

**ADVANCE RECOVERY LIAISON
STANDARD OPERATING GUIDELINES
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**DEPARTMENT OF COMMUNITY AFFAIRS
DIVISION OF EMERGENCY MANAGEMENT
BUREAU OF RECOVERY AND MITIGATION**

**ADVANCE RECOVERY LIAISON
STANDARD OPERATING GUIDELINES (SOG)**

BACKGROUND

In the immediate aftermath of a major event, while local Emergency Management is deeply involved in the Response phase of their activities, the state will need preliminary damage information for Public Assistance and Human Services. The state will also need information on locations with the most significant damage for use by executive decision-makers and for field team deployment.

Certain sequential Recovery actions such as **Initial/Preliminary Damage Assessment (IDA/PDA), Human Needs Assessment, Community Relations (CR), potential siting of Disaster Recovery Centers (DRCs) and Comfort Stations** will be initiated. The teams involved with each of these activities need information and coordination with the county Emergency Management Office (County EM), Response activities and each other in order to effectively carry out their respective missions. **This coordination effort is provided by the Advance Recovery Liaison (ARL) working in conjunction with the SERT Liaisons, PDA Teams and Area Coordinators.** The ARL assists in the rapid acquisition of Initial/Preliminary Damage Assessment information, identifies areas of high impact (damage), advises the county Emergency Management Director (EMD) of the information and logistical needs of incoming Recovery teams and actively assists in the coordination of field activities of the various teams in the County. A close working relationship and communication is also maintained with the SERT Liaison and Area Coordinator stationed with the ARL at the County EOC or such other location as may be designated. The ARL passes information back to the ARL Coordinator for use by executive decision makers.

The ARL will coordinate to the maximum degree possible with the SERT Liaison (LNO) and Area Coordinator ensuring communication and sharing of information is maintained at all times. In certain cases, such as in the case of the immediate impact county, or where otherwise deemed necessary due to mission requirements, two ARLS may be stationed in a county to facilitate assigned missions.

PURPOSE

The purpose of this SOP is to provide an overview of the duties and responsibilities of the Advance Recovery Liaison (ARL) and guidelines for carrying out those duties and responsibilities.

SCOPE

This procedure applies to all State Emergency Response Team (SERT)(Recovery) personnel tasked with Advance Recovery Liaison missions during emergencies and disasters. It identifies the types of state field operations resources that may be deployed in response to an emergency or disaster. It also defines the roles and responsibilities of ARLs, field operations personnel, teams and assets and explains the circumstances under which each will be utilized. This SOP outlines how the ARL shall interface with and coordinate other field resources and missions. The additional field missions (and their general sequencing) are graphically displayed in the attached “**Appendix C**” – SERT Field Operations deployment.

AUTHORITIES AND REFERENCES

Chapter 252, Florida Statutes

State of Florida Comprehensive Emergency Management Plan

State Emergency Operations Center, Operations Section Procedures

State Emergency Operations Center, Recovery Operations Plan

Joint Response/Recovery Field Operations SOG

HNAT SOG

CR SOG

Comfort Station SOG

Other Pertinent Response/ Recovery Standard Operation Plans/Standard Operation Guidelines

MISSION

The mission of the ARL is to facilitate **the rapid collection and transmission of Initial/Preliminary Damage Assessment information and development of information for decision-makers at the State EOC.** In addition, the ARL will help identify potential sites for Disaster Recovery Centers and assist in the coordination of Human Needs Assessment Teams, Community Relations, Comfort Stations and additional resources required by the County. The ARL will advise the county EMD in regard to the information and logistical needs of each state team, assist in gathering the necessary information and ensure that the State Recovery Manager and county EM Director are continuously informed of Recovery activities in the county. The ARL will

communicate/coordinate in the most effective way with the SERT Liaison(s) and Area Coordinator(s). The ARL may be tasked, upon request by the county, with a role in the coordination of HNATs/CR Teams, even though these are normally indigenous teams/resources.

CHAIN OF AUTHORITY

The ARL when activated and deployed to perform the ARL mission reports to the ARL Coordinator or such person or persons designated by the Recovery Manager. The ARL may report to the ARL Coordinator, located at the SEOC or deployed to the field. In cases when the ARL Coordinator shall be deployed, ARLs may be directed to report to a member or members of the Activation Coordination Team (ACT), who will be identified by the ARL Coordinator or Recovery Manager.

CONCEPT OF OPERATIONS

ARLs will be pre-deployed up to 36-48 hours in advance of an event (whenever possible) in order to be in place to assist the County with Recovery issues and to coordinate incoming or indigenous Recovery Teams which will begin initial operations in the county once travel is possible. ARLs will be deployed to county EOCs (or other locations as directed) in counties of probable impact as well as adjoining/contiguous counties that may also be impacted either by direct or indirect effects of an event so as to facilitate immediate post-event movement as soon as travel in the assigned area is possible.

Assistance, including input of resource requests made by the County, will be rendered to the County EM Director as assigned State missions allow. The ARLs will be in place and ready to perform the mission priorities as well as to interface with the local EMD on any Recovery issues.

ARLs will be equipped for self-sustained operations for the initial 72 hours post event period. The County is expected to support the ARL mission to the degree possible, providing space at the County EOC for the ARL as well as accommodations, when possible. (Appendix "A"* is the county EOC location/contact listing for each county. It includes the names of county officials, e-mail addresses for the EM Department, and directions to the County EOC. It should be reviewed and downloaded frequently as it often changes. It is located at:

<K:\SERT\Reference Materials\Contacts\County\County67.wpd>.

The ARL deployment will continue in the field as long as deemed necessary to complete the mission(s) assigned. ARLs may transition to other duties and responsibilities once the ARL mission is complete. The transition will usually begin after the first 72 hours, but will be varied based upon mission requirements.

* not printed as part of this document, available at link for insertion by ARL.

DUTIES AND RESPONSIBILITIES

The ARL functions as an on site liaison for specific State (or State/FEMA) Recovery activities, which require a local State presence as well as an interface with the county emergency management office or other local entities. In addition, the ARL may act as a contact for State ESFs 5,6,11,14,15 and 17 at the county level and can facilitate direct communications with the County EMD. The specific Recovery activities include supporting Initial/Preliminary Damage Assessment (PDA), Human Needs Assessment, Community Relations (CR), Disaster Recovery Centers (DRCs) and Comfort Stations as well as coordination with local volunteer agencies that interface with all of these activities. The ARL is to advise and, if necessary, assist the county EMD in completing the local preparations necessary to facilitate the mission of the above mentioned teams and operations. This is done in coordination with the SERT Liaison. If requested, the ARL may assist the County in entering Resource Requests into the TRACKER system and in coordination of HNAT and CR activities. **IN NO CASE IS THE ARL TO MAKE DIRECT RESOURCE REQUESTS TO THE SEOC. NO INDEPENDENT REQUESTS ARE TO BE MADE, IN OTHER WORDS, ALL REQUESTS FROM ARLs ARE TO BE ROUTED THROUGH THE ARL COORDINATOR, OR MUST BE AT THE REQUEST OF THE COUNTY, IN WHICH CASE THEY ARE INPUT INTO THE TRACKER,** unless otherwise directed.

EQUIPMENT. The ARL will utilize a fully equipped “Go Kit” which will be provided at the time of deployment. The kit will include, but not be limited to, the following:

Field Operations Guide (FOG)

Joint Field Operations SOG, including ARL SOG

DEM Phone list/EOC phone list/County EOC phone/location list

Map of the deployment area

Necessary office supplies, forms

Cellphone with built in pager and/or cellphone and alpha numeric pager and/or

Advanced Digital Communication Device (ADCD) and/or GPS unit

Digital Camera

Laptop computer (unless ADCD fulfills this role)-laptop to be equipped so as to allow e-mail and Tracker communication with State EOC/ESFs

Whenever possible, the ARL should utilize a 4 wheel drive high clearance vehicle or SUV

SERT Field Team Personal Survival Kit:

1 each	First Aid Kit – Basic
3 each	Calume light sticks
3 each	Mil-Style MREs
9 pints	Water in foil pouches
1 bottle	Water purification tablets
1 each	AM/FM portable radio with weather alert
1 each	Solar Sleeping Bag

- 1 each Air mattress
- 3 each Brief Relief portable toilets
- 1 bottle Mosquito Repellent, ½ pint
- 1 each Pocket knife
- 1 each Hard Hat white with SERT Logo
- 1 each SERT Vest

The ARL will provide necessary clothing and personal items, food, water and other necessities (as indicated or in addition to the list above) to ensure a self-sustained operation for 72 hours. Travel arrangements will be made by DEM Finance and Logistics or other personnel as designated.

SAFETY- All ARLs should be cognizant of safety issues at all times. Please see Appendix H for the 'ARL Safety Checklist'.

COMMUNICATION PROCEDURE

The ARL will report as designated by this SOG and the ARL Coordinator/Recovery Manager or designee. The ARL will be expected to participate in daily conference calls by landline, normally held at 4pm, unless otherwise indicated. The ARL will file reports utilizing the appropriate available communication equipment and format as directed by the ARL Coordinator/ Recovery Manager or designee.

It is reiterated, that unless otherwise directed, ARLs are NOT to make any direct, independent resource requests to the SEOC. These are to be routed through the ARL coordinator or as otherwise directed. All resource requests, except for the ARL personally, must come from the county.

ACTIVITIES CHECK LIST

The following is a description of the advance needs of each Recovery activity and specific steps that should be taken to meet those needs. **(Detailed descriptions of the duties of each activity/function are included in Appendix "B").**

Deployment

In order to maximize their effectiveness, the Advance Recovery Liaisons (ARLs) are normally pre-deployed to the County EOC **as far in advance of an event as is reasonable under the circumstances, generally 36 hours**. ARLs will deploy to the designated county EOC unless another location is designated. Once notified of the deployment destination, the ARL should carry out the following:

The ARL is to closely coordinate with the SERT Liaison(s) in regard to information sharing and mutual support activities. In a county with a high probability of impact, more than one SERT Liaison may be present; an Area Coordinator is also usually present.

The initial contact with the SERT Liaison and County EMD will be carried out by the County Response Liaisons from the State EOC. After this notification, contact the appropriate SERT Liaison, Area Coordinator and County EMD; explain the mission, arrival date, logistical arrangements and the nature of the assistance that may be required. Establish a time for a briefing of the local EMD following arrival. If scheduling permits, arrange for the SERT Liaison and /or Area Coordinator to attend your briefing of the EMD. Close coordination with the SERT Liaison and Area Coordinator is essential.

Area Coordinators can be of assistance in facilitating cooperation from the county EM office. The Response Liaison will advise the Area Coordinator of the deployment.

Upon arrival at the county EOC, the ARL will contact the SERT Liaison and Area Coordinator, locate the EMD or designee and give a short briefing, emphasizing that you are there to assist him/her in regard to the necessary requirements, information and logistical support for each incoming/activated Recovery team. The briefing should be an overview of all the functions Recovery expects to perform in the county. Request that ESF 14 (PIO) attend the briefing. If this is not possible, brief ESF 14 separately but as soon as possible after arrival in the county EOC.

The ARL, SERT Liaison and Area Coordinator are to coordinate their activities in a mutually supporting way. Information is to be shared and activities coordinated on a continuous basis, so that both the Response and Recovery mission(s) are augmented.

As soon as possible upon arrival at the county EOC, the ARL will contact the County CR Coordinator, ESFs 6, 14 & 15 contacts and the county Unmet Needs Committee Coordinator (possibly the Volag Coordinator) to explain the function of the ARL.

The ARL, if requested by the county, will ensure that space is available for HNAT/CR teams to meet and coordinate their daily activities if necessary. The site may be at the County Emergency Operations Center or other County/State facility in the immediate area.

The ARL will ensure that the County compiles the necessary information for the incoming/activated HNAT/ CR Team Leaders to include a copy of the initial damage assessment, maps of the area, demographic information, priority populations (if any), resource availability, remote or isolated areas of the county and County contacts such as elected or appointed officials, media contacts, etc.

Initial/Preliminary Damage Assessment (IDA/PDA)

Initial Damage Assessment may be performed by the County immediately following impact. The ARL should participate to the degree necessary to obtain IDA information to be furnished to the SEOC and the incoming PDA teams.

The PDA is a joint State/FEMA/local operation, whose function is to verify the damage assessment already compiled by the county and municipal teams. Under certain circumstances, however, the county may have only had time to locate the damaged areas and will not have not made a detailed evaluation. In this case, the PDA may be the only damage assessment.

Upon arrival, the PDA Team will require the following:

A briefing with the EMD/ARL and county damage assessment coordinator

A copy of the county's damage assessment

A local guide to the damaged areas

Maps highlighting the damaged areas; and

Appropriate transportation, if the nature of the damage requires more than a passenger vehicle. Ensure that the FEMA and State representatives ride with the guide.

Take the SERT Liaison and Area Coordinator with you (to the EMD briefing), if possible. Give the approximate arrival time of the State/FEMA team (if known) and explain their needs.

Emphasize the need for maps. These are especially useful to pinpoint areas of priority for the Human Needs Assessment Teams and Community Relations.

In regard to Human Services PDA, maintain contact with the State Human Services Officer and notify the EMD immediately once notified of the date and time of the team's arrival.

Arrange ahead of time for a brief meeting between the EMD, the county Damage Assessment Coordinator and the state/FEMA Team.

Make sure that the Damage Assessment Coordinator has copies of the local damage assessment for each team member and at least two sets of maps with the damage marked;

Coordinate the PDA Teams Transportation needs with the EMD (or designee- i.e., recovery officer);

At the completion of the PDA, retain two copies of the forms and a set of maps in order to brief the Community Relations Teams later.

NOTE: Although some PDA team members are crosstrained in the ARL role, and vice versa, in accord with current operating doctrine, they will not perform each other's roles unless otherwise determined. However, as with all aspects of the SERT, mutual support and coordination of efforts are expected and required where pertinent. Questions in this regard should be referred to the ARL Coordinator.

Human Needs Assessment Team (HNAT)

HNAT is a COUNTY mission that the state will support upon request. Human Services (Recovery) works with the county programs.

The objective of these teams is to determine what areas within the disaster area received the most damage and where the priority of effort should be from a human needs perspective. The teams will provide a "ground truth" assessment for the decision-makers at the State EOC. The HNAT will be deployed immediately following the disaster impact. HNATS are indigenous to the county in most cases and are county resources. Mission time will depend upon severity and extent of the area to be surveyed but should be on the order of ½ to 2 days.

The HNAT SOG is attached as Appendix "F".

Community Relations

State/FEMA Community Relations Teams will be deployed as soon as the situation warrants/upon issuance of a Presidential Major Disaster Declaration which includes Individual Assistance (*Members of the HNAT may also serve on the CR Team*). The primary function of the teams is to inform victims of the availability of assistance and the procedure for receiving it. In addition, they are a major source of feedback on unmet needs. Their immediate objective is coverage of the most significantly damaged areas. If requested by the county, the CR Team Leaders should coordinate the teams arrival date and time with the ARL, who will arrange for the initial briefing between the CR Team Leaders and the EMDs designee (usually the county CR Director); this meeting should also include the county CR coordinator, Damage Assessment Coordinator, representatives from ESFs 6 & 15 and the county Unmet Needs Coordinator. The purpose of this meeting is for the CR Team Leaders to brief the EMD/county CR coordinator on the CR mission. The ARL will coordinate with the EMD to set mission priorities. In addition, the CR Team Leaders will establish lines of communication between the CR teams and ESF 6 & 15 (and the county Unmet Needs Committee) that meet the approval of the EMD. The county Damage Assessment Coordinator should brief the Team Leaders on the location of the areas with major damage. Either the ARL or the Damage Assessment Coordinator will provide the CR Team Leaders with maps of the areas. The CR SOP is attached as appendix "G".

Disaster Recovery Centers

If a decision is made to open a Disaster Recovery Center (DRC), the facility, basic furniture (tables and chairs) and maintenance will be the responsibility of the county. Electronic (technological) equipment will be the responsibility of the user. The ARL should work with the EMD and the designated county DRC coordinator during the preplanning phase prior to the actual impact of the event to identify a site.

Upon arrival at the county EOC, the ARL will contact the State DRC Coordinator and check-in. After the assessment of damage is complete the ARL should be prepared to make a recommendation on possible sites to the State DRC Coordinator.

When notified of the date and time of arrival of the DRC team, brief the EMD and arrange for a brief meeting with the State and FEMA DRC managers and the representative from ESF - 14 (PIO).

ARLs may be requested to serve as DRC Managers after the initial 72 hour period, and should therefore be familiar with the DRC SOG (attached, Appendix "D")

Comfort Stations

The establishment of Comfort Stations is primarily a Salvation Army responsibility. The ARL should coordinate with the State Human Services Comfort Station Coordinator, the County EMD or designated contact, and the Salvation Army so as to ensure the expeditious assessment of the need for Comfort Stations, their location, and to ensure all physical needs in this regard are met. The Human Needs Assessment teams can furnish information to the ARL on the need and location for siting Comfort Stations. Comfort Stations may be co-located with DRCs and/or RICs. (The Comfort Station SOP is attached as Appendix "E")

Liaison to Municipal Governments

Depending on the nature of the disaster, after the initial 72 hour period, an ARL may be assigned to serve as State Liaison Officers for Recovery to a municipal government, working closely with the Mayor, Council Chairman, and /or City Manager or other official as designated. The ARL will route all requests for support , as relayed by the city official, to the ARL Coordinator, or in the alternative, to the County EOC (SERT Liaison, Area Coordinator, or designated county contact.) The period in which the ARL will serve as a liaison to the city may be prolonged as required by the disaster situation. Guidance on duties and responsibilities will be provided by the SERT Chief, recovery Manager or other designated individual. ARLs serving as liaisons must clearly understand they are still working in support of the County, *not independently with the city officials*, in fulfillment of the State Mission.

Information for Executive Decision Makers

ARLs will obtain and relay information for use by Executive decision makers to the ARL Coordinator or as otherwise designated (ie., EM Tracker entries) as a primary part of their overall SERT mission. This will assist the SERT in determining safety factors and itineraries for incoming state and federal officials who are inspecting the emergency/disaster locale.

Demobilization

ARLs will perform their missions until notified by the ARL Coordinator/Recovery Manager/ designee to return to the SEOC, redeploy or to assume new roles/functions/missions as required. Demobilization will be carried out as directed on a case by case basis, depending upon mission needs.

Appendix “B”

Outline of Response and Recovery Functions Field Functions

SERT Liaison

Deployed as a state resource to an impacted county EOC at the direction of the SERT Chief

Serves as the single point of contact between the county EOC and the Response Liaisons in the SEOC for resource requests and verbal information

Coordinates directly with the Response Liaison in the SEOC designated for that county

Co-locates with the SERT Advance Recovery Liaison in the county EOC

Reports to the Operations Support Branch Chief in the SEOC

Area of responsibility is limited to a single county

Will be deployed to threatened counties pre-impact, if possible or immediately post impact.

Will remain deployed and operational until county EOC returns to monitoring levels or mission activity levels no longer require SERT Liaison presence.

SERT Liaison position may be filled by:

The impacted area coordinator if only one county is involved.

Non-impacted area coordinator where multiple counties are involved.

A non-impacted county personnel

A National Guard Liaison Officer if multiple counties are involved, multiple area coordinators are impacted, and non impacted county personnel cannot meet the identified needs.

SERT Liaisons do not manage local EOC operations.

Advance Recovery Liaison (ARL)

Deployed at the direction of the State Recovery Chief

Serves as a liaison between the county EOC and SERT recovery resources deployed within the county

Coordinates recovery activities and information between the SERT and the county EOC specifically relating to Initial Damage Assessment/ Preliminary Damage Assessment Teams, Human Needs Assessment Teams, Community Relations Teams, Disaster Recovery Centers, and the recovery activities of volunteer organizations within the county

Co-locates with the SERT Liaison in the county EOC

Reports to the ARL Coordinator in the SEOC

Area of responsibility is limited to a single county

Will be deployed to threatened counties up to 72 hours prior to impact, if possible, or immediately post impact.

Will remain deployed and operational until the State Recovery Chief deems the ARL mission complete

ARL position will be filled by DEM staff

State Shelter Manager Team

Deployed at the direction of the SERT Chief

Augments local shelter staffing resources in counties tasked by the SEOC with opening host shelters in support of evacuations

Works in conjunction with county resources and under the county's host sheltering management plan

Reports directly to the county mass care coordinating officer

Area of operations for each shelter manager is a single shelter, however shelter manager teams may be mobilized to support operations throughout a majority of the State

Must be pre-staged throughout potential host areas in anticipation of resource needs; deployed upon activation of local host shelter plans, usually coinciding with implementation of evacuations

Remains deployed for a period of 3 to 5 days or until host shelters are no longer needed or American Red Cross shelter managers can substitute for deployed State Shelter Manager Teams

Shelter Manager Team positions will be filled by state agency personnel or Americorps volunteers secured through the SEOC

Rapid Impact Assessment Team (RIAT)

Deployed at the direction of the SERT Chief

Assesses the immediate impacts to health and safety, homes, and critical infrastructure within the most heavily damaged and densely developed areas; reports impact assessments to the county and state EOCs

Coordinates with the county emergency manager upon arrival in the impact area; exchanges information and incorporates local personnel into assessment missions
RIAT is comprised of a Team Leader, National Guard Logistical Support Unit, and personnel from State ESFs 1, 2, 4, 6, 8, 10, and 16

Reports to the Intelligence Branch Chief in the SEOC

Area of operations is projected prior to deployment based on anticipated impacts; follows county boundaries or distinct natural or man-made features; the area of operations may be modified by the RIAT team leader in conjunction with the Intelligence Branch Chief at any time during the mission

Deployed to a staging site near the projected area of impact prior to the event, if possible, and into the area of impact as conditions allow

May be significantly reduced in size depending on the type and scope of assessment mission and the need to reduce mobilization times (Mini-RIAT, Recon Team)

Remains deployed and operational until impact assessments are completed and reports are submitted to the county and state EOC; mission duration can range from 4 hours to 72 hours

Search and Rescue Team (SAR)

Deployed at the direction of the SERT Chief

Supports local responders with searching for disaster victims throughout heavily impacted areas

Coordinates directly with the on-scene incident commander

Area of operations is concentrated on the most heavily damaged and populated areas within a single jurisdiction, as defined by the on-scene incident commander

Deployed by State ESF 9 immediately following the impacts of an event, as conditions allow; may be pre-staged if SAR needs are anticipated based on intensity and location of impacts

Remains deployed until the on-scene incident commander deems SAR assistance no longer necessary (can range from a few hours to several days)

Comfort Station

Deployed at the direction of the SERT Chief

Provides food and water to disaster victims in the immediate impact area where such resources are unavailable

Comfort Station deployments are coordinated by State ESF 6, *Mass Care*, in the SEOC; when an A-Team is deployed, the A-Team Leader may coordinate with the impacted county and the Human Services Branch Chief regarding the most appropriate locations for comfort stations within the area of operations

Area of operations is limited to a neighborhood within the impact area; multiple comfort stations may be necessary to sufficiently address unmet human needs across the entire impact area

Operated by the Salvation Army containing, at a minimum, a mobile feeding unit, cots, and tents; may also include port-o-lets, dumpster, mental health services, telephone banks, and mobile shower units

Placed on standby pre-impact, when possible, and deployed when conditions allow into the most heavily impacted and populated areas; may focus on low income areas where unmet needs can be greater

Remains operational until field deployment of food and water resources is no longer deemed necessary by the Operations Section Chief in the SEOC, in coordination with the A-Team Leader, Human Services Branch Chief and Salvation Army personnel; will remain operational for at least several days, may remain operational for several weeks depending on the severity and scope of impacts

Human Needs Assessment Team (HNAT)

Deployed at the direction of the SERT Chief

Identifies existing or potential human needs within the impact area; identifies resources required to address these needs; communicates all information gathered to the Intel Branch Chief to be disseminated to the Human Services Branch Chief for action

Reports directly to the Human Services Branch Chief in the SEOC

Area of operations is concentrated on the most heavily damaged and populated areas within the impact region; may focus on low income areas where unmet needs can be greater

Deployed immediately following the initial impacts of an event, as conditions allow; may be pre-staged if human needs assessments are anticipated based on intensity and location of impacts

Remains deployed until all existing and potential human needs are identified and communicated to SEOC, usually 24 to 48 hours. When assessment mission is completed, may be re-deployed as Community Relations Team members to support on-going recovery operations

Rapid Response Team (RRT) Member

Deployed as a mutual aid resource to an impacted county EOC at the request of the impacted county.

Assists the local emergency manager with County EOC operations.

Augments existing local staff with managing, planning, operations, public information, logistics or other EOC functions.

Reports to the county emergency management director or their designee.

Area of responsibility is limited to a single county

Will be deployed to impacted counties following a mission request, most likely immediately following impact

Will remain deployed and operational until county emergency management director no longer requires RRT assistance.

May be redeployed by the SEOC Operations Section to other impacted counties in response to mission requests.

Position may be filled by:

The impacted area coordinator if only one county is involved.

Non impacted county staff or non-impacted area coordinators if multiple counties are involved or if the impacted area coordinator serves as the SERT Liaison.

Advance Team (A-Team)

Deployed at the direction of the SERT Chief

Consists of a Team Leader, Operations Chief, Planning Chief, SERT Recovery Liaison and may be augmented by a Logistics Chief, Administration Chief, Technical Specialist, Public Information Officer, and State Emergency Support Function personnel

A-Team Leader reports to the SERT Chief

Coordinates with impacted counties and the SEOC to ensure that human needs within the impact area are being met

Quickly identifies outstanding response and recovery issues and coordinates solutions with appropriate state and local personnel

Assesses the need for expanded state response (F-SERT) and recovery operations

Coordinates with the SEOC on mobilization and deployment of human needs resources (food, water, ice)

May assist an impacted county with managing significant portions of local EOC operations

Area of Operations may be a single county or several counties, depending on the degree and geographic scope of impacts

May be staged pre-impact or deployed immediately post impact as conditions allow

May co-locate with a Logistical Staging Area to coordinate resource mobilization within the area of operations

Consists of DEM personnel and may include other state agency or non-impacted county personnel

Maintains field response mission as recovery operations begin and a Disaster Field Office (DFO) is established. Co-locates with recovery staff in the DFO and remains operational until response issues within the area of operations can be effectively addressed by the SEOC or the Deputy State Coordinating Officer at the DFO deems the A-Team mission complete.

A-Team members may be redeployed as support to the DFO operational structure

Disaster Medical Assistance Team (DMAT)

Deployed at the direction of the SERT Chief

Consists of approximately 35 health professionals operating under the direction of State ESF 8, *Health and Medical*

Establishes emergency medical response capabilities within a disaster area including triage, stabilization of patients, and basic medical care; specialty teams may provide specific care as required (burns, crush injuries, etc.)

Placed on standby pre-impact, when possible, and deployed one or more days following the completion of the RIAT mission

Area of operations is concentrated on the most heavily damaged and populated areas within the impact region where local medical response capabilities are inoperable; multiple teams may be deployed to meet the medical response needs in the impacted area

Remains deployed until local medical response capabilities can address identified and anticipated needs, usually a minimum of 14 days; may be replaced with new personnel during long term operations.

Disaster Mortuary Assistance Team (DMORT)

Deployed at the direction of the SERT Chief

Consists of approximately 35 health professionals operating under the direction of State ESF 8, *Health and Medical*

Establishes and maintains temporary morgue facility; responsible for victim identification, processing, preparation, and disposition of remains

Placed on standby pre-impact, when possible, and deployed one or more days following the completion of the RIAT mission

Area of operations is limited to a single jurisdiction in which the identified or anticipated number of fatalities will exceed local mortuary capabilities; multiple teams may be deployed to meet the mortuary needs throughout the impacted area

Remains deployed until retrieval, identification, processing and disposition of victims has been completed or local mortuary resources can address identified needs

Preliminary Damage Assessment Team (PDA)

Deployed at the direction of the Recovery Chief

Serves to assess damages to structures and infrastructure and report information to the SEOC or to verify damage assessments already completed by local teams

Coordinates with local and federal damage assessment teams to conduct and document damages including types and numbers of homes, businesses, and dollar amounts to infrastructure

Coordinates with the ARL upon arrival in the impacted county

PDA team leader reports to the Recovery Officer in the SEOC

Area of responsibility is limited to a single county

Will be deployed to impacted counties immediately after the event has occurred, if possible, or as conditions allow

Will remain deployed and operational until assessment of damages within the area of operations is complete and all information has been transmitted to the SEOC

Consists of DEM staff working jointly with federal damage assessment staff and local emergency management staff

Logistical Staging Area (LSA)

Established at the direction of the SERT Chief

Serves as a managed site to receive and organize resources from various providers and deploy those resources to impacted counties

Staffed by a Manager, logistical support team (Florida National Guard, Division of Forestry, contracted resources), and ESF 11 personnel

LSA Manager reports directly to the Logistics Section Chief in the SEOC or to the Logistics Chief in the Forward SERT (if established and if the LSA serves to only support Forward SERT operations)

Area of operations may be a single county or multiple counties; multiple LSAs may be necessary to accommodate the impact area.

Established 2 or more days after the event at a predefined location, in close proximity to the impacted region

Resources may be pre-staged 1 or more days prior to the event at a Mobilization Area located well outside the projected impact area; post-impact, resources are transferred to the LSA and the Mobilization Area may terminate operation

Remains operational until resource needs within the impact area decrease to a point where the pre-staging of resources is no longer deemed necessary by the Logistics Section Chief, in conjunction with the SERT Chief ; will remain operational for at least several days, may remain operational for several months depending on the severity and scope of impacts

F-SERT

Deployed at the direction of the State Coordinating Officer

Consists of a F-SERT Chief, A-Team members, and an appropriate number of State Emergency Support Function (ESF) personnel to address the severity of the event (up to and including all ESF's)

Directs the SERT response within a defined area of operations including all SERT field personnel, mobilization and deployment of State resources, and coordination of response and recovery activities [The SCO retains overall command and control of the State response]

Area of Operations may be a single county or several counties, depending on the degree and geographic scope of impacts

Deployed two or more days after impact
May co-locate with a Logistical Staging Area to coordinate resource mobilization within the area of operations
May require a base camp to support F-SERT staff
The F-SERT Chief:
May serve as a Deputy State Coordinating Officer
Reports to the SERT Chief
Remains operational until a DFO is established or conditions no longer warrant F-SERT presence. Elements of the F-SERT may be co-located with the DFO to transition from response operations to recovery operations
F-SERT members may be redeployed as support to the DFO operational structure

Base Camp

Established at the Direction of the SERT Chief
Serves as a managed site to support emergency personnel or teams working in the disaster area or at the LSA; includes the following facilities: sleeping, feeding, showers, bathrooms, laundry, administration, safety and security.
Established when local facilities are unavailable due to damage, insufficient number, or victims requiring such resources
Staffed by a Manager and logistical support team
Base Camp Manager reports directly to the Logistics Section Chief in the SEOC or to the Logistics Chief in the Forward SERT (if established and if the Base Camp serves to only support Forward SERT operations)
Area of operations may be a single county or multiple counties;
Established 2 or more days after the event at a predefined location, in close proximity to the impacted region, usually co-located with a LSA
Will remain operational for at least 30 days, may remain operational for several months depending on the severity and scope of impacts
Remains operational until locally available resources are capable of addressing the needs of emergency workers as determined by the Logistics Section Chief, in conjunction with the SERT Chief

Regional Relief Center (RRC)

Established at the direction of the SERT Chief
Serves as a managed site to receive and organize unsolicited donated resources from various providers and mobilize those resources to address victim needs
Staffed by a Manager and logistical support team (Seventh Day Adventists)
RRC Manager reports directly to the lead agency for ESF 15 in the SEOC
Area of operations is the entire disaster area; resources may be mobilized from the RRC to the LSA as needed
Established 2 or more days after the event at a predefined location; the RRC is located outside the area of impact
Remains operational until the flow of unsolicited donated items decreases to a point where local volunteer organizations can receive and process remaining donations; will remain operational for at least several weeks, may remain operational for several months depending on the severity and scope of impacts

Disaster Field Office (DFO)

Established by the Federal Emergency Management Agency and SCO
Managed by the Deputy State Coordinating Officer for Recovery
Includes representation by the Public Assistance Section and corresponding ESFs (1, 2, 3, 12) as needed, FSERT, Public Affairs PIOs, Human Services Section and corresponding ESFs (6, 11, 15, 17) as needed, Hazard Mitigation Section, External Affairs Team, Long –Term Revelopment and federal recovery personnel
Serves as a central location for state and federal agencies to coordinate long-term response issues and all recovery activities
Located in a fixed facility designated by the Federal Emergency Management Agency (FEMA); may be located in the impacted area or in a location most convenient for coordinating state and federal activities
Area of responsibility is the entire impact area within the state of Florida
Established within 72 hours of receiving a Presidential Disaster Declaration; fully functional and operational within 7 days of being established

Community Relations Team (CR)

Deployed at the direction of the Recovery Chief
Serves to inform victims of available assistance and explain the application process
May consist of the Human Needs Assessment Teams following the conclusion of their mission augmented by additional state and local government personnel, private or non-profit agency staff
Coordinates with local emergency management staff and federal community relations teams to provide information throughout damaged areas focusing on the most heavily impacted areas first. Also identifies potential or existing unmet human needs and communicates those needs to the SEOC or DFO (when activated)
Coordinates with the ARL upon arrival in the impacted county
CR team leader reports to the CR Coordinator in the SEOC
Area of operations is multi-county
Will be deployed to impacted counties pre- and post declaration
Will remain deployed and operational until information needs of the victims within the area of operations are met

Disaster Recovery Center (DRC)

Established at the direction of the Recovery Chief as a joint operation between the State, the impacted county, and FEMA
Provides disaster victims with a convenient means of obtaining recovery assistance information from state, local and federal agencies
DRC Coordinator reports directly to the Human Services Officer in the DFO
May be a fixed facility identified by the county or mobile unit provided by FEMA located as close to the center of damage as possible

Area of responsibility is not limited by jurisdictional boundaries; a sufficient number of DRCs must be established to ensure all disaster victims have access to information assistance

Established in the impacted area one or more days after a Presidential Disaster is declared

Will remain operational until information needs of the disaster victims are met as determined by the Deputy State Coordinating Officer for Recovery

Insurance Advance Team

Deployed at the direction of the Department of Insurance Emergency Coordinating Officer

Serves to gather information regarding the locations and extent of insured damages to residential and business structures; teams do not assess damage to public property

Pre-staged near the anticipated area of impact 48 to 72 in advance, when possible

Deployed to impacted county EOCs when conditions allow to coordinate access into damaged areas

Coordinates with the ARL upon arrival in the impacted county

Team Leaders report directly to the Insurance Services Council representative in the SEOC

Area of operations is not limited by jurisdictional boundaries; teams assess insured damages throughout the impact area

Will remain deployed and operational for 24 to 48 hours

Consists of insurance adjusters from private insurance companies

Mitigation Assessment Team

Deployed at the direction of the Mitigation Chief in the SEOC

Conducts a qualitative assessment of damage to structures and infrastructure, particularly impacts to mitigation projects to determine the causes of damages

Coordinates with the ARL, county emergency manager, and local LMS Coordinator, if available, upon arrival in the impacted county

Team Leaders report directly to the State Mitigation Officer in the SEOC

Area of operations could be a single county or several counties, depending on the number of teams available and the geographic scope of damages

Will remain deployed and operational for 7 to 10 days

Consists of State and federal mitigation program staff as well as local emergency management staff or local LMS coordinators

Reconstruction Information Center (RIC)

Established at the direction of the local building department in coordination with local emergency management office

Provides local residents, developers and building officials with a convenient means of obtaining permitting and reconstruction information, new construction and redevelopment loans, mortgage financing, and related mitigation information

RIC Management Team consists of several state, local and federal agencies involved in development permitting and mitigation programs

Team Leader reports directly to the Deputy State Coordinating Officer for Recovery

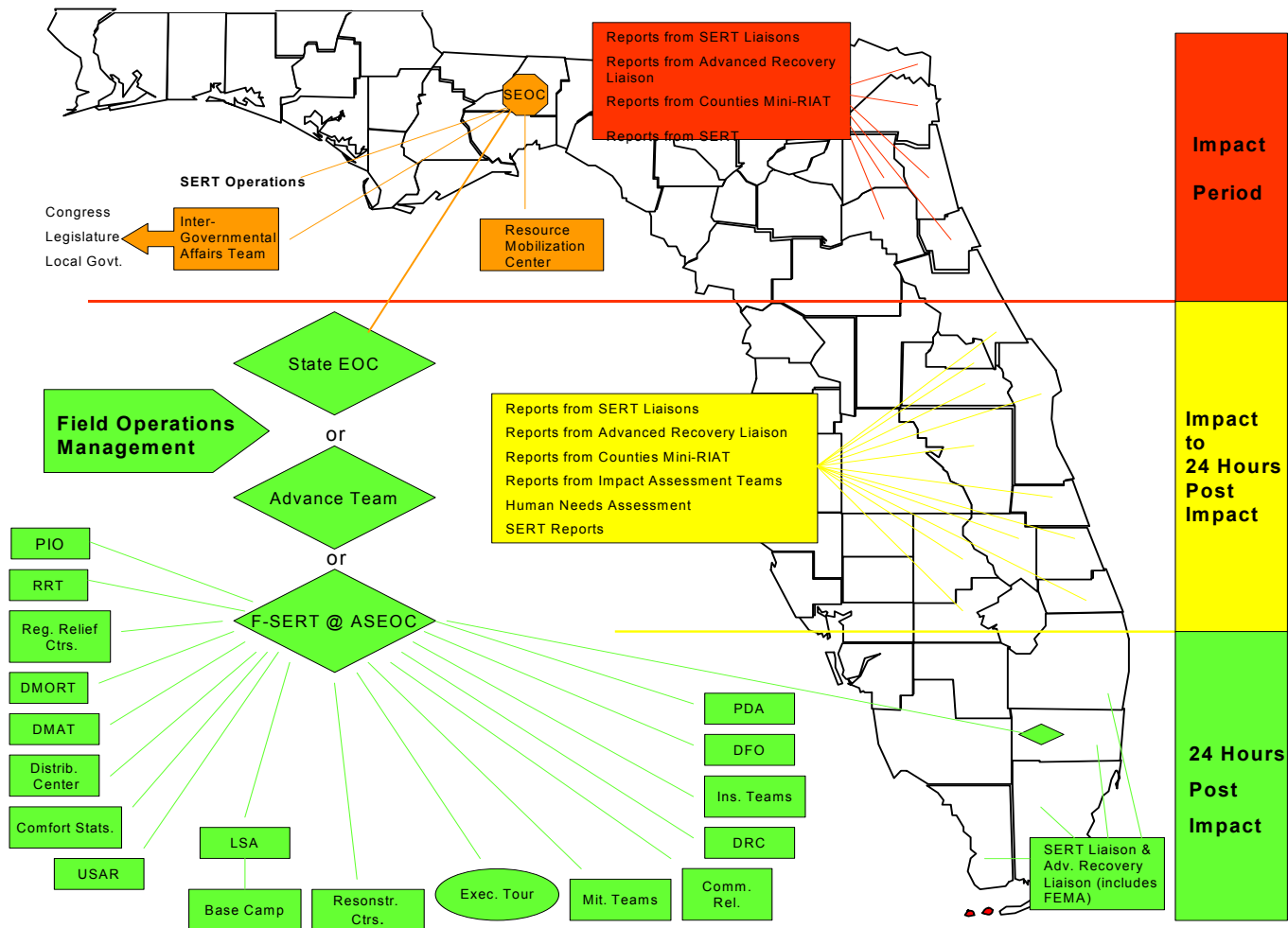
Area of responsibility is tied to the jurisdictional boundaries of the local building department; multiple RICs may be necessary within heavily impacted jurisdictions

Established in the impacted area following re-entry of evacuees into impacted areas; usually occurs several days following impact

Will remain operational until the reconstruction information needs of the disaster victims and the building community are met; usually no more than 45 days

Table A. SERT Field Operations

<u>Title</u>	<u>Function</u>	<u>Reports to</u>
<i>SERT Liaison</i>	Resource requests from the county EOC On-going situation assessments regarding local response	<i>Response Liaisons, SEOC</i>
<i>Advance Recovery Liaison</i>	Preliminary Damage Assessment data Logistical requirements for establishing PDA Teams, DRCs, RICs Information for Executive Decision makers	<i>Recovery Manager, SEOC - DFO</i>
<i>Rapid Impact Assessment Team</i>	Immediate impacts to health and safety, homes, and critical infrastructure Identified boundaries of impact areas	<i>Intel Branch Chief, SEOC</i>
<i>Human Needs Assessment Team</i>	Existing or potential human needs within the impact area and resources required to address these needs	<i>Intel Branch Chief, SEOC</i>
<i>Advance Team</i>	Daily assessments of overall state field operations Resource requests for logistical support to state field operations	<i>SERT Chief, SEOC Response Liaisons, SEOC Recovery Chief</i>
<i>Preliminary Damage Assessment Teams</i>	Damage estimates including number of homes and businesses and dollar amounts to infrastructure	<i>SEOC Recovery Manager</i>
<i>Community Relations Team</i>	Potential or existing unmet human needs throughout impact area	<i>Recovery Human Services Officer, SEOC - DFO</i>
<i>Insurance Advance Team</i>	Damages to insured homes, business and other private property	<i>Insurance Services Council, SEOC</i>
<i>Mitigation Assessment Team</i>	Assessment of impacts structures and infrastructure, particularly mitigation projects, to determine damage cause	<i>State Mitigation Officer, SEOC</i>



[Appendix C-SERT FO Graphic.ppt](#)

APPENDIX C- SERT Field Operations

APPENDIX D

DRC SOG

**Department of Community Affairs
Division of Emergency Management
STANDARD OPERATING PROCEDURES**

DISASTER RECOVERY CENTER MANAGER

RESPONSIBILITIES

Overview – The State DRC Manager is the principal state representative in the DRC and maintains administrative control over all other state (and local) personnel assigned to work in the DRC. In a fixed site DRC, where the facility is provided by the Host County, the state DRC Manager is the individual in the DRC responsible for the operation of the building. This responsibility includes opening and closing the building each day and insuring that the county carries out its responsibilities for maintenance, etc. Security is normally a FEMA responsibility, but where the state manager feels security is inadequate, the state manager should coordinate with the county for increased security. Responsibility for the initial layout of the facility including signage is jointly shared with the FEMA Manager and both should work together to assure that all personnel assigned to work in the facility have sufficient space to carry out their function. If Crisis Counseling intends to operate within the facility, they will require a separate room or a petitioned area well away from the other operations. The state manager should also meet with the Crisis Counseling team leader to insure they are distributing information about the DRC location and operation as they meet with the victims.

Checklist of Activities

DRC hours are normally 8:00 am to 6:00 pm. Meet with staff each day at 7:30 am to review priorities, unusual events such as schedule press or Legislative visits and discuss any other issues related to the operation of the facility. The state and FEMA Managers may combine staff meetings where they find it more efficient to do so.

Assure that security has been scheduled and back up located in case of an emergency.

Coordinate with the county or other responsible agency to ensure that proper arrangements have been made for janitorial service, waste management and potable water.

Assure that staff is in place and ready for business at scheduled time of opening.

Where sharing space with some other activity, work closely with the host facility manager to optimize the operation of the center.

Establish contact with the local emergency Management Director.

Assure that supplies are on hand to handle administrative duties such as pencils, paper, etc.

Meet daily with the FEMA manager to discuss problems and successes of the day and plan the following day's tasks.

Assume primary contact with any media arriving at the DRC, directing them to the DFO or program managers for specific questions or information. Coordinate with Public Information Officers to ensure a consistent message.

Mediate disputes between those in the center.

If the center becomes overloaded with clients, institute an appointment schedule via the receptionist.

FAX a bulleted daily activity report to the DRC Coordinator in the Disaster Field Office (DFO) at the appointed time each day.

Call into the daily conference call at the appointed time.

Upon closure of the DRC, confer with the facility manager to ensure that the area is clean and acceptable. Ensure that all equipment and resources are returned or released to the proper entities.

**Department of Community Affairs
Division of Emergency Management
STANDARD OPERATING PROCEDURES
DISASTER RECOVERY CENTER MANAGER**

DUTIES

Meet with all DRC staff prior to opening for DRC to establish rules for personnel.

Assure that security has been scheduled and a backup located in case of emergency.

Assure that staff is in place and ready for business at scheduled time of opening.

Work closely with Facility Manager to optimize the operation of the center.

Establish contact with the local Emergency Management Director.

Assure that supplies are on hand to handle administrative duties such as pencils, paper, etc.

Check with agencies responsible to make sure that proper contractual arrangements have been made, i.e., janitorial service, waste management facilities, water for drinking and facility guarantees.

Establish a time for a meeting each day with managerial staff to discuss problems and successes of the day and plan the following day's tasks; establish a time for a call-in to the DRC Coordinator.

Assume primary contact with any media arriving at the DRC, directing them to the DFO or program managers for specific questions or information. Coordinate with the Public Information Officers to ensure a consistent message.

Mediate disputes between those in the center.

If the center becomes overloaded with clients, institute an appointment schedule via the receptionist.

Upon closure of the DRC, confer with the facility manager to ensure that the area is clean and acceptable. Ensure that all equipment and resources are returned or released to the proper entities.

GLOSSARY

Access – The access to the applicant's home is the direct route to get to the home (i.e., the driveway, road, or bridge). The applicant has an access problem when an emergency vehicle cannot get to the home via the direct route, or when the access is unsafe.

Additional Living Expenses (ALE) – Additional Living Expenses also called "Loss of Use" is a rental assistance included in most homeowners insurance policies to cover the temporary living expenses, while the insurance company is making repairs, of applicants whose homes have been severely damaged by the types of perils stated in their written policy (e.g., wind, rain, fire, earthquake).

Agricultural Stabilization and Conservation Service (ASCS) – The ASCS administers an Emergency Conservation Program that may provide assistance to farmers and ranchers for the repair and/or replacement of permanent fencing, debris removal from croplands, and grading/shaping of farmland.

American Red Cross (ARC) – During the disaster recovery effort, the ARC assists disaster victims with immediate needs – which include food, clothing, shelter, transportation, and medical care—until additional assistance is obtained.

Cora B. Brown Fund – A fund administered by FEMA which provides funds for individual unmet needs in a disaster.

Declaration – The President must sign an official major disaster. Declaration in order for FEMA to mobilize its disaster recovery programs/activities. The President declares a major disaster only after the Governor of an affected State requests Federal assistance because the State/local government does not have the

resources to manage the recovery effort. Disaster victims are normally allowed up to 60 days after the declaration date to apply for disaster assistance through FEMA.

Dependent – A dependent is someone whom the applicant claims on his/her Federal tax form, whether or not the dependent lives with the applicant. (If an applicant does not file taxes, his/her dependents include all persons whose living expenses are paid for more than 50% by the applicant.)

Destroyed – A home that is destroyed is one that can never be occupied and for which repairs are not economically feasible.

Disaster Field Office (DFO) – For every disaster, a DFO is temporarily established in the disaster area to serve as the headquarters in which Federal and State staffs coordinate and direct the disaster recovery operations.

Disaster Housing Assistance (DHA) – FEMA administers the DHA Program. If the applicant does not have insurance to cover all of his/her living expenses, then DHA may provide funds for rental assistance to homeowners and renters whose homes have been damaged so severely that they cannot or should not be lived in. Homeowners may also receive money to repair the home quickly in order to make it safe to live in.

Disaster Information Helpline – A toll-free Disaster Information Helpline number exists for disaster victims. The Information Helpline operators provide some information regarding the status of an applicant's file and answer any questions about the recovery effort.

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Disaster Recovery Center (DRC) – A one-stop facility, with Federal, State, local and volunteer agencies, established to provide assistance in registering for assistance, answering applicant questions, and resolving applicant issues in a person-to-person environment.

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Disaster Unemployment Assistance (DUA) – Local unemployment offices administer a DUA Program that offers weekly benefit payments and re-employment services to disaster victims who were employed, or were to begin employment, in agricultural or non-agricultural work, but who became unemployed as a direct result of the disaster. DUA is also offered to individuals not usually covered under regular unemployment programs, such as self-employed people, and to individuals who have become the head of household because the working breadwinner was fatally injured as a result of the disaster.

Earthquake – An earthquake is the shaking of the earth’s crust caused by changes far beneath the earth’s surface. Aftershocks are also considered earthquake activity.

Family – FEMA’s definition: Generally, a social unit living together and comprised of:

Legally married individuals or those couples living together as if they were married and their dependents’, a single person and his/her dependents; or persons who jointly own the damaged property (home and/or personal property) and all of their dependents.

Farm Service Agency (FSA) – FSA can provide emergency loans to eligible farmers and ranchers to help them overcome physical property damage and/or severe production losses that occurred as a result of a disaster that substantially affected farming, ranching, or aqua-culture operations. These loans are not intended to cover the home or living quarters, but to cover essential building and facilities and severe production losses to crops and livestock production.

Federal Coordinating Officer (FCO) – Once the President declares a major disaster, FEMA Headquarters appoints an FCO. The FCO is responsible for coordinating the overall disaster recovery effort, including Federal, State, local, and private resources, to ensure that an adequate quality and quantity of disaster assistance is provided. Technically, the FCO is the President’s representative under the declaration.

Federal Emergency Management Agency (FEMA) – FEMA works closely with all other emergency management agencies and organizations to improve the nation’s emergency/disaster response and preparedness. FEMA provides funding and technical assistance, as necessary, to State and local governments to assist in their emergency planning, preparedness, response, and recovery duties. FEMA’s most visible role surfaces when the President signs the official declaration of a major disaster.

Flood – FEMA’s definition: rising water originating outside the home.

Gross Income – Gross income is the TOTAL amount of money produced/received by the applicant and his/her dependents, before taxes are deducted from the paycheck. Gross income also includes—but is not limited to—AFDC, food stamps, Social Security checks, workman’s compensation, interest/dividends, unemployment benefits, and child support.

Home – A home is the place where one lives; one’s primary resident. (An applicant does not have to own his/her home to apply for assistance from any of the disaster assistance programs.)

Household Composition – The household composition includes the applicant, all of his/her dependents, and all the other persons whose primary residence was the damaged home, at the time of the disaster.

Incident Period – See Period of Incident.

Income Test – The Income Test Table is used to determine if an applicant's total family gross income falls above or below the minimum cost of living set by the SBA.

If the applicant makes as much as or more than the minimum income level, the applicant is referred to the SBA for consideration of a low-interest home/personal property disaster loan. However, if the applicant makes less than the minimum income level, he or she is referred to the IFG Program for possible grant assistance.

Federal Assistance for Individuals and Households – The I&H Grant Program is administered by the State and funded by FEMA and the State. This program provides grants to families or individuals who cannot afford to repay a loan, to help meet uninsured necessary expenses and serious needs caused by a disaster. Although the IFG Program assists with home, personal property, and medical, dental, and funeral expenses not covered by insurance, it is not intended to cover all losses.

Information Helpline – See Disaster Information Helpline.

Infrastructure (formerly Public Assistance) – Under a major disaster declaration, infrastructure support may be approved to fund a variety of projects, including:

- Clearance of debris, when in the public interest, on public or private lands or waters.
- Emergency protective measures for the preservation of life and property.
- Repair/replacement of public roads, streets, and bridges.
- Repair/replacement of public water control facilities (dikes, levees, irrigation works, and drainage facilities).
- Repair/replacement of public buildings and related equipment.
- Repair/replacement of public utilities.
- Repair/restoration of public recreational facilities and parks.

Major Disaster – FEMA definition: Any hurricane, tornado, storm flood, high water, wind-driven, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosion, or other catastrophe in any part of the United States that causes damage warranting major Federal disaster assistance to supplement the disaster recovery efforts and available resources of the States, local governments, and disaster relief organizations.

Minimum Income Level – Set by the SBA, the minimum income level for any size household is the total amount of money the family needs to bring into the home to meet the minimum cost of living. This minimum income level is used to determine

whether the applicant should be referred to the SBA Home/Personal Property Disaster Loan Program or the I&H Grant Program.

National Flood Insurance Program (NFIP) – The Federal program, created by an act of Congress in 1968, that makes flood insurance available in communities that enact satisfactory floodplain management regulations.

National Processing Service Center (NPSC) – The NPSC is responsible for processing registrations for assistance that have been filed by individuals affected by a disaster. This includes:

Gathering and reviewing information in order to consider the eligibility of applicants who have been referred to the Disaster Housing Assistance program.

Responding to the questions, concerns, and issues of those who have been referred to the Disaster Housing Assistance program.

Maintaining records for individuals who have been referred to the SBA and IFG programs.

National Teleregistration Center (NTC) – Individuals, families, and businesses may call the NTC's convenient toll-free telephone number (1-800-462-9029) to apply for disaster assistance.

Owner – The legal owner of a residence is:

A person who has the deed/title in his/her name;

A person who does not hold the deed/title to the home but is responsible for payment of taxes (if applicable), maintenance of the residence, and pays no rent; or

A person who has lifetime occupancy rights in the residence even though the deed/title is in someone else's name.

Period of Incident (Incident Period) – The period of incident includes all the dates on which the disaster occurred.

Pre-Disaster Gross Income – The pre-disaster gross income refers to the family's gross income at the time of the disaster. It does not include income that had stopped prior to the disaster (e.g., the applicant lost his/her job three days before the disaster).

Primary Residence – An applicant's primary residence is his/her legal residence, which means that at least one of the following criteria must be met:

The applicant lives at this address most of the year.

The applicant is registered to vote in this county.

This address is listed on the applicant's tax return.

This is the address which the applicant files as homestead exemption, etc.

Public Information Officer (PIO) – The PIO is responsible for all media contacts and serves as the single media voice for the FCO/SCO. Whenever possible, media callers (or medial visitors at a DRC) are referred to the PIO or a DRC Manager.

Regional Offices – For FEMA’s purposes, the United States is divided into 10 regions. Each region has a central FEMA Regional Office.

Secondary Home – A secondary home is another home that the applicant usually owns, and that does not meet the primary residence criteria. If the applicant has ever rented out this secondary home, then it is considered rental property.

Self-Employed – The SBA considers an applicant to be self employed if the applicant meets at least one of the following criteria:

The applicant, or his/her dependents, owns a business or rental property, or
The applicant, or his/her dependents, claims business or rental property revenue on his/her Federal tax return, or
the applicant, or his/her dependents, files a Schedule C, E, or F Federal tax return.

Sewer Backup – A sewer backup is an overflow of water, etc., from within a plumbing system.

Small Business Administration (SBA) – The SBA lends money to homeowners and renters at low interest rates to repair or replace homes and/or personal belongings not covered by insurance. This agency makes every effort to set payments the applicant can afford, but, if the SBA denies an applicant a home/personal loan, then the SBA may refer the applicant’s registration to the Individual and Family Grant Program for possible grant assistance. The SBA also offers low-interest business loans to qualifying businesses and nonprofit organizations that suffered physical and/or economic injury damages/losses not covered by insurance.

State – The term State refers to any State of the United States, the District of Columbia, Puerto Rico, the Virgin Islands, Guam, American Samoa, the Trust Territories of the Pacific Islands, and the Northern Mariana Islands.

State Coordinating Officer (SCO) – Under a major disaster declaration, the SCO is appointed by the Governor. The SCO coordinates the State’s involvement in the disaster recovery effort.

Undesignated (County) – An undesignated county is one that is not included under a major disaster declaration.

Unmet Needs Committee – A committee established in a disaster which handles additional assistance for applicants who have needs which cannot be met by any other disaster program.

**State of Florida
Standard Operations Procedure (SOG) for Comfort Stations
CEMP - ESF 6 Annex**

Managing Agency: The Salvation Army

Introduction

Definition

A Comfort Station is designed to provide state resources to disaster victims and workers in areas where existing services have been lost or overwhelmed due to disaster. Comfort Station locations and available resources are determined by local need assessment. Available resources ranges from one canteen and sanitation package (One Dumpster and four port-o-lets) in a central location, to mental health services, telephone banks, and mobile shower units.

b. Purpose

This SOP establishes procedures, outlines concept of operations and assigns responsibilities for the mobilization, operations and demobilization of Comfort Stations. This SOP will serve as an annex to the ESF 6 portion of the State of Florida CEMP and is applicable to all individuals and agencies assigned or attached to the State Emergency Response Team (SERT).

c. Scope

State officials can activate Comfort Stations when one or more counties in the State are impacted by a disaster. State officials will coordinate all activities related to Comfort Stations through the Comfort Station Officer who works in the State ESF 6 room. The Comfort Station Officer will coordinate with the impacted County officials, managing agency, other ESFs in the SEOC and any other agency that provide resources and support to Comfort Stations.

II. Concept of Operations

Roles and Responsibilities

State ESF 6

State ESF 6 will coordinate all activities associated with planning, mobilizing and demobilizing Comfort Stations in conjunction with the managing agency, SERT operations chief, SERT Leader, other appropriate ESFs. State ESF 6 will delegate

all coordinating function of Comfort Stations to the Comfort Station Officer (pursuant and outlined in the current ESF 6 SOP).

The Salvation Army - (Managing Agency)

The Salvation Army will function as the managing agency for Comfort Stations. The Salvation Army in coordination with the county and support from the State emergency support functions (ESF) will provide the resources needed to operate up to thirty Comfort Stations. The basic Comfort Station will begin with the deployment of one canteen to provide food/water and one management team to identify potential needs. They will coordinate and request additional resources needed to provide immediate life sustaining needs of victims and responders.

Florida Department of Children and Families

The Florida Department of Children and Families will coordinate with State ESF 6 and the managing agency on addressing all mental health needs in Comfort Stations, including: need assessments, staffing, short and long range services.

State ESF 2 (Department of Management Services, Lead agency)

State ESF 2 will provide telephone banks and other communication instruments to Comfort Stations, upon request.

State ESF 8 (Department of Health, Lead Agency)

The Florida Department of Health will provide sanitation packages (One dumpster and four port-o-lets) and medical teams to Comfort Stations. ESF 8 will also provide crisis intervention to responders and first aid to victims and responders upon request.

State ESF 11 (Department of Agriculture and Consumer Services, Lead Agency)

State ESF 11 will provide bulk food items through the managing agency that will be used for congregate feeding of victims. Water and ice may be provided for bulk distribution at the Comfort Stations.

State ESF 13 (Florida National Guard, Lead Agency)

State ESF 13 will provide additional shower units, support personnel and tentage. Transportation support in the deliveries of supplies from the LSA to Comfort Station locations, upon request and depending on available resources.

State ESF 14 (Department of Community Affairs, Lead Agency)

State ESF 14 will coordinate with managing agency and State ESF 6 to ensure information on Comfort Stations is disseminated throughout the impacted communities.

State ESF 15 (Florida Commission on Community Service, Lead Agency)

State ESF 15 will assist in procuring additional volunteer support and needed donated items to support Comfort Station operations in coordination with the managing agency.

State ESF 16 (Florida Department of Law Enforcement)

State ESF 16 will provide security to Comfort Stations in coordination with the managing agency and State ESF 6.

b. Mobilization

The following information will be used to initiate the request to mobilize Comfort Stations in given areas:

The location of the most populated impacted areas

The number of impacted population

Assessment of life sustaining needs (food, water and sanitation)

The potential location of Comfort Stations, considering the following:

Availability of services to support the comfort station (i.e. parking lot to a facility that has functional restrooms, shower facilities, telephones)

Access to major road and parking capabilities

Secured location

Dry location for tentage (20' x 40' with stakes) and additional support equipment.

Weather conditions (High Winds) when using tentage

Ability to dispose/remove gray water based on county health department guidelines.

The final determination on the location will be made by the managing agency (field representatives) in coordination with local emergency management officials.

c. Resources

Once a comfort station location is identified, the managing agency will deploy one canteen, tentage and management team. Once these resources are in place, the managing agency will notify the SEOC Comfort Station officer and a need assessment will be conducted. The following are resources available to complement the basic comfort station package:

Sanitation package - 1 dumpster, 4 portable toilets

Water and Ice distribution

Mobile phone bank

Mobile shower units

Tentage

Cots/blankets

Mental Health professionals

Medical Teams

Security personnel

Additional volunteer staff

Comfort kits (toiletry items)

Clean up kits (mop, broom, and bucket, scrubbing brush, bleach)

Additional mobile kitchens

d. Demobilization

Recommendation and implementation of the demobilization of Comfort Stations, will be based on the following criteria:

Significant change (decrease) in the number of meals served at the comfort station (reported by the managing agency);

Utilities, phone, and water restoration in the area;

Need assessment conducted (by managing agency and local emergency management) confirming that the resource is no longer needed.)

Once these three criteria are determined, a recommendation (which will include closing date and time) will be forwarded to the SEOC Comfort Station officer and discussed with the ESF 6 Section Chief, Human Services Branch Chief and the SERT Leader.

SEOC Demobilization of Comfort Station Resources will comply with the following sequence:

SEOC Comfort Station Officer notifies support ESFs of demobilization decision and time

Comfort Station Officer inserts message in the SEOC EM-2000 system to close specific Comfort station or component thereof (remove the phone bank from the site but keep the food and water, etc.)

Each support ESF will confirm with Comfort Station Officer that respective items are scheduled for pick up through SEOC EM-2000 system.

On the date of demobilization the Comfort Station Officer will ensure that missions are closed for the location by coordinating with the managing agency and support ESFs.

The Comfort Station officer will communicate directly with field team to ensure that site has been cleaned.

The Comfort Station Officer will notify ESF 6 Section Chief of comfort station closeout. The Section Chief will then inform the Human Services Branch Chief to close out the mission on the EM-2000 system.

HUMAN NEEDS ASSESSMENT **STANDARD OPERATING PROCEDURES**

This Standard Operating Procedure (SOP) is intended as guidance for implementing the Human Needs Assessment Team whose purpose is to provide a “ground truth” impact analysis immediately following a disaster. This assessment could range between one to three days, with findings reported to the State Emergency Operations Center (SEOC), Emergency Support Function (ESF) 5 through the County Sitrep Report.

I. Team Recruitment and Training

Human Needs Assessment Team Leaders and Field Workers will be trained and utilized to perform the Needs Assessment within their regions. Following completion of the assessments, team members may transition to perform Community Relations functions and/or manage Disaster Recovery Centers.

II. Team Mobilization and Deployment

Upon receiving information that a disaster event is eminent, each impacted county will be responsible for determining the need for Human Needs Assessment Teams and their possible deployment. If a county determines there is a need, the county will notify the county designated Human Needs Assessment Coordinator. The Human Needs Assessment Coordinator will notify potential Team Leaders and Field Workers.

Depending upon the anticipated magnitude of the disaster event, a field operations State Advance Recovery Liaison Coordinator (ARL) may be pre-deployed to the area to assist the County Emergency Management Staff in gathering and reporting to the SEOC and to assist in coordinating human services response and/or recovery operations in the field.

As soon as the impacted area has been determined safe to enter, Team Leaders will be notified of how many local field assessment workers are needed and in what locations. This will be based upon the information the County receives from RIAT and State ESFs. Teams will be formulated with 2 Field Workers per team. Team Leaders will oversee activities of 3 or 4 teams each.

County will ensure teams have logistical resources to carry out activities (i.e., County area maps, cell phones, HNAT checklists, etc.)

Team Leaders will meet with field workers to assign areas, maps, supplies, and provide any further instructions and/or pertinent information. The impacted county EM will oversee all Human Needs Assessment activities.

III. State Assistance

Counties without adequate numbers of local trained HNAT personnel may request State Emergency Operations Center to provide additional personnel. Request must be made through the State EM “Tracker 2000” system. If needed, the SEOC, Human Services Branch will request trained personnel from other State Agencies. This request to the State Agencies will be made through the “Tracker 2000” system.

Upon notification from State Agencies, State personnel will be deployed in the requesting county and report to the County Emergency Management or County Designated HNAT Coordinator. The county will continue to oversee all Human Needs Assessment Activities and reporting procedures.

IV. Report of Findings

Using the reporting assessment tool / checklist (attachment 1) teams will report to the Team Leader twice daily. The Team Leader will immediately forward all findings to the County Emergency Management staff. County is responsible for forwarding findings to the State Emergency Operations Center, ESF 5 personnel.

When findings have been reported for all assigned areas, the County Emergency Management staff will notify the Team Leader if additional follow-up assessment is necessary in any area. The Team Leaders will meet with the Field Workers to collect written reports and supplies and to make re-assignments, if required.

ESF 5 will forward all raw data and reports, as received, to the Human Services Branch in the SEOC for follow up and possible further action.

The County Emergency Operations Center will then contact the Human Services Branch if:

1. Situation and needs will be addressed and coordinated by the county;
2. The county wants to make a request for assistance through the SEOC.

V. Demobilization

As field assessments are provided on all assigned areas to the County Emergency Management staff the following will/may take place:

1. Additional areas may be tasked for assessment.
2. Follow up assessment on previously visited areas for additional information.

Once the County Emergency Management staff has determined needed information from impacted areas has been collected, the County HNAT Coordinator will Contact Team Leaders and set day and time for demobilization.

The State Emergency Operations Center, Human Services Branch will:

1. Work with Team Leaders in transitioning, when applicable, team members to Community Relations function;
2. Insert Demobilization Action Plan into the Human Services portion of SEOC situation report;
3. All State Agency personnel deployed to a county will be demobilized through “Tracker 2000” system.

COMMUNITY RELATIONS STANDARD **OPERATING PROCEDURES**

PURPOSE

This Standard Operating Procedure (SOP) is intended as guidance for implementing the Community Relations (CR) program during major and catastrophic disasters.

- A. DEPLOYMENT – The State CR function will be staffed with trained available State and local government/private non-profit members as field workers from the area where the disaster occurred. Team leaders will be obtained from trained members in the region. The CR Coordinator or Field Operations Coordinator will initiate all requests for the deployment of CR personnel to staff CR Field operations.
1. Upon receiving information that a presidential declaration is imminent the State CR Coordinator will contact the Federal Emergency Management Agency (FEMA) CR Coordinator in Atlanta, Georgia at 770-220-5226 to discuss possible CR staffing and other logistics issues.
 2. During this same time, the State CR Coordinator will advise State and County CR contacts (see attachment #1) that there may be a need to activate the CR field workers in the event of a presidential declaration and CR contacts should be updating their activation lists.
 3. Upon receiving a declaration notice, the State CR Coordinator will meet with FEMA counterparts at the State Emergency Operations Center (EOC) or at the designated Disaster Field Office (DFO) to discuss CR plans for the disaster, including staffing, areas of deployment, orientation training, printing and distribution of fliers and preparation of the formal CR action plan for approval by the State Coordinating Officer (SCO) and the Federal Coordinating Officer (FCO).
 4. State team leaders and a Field Operations Coordinator will be assigned and (see attachment #2) included in a conference call with their FEMA counterparts to discuss the CR action plan.
 5. Upon assignment, each team leader may be assigned a go-kit, pager, and cellular phone from the logistics specialist in the Recovery and Mitigation unit.

6. State and County CR contacts will be notified of the declared disaster and the latest information regarding the activation of CR field workers in their impacted counties. County and State CR contacts will be notified of how many local CR field workers are needed and where they should meet to team up with their Federal counterparts.
7. Initial visits by the CR team (FEMA, State and Local) in the impacted county(ies) will be with the local EM Director to determine most severely impacted areas, obtain maps, and ascertain best approach on deployment of CR teams. County EM Directors, or their designated representative, will be updated daily by the State CR Field Operations Coordinator on CR activities in their respective counties. **Initial CR teams should co-locate with established Comfort Stations or feeding stations to ascertain information on programs and resources available from the Salvation Army and disseminate information to victims who visit the site.**
8. At the direction of the FEMA/State CR Coordinator, CR teams will be deployed to the field to provide Community Relations Services as outlined in the Community Relations Field Guide, March, 2002 (attachment #3). On pages 19-21 of the field guide is a checklist that will be used for team leaders and field workers in performing their CR tasks during a disaster.

B. ON-SITE OPERATIONS. The CR function will become operational as soon as verbal approval is received. The State CR Coordinator, Public Information Officer and Congressional staff will be deployed to the Disaster Field Office (DFO) or provisional disaster headquarters. The number of CR field workers and team leaders will be governed by the CR plan for that specific disaster and any amendments there to, as approved by the SCO and the FCO. Specific activities and responsibilities of CR field personnel will be in accordance with established procedures and guidance contained in Community Relations Field Guide (attachment #3). Continuing CR actions include:

1. Evaluating training requirements, which may include more program specific education such as Federal Assistance for Individuals & Households Grant Program (I & H), Temporary Housing, etc.
2. Surveying staffing needs, adjust levels, and consolidate as necessary.
3. Refining information exchange to and from field personnel.
4. Continuing Community meetings and briefings. Reporting trends or program specific issues requiring follow up or further clarification to the State CR Coordinator at the DFO.

5. Performing functions for the Infrastructure program, i.e., attending Applicants briefings, distributing flyers, identifying eligible non-profits, etc.
 6. Developing time line for CR activities demobilization.
 7. Assisting community leaders, disaster victims (individuals) and other service providers in understanding available assistance, accessing the assistance, answering questions, resolving problems and making appropriate referrals.
 8. Determining the needs, issues and grass roots volunteer organizations to coordinate with the VOLAG to facilitate their role in the recovery process.
 9. Identifying and working with organizations that represent special populations such as the elderly, disabled, unmet needs committees and Community Based Organizations (CBO).
 10. Identifying, monitoring and reconciling of issues that merit special attention.
 11. Gathering specific information as requested.
 12. Providing information for After Action Reports.
- C. DEMOBILIZATION – The FEMA/State CR Coordinator, SCO and FCO will determine the methodology for demobilization. Demobilization involves:
1. Assessing continuing CR needs and develop demobilization plan.
 2. Concluding field operations.
 3. Providing Community contacts with referral resources.
 4. Providing a list of people and agencies that assisted directly in the overall CR efforts in order that certificates of appreciation can be issued by DEM and FEMA.
 5. Preparing the CR After Action Report.
 6. Conducting final briefing with staff.
 7. Designate contact point(s) in the Division of Emergency Management for CR in the event that issues may surface after closure of DFO.

Appendix H

Advance Recovery Liaison Safety Checklist

This checklist is an all inclusive “generic” document. Certain events are more likely to produce safety hazards than others. ARLs should be aware of the environment they are deployed in and be especially cognizant of any hazards that might be present or may be likely to occur. IAPs will provide hazard specific information for ARLs and other field deployed forces.

OVERALL SAFETY ISSUES TO BE ADDRESSED PRIOR TO DEPLOYMENT

- Make sure all prescriptions are filled prior to deployment, sufficient for 3-10 days; any medical/health limitations that might effect or prevent deployment should be pre-identified. Advise the ARL Coordinator in this regard
- Dress appropriately for weather conditions that will most likely be encountered
- Appropriate footwear for a field environment--- heavy duty shoes, not dress or casual shoes. Make sure socks are in good shape, with plenty of changes available
- Utilize FDEM supplied windbreakers, safety vests, headgear as supplied
- Always have FDEM ID on your person
- While deployed, notify ARL Coordinator immediately of any changes in phone numbers or locations
- Notify ARL Coordinator immediately of any health issues that arise while
- Notify State of Florida Workers Compensation Carrier via approved policy guidelines in case of any accident
- Operate all motor vehicles safely- do not take risks! Especially, never enter any water flowing over a roadway or otherwise unless you are SURE of it's depth and that otherwise it is safe to do so
- Remember at all times you are working in a field environment that may be dangerous in unexpected ways---expect the unexpected, exercise ‘situational awareness’ at all times
- Never go onto anyone’s private property with our their express permission, and only if you feel it is safe to do so
- Always have sunscreen, insect repellants, anti-inflammatory and related first aid type ointments, etc, in your personal safety kit
- Never drink or eat any questionable food, water, or other liquids
- Practice good hygiene at all times
- If you witness or are part of any emergency situation, dial 911 if it is working; otherwise contact the SWP and advise them of the situation immediately- do NOT expose yourself to any hazardous condition or situation
- Remember to stay hydrated/eat sufficiently to support the tempo of activity
- Stay well rested whenever possible so as to be alert and capable of performing all field required duties
- Be alert for health and safety issues as they may effect coworkers, bring these to their attention

Attachment A - 1

Preliminary Damage Assessment

**DEPARTMENT OF COMMUNITY AFFAIRS
DIVISION OF EMERGENCY MANAGEMENT
BUREAU OF RECOVERY AND MITIGATION**

STANDARD OPERATING GUIDELINES (SOG)

**PRELIMINARY DAMAGE ASSESSMENT (PDA) TEAM OPERATIONS
FOR INDIVIDUAL ASSISTANCE (IA)**

BACKGROUND. The IA Preliminary Damage Assessment determines:

- ! The extent of damage to individual homeowners and businesses;
- ! The extent to which the immediate emergency needs of the public are being met; and
- ! The need for additional state assistance.

In addition to guiding state response actions, the Preliminary Damage Assessment (by joint FEMA, State and Local teams) is the basis for a Governor's request for a Presidential Major Disaster Declaration. It is also used to assist the counties in working the disaster. Initial Damage and Safety Assessment, which is primarily a local responsibility, is based on data from several sources including local sit reps, Red Cross assessments and news reports. The most detailed assessment, however, do joint FEMA, State and Local teams conduct the Preliminary Damage Assessment.

I. PURPOSE. The purpose of this Standard Operating Procedure (SOP) is to provide guidance, define procedures and assign responsibilities for the creation, deployment and operation in the field of the Individual Assistance Preliminary Damage Assessment Teams.

SCOPE. This SOP is applicable to all assigned personnel of the Bureau of Recovery and Mitigation (the Bureau) and other personnel with roles which support the objective of this SOP.

OBJECTIVE. The objective of this SOP is the generation of timely, accurate and detailed information on the status of individuals and businesses through the efficient deployment of the PDA Teams.

CONCEPT. The concept of this SOP is that defined responsibilities and uniform procedures will initiate prior planning, facilitate training and reduce confusion in the field, key elements in achieving the above Objective.

REFERENCE. Section 401 of Public Law 93-288 as amended by PL100-707, The Robert T. Stafford Disaster Relief and Emergency Assistance Act; 44 CFR 205.33; the State of Florida Comprehensive Emergency Management Plan; and the State of Florida Handbook for Disaster Assistance.

DUTIES AND RESPONSIBILITIES.

Deputy State Coordinating Officer

Provides general supervision and direction for Bureau personnel involved in implementing this SOP.

Briefs State Coordinating Officer on status of implementation.

Recovery Manager/Deputy Recovery Manager

Damage Assessment Coordinator

VIII CONCEPT OF OPERATIONS

Recovery Manager/ Deputy Recovery Manager

Ensures county requests for PDA are relayed to the Deputy SCO.

Appoints Damage Assessment Coordinator and support personnel.

Ensures PDA kits are complete and available for use.

Ensures logistical needs of PDA teams are met.

Compiles local initial damage information from all sources into report format for distribution to DSCO and ESF 5.

Ensures initial damage report is forwarded to Damage Assessment Coordinator.

Reviews and approves team Deployment Plan submitted by Damage Assessment Coordinator.

Submits Deployment Plan to DSCO for approval.

Introduces State Damage Assessment Coordinator to FEMA counterpart.

Coordinates activities with FEMA.

Damage Assessment Coordinator

Sets up damage assessment reporting area in or near the Recovery Operations Center

Reviews available damage information and make a preliminary determination of those counties, which will require a PDA.

Request staff from agencies responsible for providing IA PDA Team members.

Contact appropriate County Emergency Management Directors (EMDs) to coordinate the timing of the PDA Team arrival.

Create a PDA Deployment Plan for approval by the Recovery Manager (plan contains team personnel rosters, county assignments, equipment and logistical needs).

Notifies all agencies including FEMA and SBA of preliminary deployment plan.

Notifies all elements upon approval of the plan.

Forwards logistical and equipment needs to the Recovery Manager.
Identifies team staging area.
Ensures that team logistical needs have been met.
Conducts a briefing for the PDA teams prior to departure, including team composition, county assignments and departure dates, logistical information, reporting requirements including conference calls schedule and telephone number, fax number, etc. Team leader is advised to contact assigned EMD prior to departure.
Collects and compiles information from team into reports for dissemination to Recovery Manager - Administration and other personnel as directed.
Reassigns and/or recalls teams upon completion of initial assignments.
Ensures equipment issued to teams is returned and properly accounted for when administrative personnel normally assigned to this duty are not available.

PDA Team Leader

Prior to Departure

Verifies team logistical requirements are met to include: hotel reservations, transportation, credit cards and/or travel advances; discrepancies will be reported to the Damage Assessment Coordinator for resolution.
Ensures that all necessary equipment has been issued to the team to include: Beepers, cell phones, PDA Go Kits, maps, digital or disposable cameras, shirts, hats, jackets and ID cards.
Ensures that all members have attended the pre-departure briefing.
Ensures that all members of the team understand their assignments and that all requirements of a proper survey are met.
Contacts State Advance Recovery Liaison or county EMD, as appropriate, arranges meeting time and place, and reviews county responsibility to provide guides and maps of the damaged areas;

At the Site

Meets with State Advance Recovery Liaison and county EMD for briefing on local damage assessment effort and to identify most heavily damaged areas.
Ensures that most severely impacted areas are surveyed first.
Systematically conducts a building-by-building assessment of the damaged homes and businesses, recording on the proper forms all appropriate information including habitability (homes).
Files damage reports at appointed time and in the proper manner (phone, FAX).
Maintains an awareness and is alert to unusual circumstances and unmet needs and reports such circumstances and unmet needs as soon as possible to the Damage Assessment Coordinator.
Coordinates compilation of reports with FEMA team members and local representatives as appropriate.
Conducts exit interview with County EMD (and other local officials as appropriate) to discuss results of Preliminary Damage Assessment.

Ensures all team members have return transportation upon completion of assignment.

Ensures that all equipment is returned in accordance with the proper procedures.

ATTACHMENT I

Personal Equipment

Appropriate Clothing including DEM shirt and hat (for prevailing weather conditions)

Boots (suggested - steel toed or rubber as appropriate)

Raincoat or poncho

Flashlight

Extra eyeglasses, as needed

Insect repellent

DEM ID with necklace

Issued Equipment

Copy of SOP

PDA Go-Kit

County Situation Report

Cell phone and beeper

Camera (digital or disposable)

Vehicle

Vehicle SERT Card (for mirror bracket; provides access to restricted areas)



**DEPARTMENT OF COMMUNITY AFFAIRS
 DIVISION OF EMERGENCY MANAGEMENT
 BUREAU OF RECOVERY & MITIGATION
 EOC PHONE: (904) 921-0131,0132,0138,0293
 FAX: (904) 488-7841**

COUNTY:	TEAM #
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PDA Representatives will meet with local representatives on the following;

DATE: TIME: LOCATION:

EMERGENCY MANAGEMENT CONTACT:	OFFICE: FAX: PAGER: WARNING POINT PHONE:	SUNCOM: DUTY PAGER: C-PHONE: WARNING POINT FAX:
ASSISTANT DIRECTOR:	OFFICE: PAGER:	C-PHONE
OTHER CONTACT:	OFFICE:	FAX:
DIRECTIONS TO EOC:		
DIRECTIONS TO EM OFFICE:		

PRELIMINARY DAMAGE ASSESSMENT (PDA) REPRESENTATIVES

AGE NCY	NAME	DAY PHONE	NIGHT PHONE	LODGING
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PUBLIC ASSISTANCE (PA)

DEM				
FEM A				
DOT				
LOC AL				

INDIVIDUAL ASSISTANCE (IA)

DEM				
FEM A				
SBA				
LOC AL				

OTHER

ARC				
DOI				
NRC S				
AG				

