

Section 13: Post-Incident Actions

Damage Assessment

Damage assessment is conducted in three phases: Initial Damage Assessment, Preliminary Damage Assessment, and Damage Survey Reports Development. The initial assessment provides supporting information for the disaster declaration, and is the responsibility of the local government. The preliminary damage assessment and the damage survey reporting process are in-depth analysis of long-term effects and costs of the emergency, and are done with the combined efforts of local, state, and federal agencies.

Initial Damage Assessment

Organization and supervision of the initial damage assessment is the responsibility of the **Planning Section**, with supporting fiscal documentation from the **Finance Section**. Efficient accomplishment of this task will require major assistance from all departments and available volunteer resources. If the city and borough can document actual costs, these should be used to develop accurate cost estimates. Record keeping, especially of expenditures, should be started very early in the incident. The Finance Section will assign a charge code to which all incident related expenditures will be coded.

The initial damage assessment should begin as soon as possible after the impact of the emergency, and should be conducted using the following priorities:

- Priority 1 - Public safety and restoration of vital services. Each facility should be analyzed for structural integrity and safety, functional capability, and estimated cost to repair or replace.
 - EOC, Dispatch-Communications centers, fire stations.
 - Hazardous materials industries, natural gas pipelines
 - Hospitals, schools, and shelters
 - Power, telephone, and radio communications systems
 - Bridges and overpasses.
- Priority 2 – Private establishments with important community functions.
 - Major businesses
- Priority 3 - Assessment of damage to support emergency or major disaster declaration. An estimated number of private dwellings and businesses affected by the incident will be needed to support the request for a state or federal declaration. A cursory, "drive-by" damage assessment should be made at the same time as the more detailed survey required for Priority 1 and 2 facilities.
 - Private homes, multiple family dwellings
 - Businesses

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Preliminary Damage Assessment

The initial damage assessment should provide the basis for subsequent assessment activities. The preliminary damage assessment builds upon that information to provide supporting documentation for state and federal disaster assistance. Assessment activities shall be directed and supervised by the Planning Section, with cost information provided by the Finance Section.

- Assign personnel to State and Federal Damage Assessment Teams. The Planning Section should arrange appointments with managers and/or owners of affected facilities in order to facilitate the process. The State/Federal teams will complete the FEMA forms. Although Seward is not responsible for completing these forms, personnel assigned to teams should be familiar with the information gathered on them.
 - The Engineering and Building Department as well as the Finance Department will be involved in the damage assessment process.
- Gather information using survey/damage assessment teams on foot (door-to-door surveys); in vehicles or vessels (observing damage through a slow moving car/boat); using aerial surveillance; and/or using telephone surveys if phone lines are still operable.
- Verify any information gathered second-hand or through hearsay as soon as possible.
- Provide current cost estimates (Finance Section Chief) and damage assessment information (Planning Section Chief) to the other members of the General Staff.
- Include, to the extent possible, the following information in the preliminary damage assessment:
 - A description of the disaster
 - Where the disaster struck
 - Approximate number of families affected.
 - Demographics of the affected area
 - Whether the disaster is still occurring, as well as other current conditions
 - Any conditions that could affect the ability to carry out relief operations
- Note the affected areas as precisely as possible on street maps. Create a master map of all affected areas that consolidates information from the street maps and shows the overall extent of the disaster.
- Provide demographic characteristics of the affected areas, including basic dwelling structure types, home ownership, and adequacy of hazard insurance.
- Acquire information of interest to other functions, such as reports of deaths and injuries, evacuated families, and widespread utility outages. Any such information should be passed to the appropriate ICS functions.

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Damage Survey Reports

The FEMA Damage Survey Reports (DSR) process is the primary responsibility of the state and federal representatives on the Damage Assessment Teams, and is the third phase of the damage assessment process. During this phase, detailed evaluations of the fiscal and social impacts of each project are developed and documented. The primary purpose of the DSR is to document the scope of work for the repair of eligible public assistance projects and establish an estimated cost for them.

A well-documented and thorough preliminary damage assessment will facilitate the DSR development process. The City of Seward will have the opportunity to assign a person or persons to the Damage Survey team to participate in this process.

Logistics may arrange for office space, document reproduction services, and other services for state and federal damage assessment teams. If federal mobile homes are to be provided for use as emergency shelter, Logistics may assist in choosing sites and site preparation, consistent with local comprehensive land use plans.

Vital Facilities Map

Appendix B contains a vital facilities map that identifies those facilities considered vital to response, command, sheltering and feeding, communications, and health and medical services in Seward during an emergency.

Appendix B is located in a separate binder with other EOP Appendices. For access to this information, contact the Seward Fire Department.

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Disaster Recovery Assistance for Local Citizens

Disaster Recovery Center (DRC)

The Logistics Section may need to arrange a large facility to serve as a Disaster Recovery Center (DRC), where citizens can meet with federal/state/local and volunteer agency representatives to apply for disaster assistance. Appropriate facilities include schools, churches, and community centers. The Public Information Officer should coordinate the advertising for the DRC through the Joint Information Center (if activated). Federal, state, local, and volunteer agencies may provide or accept applications for the following services through the Disaster Recovery Center:

- Temporary housing for disaster victims whose homes are uninhabitable because of a disaster
- Essential repairs to owner occupied residences in lieu of temporary housing, so that families can return to their damaged homes.
- Disaster unemployment and job placement assistance for those unemployed because of a major disaster
- Disaster loans to individuals, businesses, and farmers for refinancing, repair, rehabilitation, or replacement of damaged real and personal property not fully covered by insurance.
- Agricultural assistance payments and technical assistance, and federal grants for the purchase or transportation of livestock
- Information on the availability of food stamps and eligibility requirements
- Individual and family grants to meet disaster related expenses and other needs of those adversely affected by "major disasters" when they are unable to meet such needs through other means.
- Legal counseling to low income families and individuals
- Tax counseling concerning various disaster- related tax benefits.
- Consumer counseling and assistance in obtaining insurance benefits
- Crisis counseling and referrals to mental health agencies to relieve disaster caused mental health problems.
- Social Security assistance for recipients or survivors, such as death or disability benefits or monthly payments
- Veteran's assistance, such as death benefits, pensions, insurance settlements, and adjustments to home mortgages held by the Veteran's Administration if a VA insured home has been damaged
- Other specific programs and services as appropriate to the disaster

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Post-Incident Evaluation

Each time the Incident Management Team and Emergency Operations Center are exercised, either in a real emergency or during a planned drill, it is important that all participants take the opportunity to learn from the experience of managing an emergency incident.

A post-incident evaluation or "debrief" is a tool that can facilitate this process, by allowing incident personnel to reflect briefly on the lessons learned during an emergency response. Consider the following questions in conducting a post-incident evaluation.

- Did Incident Management Team personnel integrate effectively to respond to the incident at hand?
- Were staffing levels adequate?
- Did the EOC space function adequately?
- What were the most successful elements of the incident response?
- What were the major problems?
- What specific actions were taken to improve the effectiveness of the response?
- How did communications flow within the EOC?
- Were all personnel comfortable/familiar with their expected roles and responsibilities?
- How did IMT personnel integrate with other agencies/organizations?
- Was the information in this plan useful in guiding the response? How might you revise the plan based on this experience?
- Was there adequate resource information/telephone numbers in the plan?
- Did external notifications occur quickly and effectively?
- Was the alert/siren system effective?
- Did evacuation occur smoothly?
- Was the shelter facility adequate?
- What were the major "lessons" learned?
- What would you do differently next time?
- What would you do the same?

Keep records of the post-incident evaluations developed and insert copies into this plan to jog memories during future incidents or drills.

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Community Healing Programs

Promoting Community Healing

In the initial days of the disaster, community officials may be so absorbed with responding to the initial emergency that less tangible needs of the community may be neglected at first. However, community members may suffer from a number of disaster-related stresses, including the following:

- Emotional distress
- Financial loss
- Childcare issues
- Family relationship strain
- Physical health concerns

Community outreach programs are an important component of any disaster response and recovery effort. These programs should include activities that help residents understand the nature and kinds of stress reactions they are experiencing and provide information and resources to assist them in coping with the effects of the disaster.

Suggested Community Outreach/Healing Programs

In the wake of a disaster emergency, community leaders should bring residents together to address and respond to problems on a broader-based community level. It is helpful to use organizations that are already in place – such as churches, trade/professional groups, Moose/Elks/Eagles, Girl/Boy scouts, Tribal or Native organizations, Parent/Teacher groups, etc. Also, special outreach programs can be implemented to reach out to the community as a whole.

Community outreach activities may include the following:

- In-service training for local professionals
- Distribution of community education materials
- Peer Listener programs
- Talking circles

Community Education Materials

Community education information can be distributed through printed leaflets, community service announcements on local broadcast media, or print ads in local newspapers. Community education materials may be general in nature, discussing disaster recovery and response issues, or may focus on specific problems such as depression, anxiety, domestic violence, or substance abuse.

Consider the following in developing and distributing community education materials:

- Determine the specific needs of your community and focus on them.

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- Select a time for broadcast announcements when your target audience will most likely be reached.
- Run newspaper ads or articles at regular intervals.
- Place educational leaflets in areas of greatest community interest (community centers, mental health facilities, clinics, other meeting places).
- Distribute leaflets at major public events like festivals, fairs, etc.
- Consider bulk mailing through the post office or door-to-door distribution.

In-service Training for Community Professionals

Local community professionals such as schoolteachers, law enforcement personnel, and religious/spiritual leaders can take an active role in promoting community healing following a disaster emergency. Because these individuals are in constant contact with members of the community, they should be trained to recognize, counsel, and refer individuals with special needs following a disaster.

In-service training programs provide resources and instruction to guide professionals in promoting the community healing process. The following are suggestions for organizing and administering in-service programs:

- Select a qualified mental health professional to deliver the in-service training.
- Deliver in-service training programs in a manner that makes it easy for local professionals to attend and participate.

Peer Listener Programs

A peer listener-training program can train local residents to provide help to disaster-impacted communities and individuals. The peer listener acts as a friend, advisor and referral agent for individuals that may not desire to seek professional services or may not know that help is available.

Community leaders who are considering using peer listener training to facilitate community healing should consider the following:

- Peer listener training should be provided by qualified mental health professionals.
- Peer listeners should be volunteers from within a community who are highly trusted, dependable, and discreet. They should represent all cultural, ethnic and age groups.
- Peer listener training usually takes about 2 days.
- Community leaders should follow up with peer listeners to ensure all community needs are being met.

SECTION 14 of this plan lists additional resources available to assist with Social Services, Counseling, And Mental Health Services as well as Teaching

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and Community Outreach Materials in Disaster Mental Health and
Emergency Response.

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Disaster Recovery Centers (DRC)

In addition to local Community Healing efforts, a Disaster Recovery Center (DRC) may be created to assist local citizens in applying for state or federal disaster assistance. Appropriate facilities may include schools, churches, and community centers. Federal, state, local and volunteer agencies may provide or accept applications for the following services through the Disaster Recovery Center:

- Temporary housing
- Essential repairs to damaged homes
- Disaster unemployment and job placement assistance
- Disaster loans
- Agricultural assistance payments and technical assistance
- Information on the availability of food stamps and eligibility requirements
- Individual and family grants to meet disaster related expenses
- Legal counseling
- Tax counseling
- Consumer counseling
- Crisis counseling
- Social Security assistance
- Veteran's assistance
- Other specific programs and services as appropriate to the disaster

Disaster Recovery Centers can be developed with the support of the American Red Cross, the Salvation Army, or other Aid organizations.

For information on helping child victims after a disaster, visit the Federal Emergency Management Agency, KPB OEM, and American Red Cross websites where publications are available.

www.fema.gov

<http://www.borough.kenai.ak.us/emergency/prepared/emergency.htm>

www.redcross.org