

Appendix A - Checklists

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Appendix A - Checklists

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Damage Assessment Coordinator Checklist

- Coordinate all phases of damage assessment, including the activities of supporting agencies
- Coordinate assessment with jurisdictions, special districts, schools/universities, authorities and private non-profit organizations
- Set up damage assessment table in county EOC, distribute phone/fax numbers that will be used
- Coordinate damage assessment information for the State EOC
- Coordinate with other groups conducting homes assessments (EMA damage assessment teams, local floodplain managers, Red Cross, Salvation Army, etc.)
- Prepare priority list for those facilities with the highest risk to public health and safety
- Identify emergency badge/identification needed to access damaged areas
- Advise EOC Manager of situation updates, needs
- Brief Damage Assessment Teams Leaders of assignments and coordinate field damage assessment activities
- Stress safety to Damage Assessment Team members
- Secure services of other professionals, as necessary, to assist in damage assessment
- Collect, compile and maintain damage assessment records
- Provide required paperwork to support requests for supplemental federal and state financial assistance
- Coordinate with the GIS division to support damage assessment data
- Provide GIS damage assessment maps for EOC display
- Coordinate with Public Information Officer for relevant damage assessment information needed for media reports and the public
- Coordinate with fiscal managers for the tracking of disaster related costs
- Coordinate on-site surveys from state and federal officials
- Ensure that unsafe buildings, roads, bridges, structures, etc. are visibly barricaded or marked as unsafe and if not report to proper local officials
- Keep track of weather forecast for each day's damage assessment field activities
- Inform officials of hazardous conditions that may put people at risk

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Damage Assessment Team Leader Briefing Checklist

General

- Provide current update concerning the disaster event
- Review priority for buildings, roads, bridges that are critical to response and recovery efforts
- Designate team members and assign designated team leader
- Outline geographic areas affected by the disaster
- Distribute prioritized list of sites/areas to be assessed, provide maps
- Assign sites to specific teams
- Assign shift duration (consider season) and report in schedule (e.g. once or twice daily)
- Anticipate degree of destruction and damage that should be encountered
- Stress importance of expediting the process (objective is to obtain information as accurately as possible with as little delay as possible)
- Notify team members of policy dealing with the media, who to contact, what to say and not to say, etc.
- Review guidelines for interaction with the public

Safety and Maneuvering

- Warn of unstable/unsafe building, structures
- Review closed bridges, damaged roads, traffic detours and suggested routes
- Potential hazards that might be encountered and how to handle:
 - Downed electrical wires
 - Political unrest
 - Areas of high crime rates, looters
 - Exposure to hazardous materials
 - Excessive noise, dusk, smoke
 - Excessive exposure to sun
 - Contaminated air and water
 - Flash floods, high water
 - Adverse weather
 - Dogs, snakes, etc.
- Personal health, possible factors to consider:
 - Stress
 - Fatigue
 - Poor eating
 - Water quality
 - Lack of sleep
 - Injury

Damage Assessment Team Leader Briefing Checklist

Equipment

- Assign vehicles, if appropriate
- Compensation for use of private vehicles, if appropriate
- Assign team equipment kits
- Check out radios, go over channels, talk groups or frequency information
- Where to obtain fuel
- Review damage assessment forms and guidelines
- Procedures for obtaining and being reimbursed, should additional supplies be needed

Communications

- Verify call-out roster, phone numbers, radio call names and emergency contact information
- Radios, cell phones (operations checks) – INCLUDING BACKUP BATTERIES
- Pamphlets explaining types of assistance, if available
- List of emergency shelters, recovery centers, mobile feeding sites
- Contact local EOCs to clarify questions and instructions

Damage Assessment Team Member Checklist

- Obtain proper photo identification, if available
- Obtain weather forecast, advisories for time period you will be in the field
- Dress appropriately for field work and weather conditions and bring supplies you will need
 - Damage assessment forms, pens, pencils
 - Work clothes, gloves, boots (generally sneakers are not appropriate)
 - Rain jacket
 - Hard hat, safety vest
 - Maps
 - Credentials necessary to gain entry into secured areas
 - Radio, cell phone with backup batteries and chargers
 - GPS unit
 - Camera
 - Bring food, water, personal medications or other items you deem necessary
- Confirm where you are going, what your assignment is and approximate return time
- Check all equipment before departing
- Provide team leader with emergency point of contact
- While in transit, monitor disaster information from local media
- Inform officials of hazardous conditions that may put people at risk
- If speaking with an owner or occupant, do not give information you do not have, refer them to your list of available services for the affected public should they have questions in this area
- Be polite and professional, but expedite gathering the information necessary to assess the damage
- Ensure you have all the necessary information before you leave, when in doubt, write it down
- Write down the location and time of the debriefing meeting
- At the end of your shift, remove all forms and issued equipment from your vehicle

SAFETY IS ALWAYS FIRST

- As you enter your assigned area, get the “big” picture by observing overall damage (e.g. trees blown over, downed power lines, roads blocked, emergency crews working, etc.)
- When you observe a home or business that has sustained damage, slowly approach the structure

ELECTRICITY: 24 HOUR EMERGENCY NUMBER:

- If you see downed power lines, notify the EOC unless emergency crews are working in the area
- Don't attempt to remove a tree limb or other object from power lines. Don't attempt to use a branch, board, fiberglass, etc. All of these items can conduct electricity

Damage Assessment Team Member Checklist

- If you are in a vehicle and power lines fall on it, **STAY IN THE VEHICLE**. If for some life-threatening reason, you must exit the vehicle, jump. Do not touch vehicle and ground at the same time.

NATURAL GAS: 24 HOUR EMERGENCY NUMBER:

- If you smell gas:
 - Immediately extinguish all open flames and turn off machinery
 - Prohibit smoking
 - **DO NOT** operate electrical switches or machinery, telephones, ring doorbells, use flashlights or use two-way radios
 - Avoid any actions that could cause a spark
 - Alert people of the potential for danger (remember do not use your radio)
 - Notify the EOC unless you see emergency crews working in the area

ANIMALS – AVOIDING DOG BITES

- When dogs may bite:
 - They feel threatened, are afraid, are protecting their territory/food/family/pups
 - They don't know you
 - Their chase response is triggered
 - They are in pain or are irritated
- Warning signs a dog might bite:
 - Dog stands stiff and still, hair may be up
 - Dog stares at you
 - Dog's tail is stiff and wagging very fast, ears are erect
 - Dog growls, snarls, shows teeth
- What to do if threatened by a dog:
 - Do not trigger the natural instinct to chase
 - Stand still, remain calm, don't run or turn your back to the dog. Wait until dog leaves then back away slowly
 - If dog comes to sniff you, let it. Don't pet the dog
 - Don't make any fast or jerky movements
 - Don't stare into the dog's eyes. This is a challenge to fight
 - Speak in a loud, calm, low voice. "GO HOME" "NO" "STAY"
- If the dog attacks:
 - Shield yourself by keeping something between yourself and the dog
 - Feed the dog your jacket, anything that will give it something else to bite
 - If you get knocked down, curl into a ball with hands over your head and neck. Don't scream or roll. "Play dead"
 - Report incident and get medical attention

Disaster Recovery Centers Checklist – DO NOT EDIT

FEMA DISASTER RECOVERY CENTER GUIDELINES AND CHECKLIST (Current as of April 2015)

Following is a list of FEMA-specific requirements and basic criteria to consider when looking for a facility to be used as a DRC. This is the criteria that FEMA uses when they inspect potential DRC sites:

- ___ Name of facility and complete street address. DRCs should be established as close to heavily damaged areas as safely possible.
- ___ Local and/or facility point of contact. (Name and phone number(s))
- ___ Neither the state nor FEMA will pay for the rent for use of the facility. FEMA will only pay for utilities or phones installed by them.
- ___ Can tables and chairs be made available? (The lack of these items will **not** affect FEMA acceptance of the site. FEMA can provide if needed.)
- ___ Facilities should be available from 7:30am-7pm daily, Monday through Saturday, and possibly on Sundays and holidays.
- ___ The facility needs to be available a minimum of 3 days without interruptions for prior commitments (i.e. basketball games, weddings, parties, meetings, etc.). Duration of usage will be dependent upon the number of applicants being served. An estimate will probably be available at the onset of the declaration.
- ___ Is janitorial service available?
- ___ If a portion of the facility is occupied, will FEMA be permitted to use the unused portion?
- ___ Facility needs to have safe entrances and exits to the parking area.
- ___ The size of the facility will vary dependent upon the number of local/state/federal/voluntary agencies co-locating and the number of anticipated number of applicants to be served. DRC minimums:
 - Small DRC: 2,000 SF
 - Medium DRC: 4,000 SF
 - Large DRC: 5,000-10,000 SF

Disaster Recovery Centers Checklist – DO NOT EDIT

FEMA SECURITY AND/OR SAFETY REQUIREMENTS:

General Building Condition:

- Basic structural integrity without damages. Does not leak.
- Meets Federal Americans with Disabilities Act (ADA) requirements and is accessible to the physically impaired.
- Walking surfaces must be safe.
- No indication of hazardous materials or hazardous building materials (i.e. asbestos).

Electrical:

- The electrical system must be sufficient to support additional equipment. (computers, faxes, copiers, etc.)
- Electrical receptacles are well-grounded.
- Lighting is in good condition.
- Emergency lighting has been tested and is functional.
- Parking area has good surface and is well lighted.

HVAC:

- Equipment is functional and in acceptable working condition.
- There is no indication of fuel leaks or hazardous materials in the building.
- Comfort level is considered to be acceptable.

Fire Protection:

- There is a functional fire alarm system.
- Adequate multi-purpose fire extinguishers are located throughout the FEMA work area. (FEMA can provide, if necessary)
- There are adequate exit signs throughout the FEMA work area.

Disaster Recovery Centers Checklist – DO NOT EDIT

Hygiene:

- Building is free of mold and other potential exposures.
- Restrooms are clean and functional.
- Sewage system is tied into the city system.
- Building has potable water.

Security:

- The facility is not located in a high crime area.
- Parking lot is well lighted.
- All the exterior door and windows that enter the FEMA work space can be secured and locked.
- Local law enforcement is available to respond if needed.

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Individual Assistance Damage Assessment Checklist

Local Damage Assessment

- ___ Provide “street sheets” and summary sheet to the Ohio EMA via the email emawatch@dps.ohio.gov or WebEOC – IA Damage Assessment Board.
- ___ Insurance information: It is imperative that the extent of insurance coverage be determined as soon as possible.

Joint Preliminary Damage Assessment (Joint PDA) or SBA Survey

- ___ An Ohio EMA representative will contact the county EMA director regarding the time and location of the Joint PDA or SBA Survey. Note that once it is decided to conduct a Joint PDA or SBA Survey, teams will arrive within 1-3 days so there will not be a lot of lead time.
- ___ Local officials to provide:
 - ___ Local representative to participate on the Joint PDA/SBA Survey team. This person should be familiar with the area and have knowledge of the types of damage and problems which occurred. Other team members may include FEMA, SBA, Ohio EMA, etc.
 - ___ Maps. Maps should be “marked up” to reflect damaged area.
 - ___ Tour route. A predetermined route should be mapped out in advance. Heaviest, impacted areas should be viewed /surveyed by the team first.
- ___ Pre-assessment briefing. Local representative to provide overview of event and damages to Joint PDA/SBA Survey team. *(Please have the most current information available. When providing a list of damaged homes and businesses, please sort by geographical location and severity of damage, as opposed to alphabetically.)*
- ___ Tour damaged areas.

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Public Assistance Joint PDA Checklist

Joint Preliminary Damage Assessment – FEMA/state/locals

- ___ An Ohio EMA representative will contact the county EMA office with date and time of the Joint PDA Meeting. Please be flexible in scheduling.

 - ___ County director preparations:
 - ___ Attendees: Invite representatives from governments, schools and universities, and eligible private non-profit organizations who may have incurred costs/damages related to the event.

 - ___ Location and room configuration: Find a location for the Joint PDA Meeting. Ensure there is adequate space, tables and chairs and parking. At the front of the room a table should be set up with 4 chairs on each side for interview purposes.

 - ___ A FEMA/state Team will conduct briefing. The county EMA or lead local official will provide introductions. The team will brief local representatives on the concept of the Joint PDA and describe the overall federal declaration process. The basics of eligibility will be outlined.

 - ___ The team will interview each local representative to document damages.
- Information the PDA team is expecting from local representatives:
- ___ *updated* Damage Assessment form and Damage Inventory forms.

 - ___ breakdown and justification of cost data detailing labor, equipment, material and contract costs by category and/or site.

 - ___ budget impact

 - ___ extent of insurance coverage

 - ___ local map “marked up” to reflect damaged facilities/sites

 - ___ special considerations (*i.e. historical, environmental, mitigation*)

 - ___ photos
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- ___ Tour damaged areas as determined by the team. (*Following interviews, the team may conduct site inspection, e.g. large concentrations of debris, road washouts, destroyed bridges and critical facilities.*)

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Media and General Public Checklist

DEALING WITH THE MEDIA:

- Teams that encounter members of the public or media should not discuss potential or anticipated damage assessment outcomes. DO NOT SPECULATE.
- Give a concise description of your job as a team member and explain that you will refer them to someone who can answer their questions
- If you have to answer, be honest and do not say “no comment”
- If you don’t have an answer, say “I don’t know” and refer them to the Public Information Officer
- Be sensitive, serious, pleasant and polite
- Assume microphones and cameras are on
- Treat media as a partner in getting out important information
- Remember you are never “off the record”
- Don’t get defensive or hostile, don’t argue

DEALING WITH THE PUBLIC:

- Keep in mind that disaster survivors have just had their lives disrupted. They are often emotional, sad, distressed, frightened and feeling out of control
- Teams should not volunteer commitments to the public concerning disaster response or recovery. Informational brochures about safety and recovery assistance are okay
- Be empathetic and understanding
- Have a list of services available for the affected public (shelters, feeding, counseling, etc.)
- Refer people to the FEMA application number if one has been established
- Be sensitive, serious, pleasant and polite
- Don’t get defensive or hostile, don’t argue

QUESTIONS YOU MIGHT EXPECT FROM THE MEDIA OR PUBLIC:

- What kind of help is available for residents who have damaged or destroyed homes?
- Who is eligible for assistance?
- How does someone apply for loans or housing assistance?
- Are renters eligible for assistance?
- How much assistance can individuals get from the grant programs?
- What can I do about my unresponsive insurance company?
- Flood insurance – Can I get this and how expensive?

Media and General Public Checklist

- Is there financial assistance to help business owners?
- How long do property owners wait to get money?
- Can property owners rebuild in a floodplain/coastal zone?
- Are people who have flood insurance eligible for help from FEMA?

Sample Damage Assessment Team Equipment Checklist

- First Aid Kit
- Clipboard
- Water/snacks
- Maps
- Hard Hat
- Eye and hearing protection
- Road flares
- Caution/Do Not Enter tape
- Phone numbers (EOC, animal control, utilities, supporting agencies, etc.)
- Binoculars
- Cell phone with backup batteries and charger
- Hand held radio with backup batteries and charger
- Flash light with extra batteries
- Duct tape
- Damage assessment forms, instructions and pocket guides
- Camera
- Note pads, pens and pencils
- Whistle
- Safety vest
- Tape measure
- Guidance for talking with media
- Second language communications chart
- Recovery flyers to distribute to residents/businesses
- Safety pamphlets for residents/businesses
- GPS Unit
- Gloves
- Sunscreen and mosquito repellent

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