensure all teams and all personnel have returned safely. If a team has not returned at the appointed time, attempt contact with the team. If no contact is made, inform the Emergency Management Coordinator or Incident Commander and/or law enforcement.
 - Gather, collate and compile as necessary all damage reports from all locations.
 - Calculate the total estimated dollar loss and report this figure to the Emergency Management Coordinator and/or Incident Commander.
 - Makes copies of all reports. Deliver one copy to the Emergency Management Coordinator and/or Incident Commander and retain one copy in a secure location.

- As required or requested, meet with State and/or Federal damage assessment teams or officials and make copies of your reports as required or requested, for them.
- As required or requested, provide personnel to assist State and/or Federal teams/officials.
- Prepare and brief, as requested, the County Manager and/or Board of Commissioners and include projected economic and tax base impacts.
- Perform other duties as requested or required by the County Manager and/or Board of Commissioners.

Attachment 3
Damage Assessment Team Member Checklist

- When contacted by the Damage Assessment Officer (DAO) report to the designated location at the appointed time.
- If you are not familiar with the designated area by name, ask for directions.
- Dress appropriately for the field and for the weather.
 - Work clothes
 - Boots or appropriate footwear (generally tennis shoes or similar footwear are not appropriate...there may be nails or other debris that can easily penetrate soft sole footwear)
 - Rain jacket or other appropriate jacket
 - Gloves
 - Hard hat (if not to be issued at briefing)
 - Safety vest (if not to be issued at briefing)
 - Bring food, water, personal medications or other items you deem necessary to support you.
- Paper and pens / pencils.
- Tell your immediate family where you are going and (if known) the approximate time of your return.
- Attend the briefing that will be conducted by the Damage Assessment Officer. Take notes and/or gather instructions.
- Be familiar with the damage assessment report forms issued to you and/or the computer database.
- Meet your driver or transportation provider.
- Ensure you have all the supplies you will need for the duration of your assignment.
- Receive your assigned area and maps of your area.
- Familiarize yourself with the area assigned and address any concerns with the Damage Assessment Officer during the open briefing.

- Understand your route and exactly what you are supposed to do.
- Begin your route or assignment.
 - Safety is first!
 - As you enter your assigned area, get the "big" picture by observing overall damages (i.e. trees blown over, downed power lines, roads blocked, emergency crews working in the area, etc.).
 - When you observe a home or business that has obviously sustained damage, **Stop!** Get out of the vehicle slowly, taking your forms with you.
 - On the form record the address of the location (if known).
 - On the form record the name of the owner if it can be determined.
 - If the owner or occupant is available, speak to them. Identify yourself as Damage Assessment. Ask if anyone is/was injured, if so how badly? Is immediate emergency medical attention needed? If so, call 911.
 - Ask the owner or occupant their opinion of the amount (in dollars) of their loss. *Do not argue*, simply record the figure on the form.
 - Ask if the owner or occupant has home owners insurance. Ask if they have contacted their agent. Record the answers on your form.
 - If the owner or occupant is not available, estimate the total *structural* damage and record it on your form.
 - If you are speaking with the owner or occupant, do *not* give information you do not have. If they need information (i.e. location of shelters) get an answer by contacting the Damage Assessment Officer or Public Information Officer at the Emergency Operations Center.
 - Be polite and professional, but expedite gathering the information necessary to assess the damage.
 - Ensure you have all necessary information available before you leave that location and move on to the next. Write it down!
 - Move to the next home or business and follow the same process as above until your assigned area has been covered.
- Return to the designated "debriefing" area at the appointed time.
- Gather from the vehicle all paper, computers and other issued supplies.
- Report to the Damage Assessment Officer (DAO).
- Present your written reports/forms to the DAO.
- Advise the DAO of any relevant information and your observations.
- During the debriefing turn in all issued equipment, paper, forms and supplies to the DAO.
- Turn in all mileage and time reports to the DAO.
- Be prepared to accept a new assignment or return for a new assignment at an appointed time and location.
- If you have questions, comments or suggestions that would be beneficial to other damage

assessment teams present that information to the DAO during debriefing.

Attachment 4 Damage Assessment Forms / Reports

Damage assessment forms and reports (paper forms) are available from the Emergency Management Coordinator and are kept in the Emergency Operations Center. Copies of those forms are available here in PDF format.

See [Damage Assessment - Residential](#) - EM 39 (also see form instructions, by clicking [here](#))

See [Damage Assessment - Business](#) - EM 40-A (also see form instructions, by clicking [here](#))

See [Damage Assessment - Public Entity](#) - EM 40 (also see form instructions, by clicking [here](#))