

## **EMERGENCY SUPPORT FUNCTION 14**

### **RECOVERY**

**ICS FUNCTION:** Operations, Planning

**LEAD:** Department of Emergency Management (DEM)

**SUPPORT:** All County Departments

#### **I. INTRODUCTION**

##### **A. Purpose**

Provide a process to facilitate the county's transition from a disaster condition to the resumption of normal activities.

##### **B. Scope**

This Emergency Support Function (ESF) applies to all county organizations and addresses disaster related assistance and services provided by government and volunteer agencies following the response to a hazardous event. This ESF will be implemented in conjunction with the Island County Basic Plan and Support Annex B, Administration and Finance, and Support Annex D, Emergency Proclamations.

#### **II. RELATED POLICIES**

Depending on the scope and severity of the emergency or disaster, response and recovery operations may require the formal declaration of an Island County emergency or disaster. A formal declaration by the county may be required to obtain the full range of State aide and funding. A process for requesting and obtaining a local declaration of emergency or disaster is contained in Support Annex D to this CEMP.

#### **III. SITUATION**

##### **A. Emergency/Disaster Conditions and Hazards**

Island County is vulnerable to the effects of flooding, extreme wind and storm, earthquake damage, and the possible effects of volcanic eruption. These hazards could cause public and private property loss and damage, death and injury, damage to the environment, and prolonged disruption of commercial activity in the county. While other hazards are possible they are not expected to produce as widespread or prolonged impact on the county.

**B. Planning Assumptions**

1. There may be an immediate and urgent need for medical attention, sanitation facilities, food, water, shelter, clothing, and transportation resources following a disaster event beyond the county's capabilities.
2. Initially, basic life support, safety, and comfort needs will be the responsibility of the individual, benefited by individual pre-disaster preparedness measures.
3. Needs not met by individual resources and preparation will be referred to established public or private programs based on the needs, qualifications, organizational priorities and resource availability.
4. Organizations or agencies, whether public or private, providing utility services prior to a disaster, will have and implement plans to continue that service during recovery and restoration (See ESF #12, Energy)

**IV. CONCEPT OF OPERATIONS**

**A. General**

1. DEM will coordinate the collection of damage assessment information (public losses and uninsured private losses) and forward the information to the Washington State Emergency Management Division (EMD). This information reported in a timely manner, is required to support a determination whether the county will be recommended for federal individual assistance, public assistance, or both (See TAB A).
2. Whenever Island County qualifies for state and/or federal individual disaster assistance, individuals, families, and businesses will be referred to applicable state and federal programs, American Red Cross (ARC), or to volunteer agencies.
3. When individuals, families, and businesses do not qualify for state or federal assistance, or whenever Island County declares a local emergency which is not followed by a state or federal declaration, individual assistance will be provided in accordance with existing county policy and programs or by volunteer agencies.
4. Response costs for public property damage will be borne by the responding organizations. Reimbursement may be

provided through state and federal Public Assistance programs.

**B. Response**

1. Following a disaster or emergency event, the county Emergency Operations Center (EOC) will remain activated to coordinate initial recovery and restoration activities. The EOC will remain activated until its coordinating functions are no longer needed. The EOC may be reactivated on a temporary basis to meet developing needs.
2. Depending on the nature of the disaster, a FEMA Disaster Recovery Team may be introduced to coordinate the county's recovery and restoration activities, including mitigation.
3. Both the EOC staff and the Disaster Recovery Team will support county-wide activities. They will maintain liaison and coordination with federal, state, city and town officials, the American Red Cross, and other volunteer organizations. The EOC Manager in coordination with the Chief of the Disaster Recovery Team will determine the priority of tasks.
4. During the response phase, EOC staff (Planning Section) will document reported damage throughout the county, evaluate community needs, and commence planning for recovery and restoration. Resources and services will be prioritized and positioned as necessary, to meet urgent needs.
5. The resources and services of county organizations will be utilized first whenever possible. Additional services or resources, or those not normally part of the county inventory, may be procured from private sources, requested through the State EOC and or Emergency Management Division (EMD) or provided by community largess. (See Support Annex G, Volunteers and Donated Goods).
6. Individuals, families, and the business community seeking financial or housing assistance will be referred to state, federal or volunteer program coordinators, as applicable (See ESF 6, Mass Care, Emergency Assistance, and Human Services).

**C. Recovery**

A compendium of selected disaster assistance programs is included as Attachment 1.

**V. RESPONSIBILITIES**

**A. Local**

1. All County Organizations
  - a. Include recovery and restoration activities in organizational training programs and participate in county-wide drills and exercises to evaluate recovery and restoration activities and procedures.
  - b. Implement internal recovery and restoration procedures following an emergency or disaster.
  - c. Provide the Public Information Officer (PIO) with relevant information for distribution to the media.
  - d. Support and assist other County departments and local organizations with recovery and restoration information and requirements.
2. Island County Chapter - American Red Cross (ARC)
  - a. Activate mass care facilities and individual assistance programs as the need is identified by ARC staff or upon request from County DEM or the EOC.
  - b. Send an ARC representative to the EOC for mass care and individual assistance coordination.
  - c. Coordinate pet care with the local animal welfare services.
3. Animal Control, Whidbey Animal Improvement Foundation (WAIF), Camano Animal Shelter Association (CASA)
  - a. Ensure resources and trained personnel are identified to provide disaster recovery and

restoration services. Develop plans and procedures to register and use resources of other government agencies, professional organizations, humane societies, and volunteers.

- b. Assist American Red Cross mass care efforts by arranging for the care of pets brought to shelters.
- c. Assist individuals with animals in distress, arranging for animal transportation and care, as necessary.
- d. Expand animal shelter capacity as resources permit.

4. Assessor

Process citizen requests for property reassessment, or reduction of assessments, as a result of losses or damages caused by a disaster.

5. Planning and Community Development

- a. Review development standards and building codes as a result of lessons learned from an emergency or disaster.
- b. Assist the public with relevant recovery activities including building and safety inspections, land use and zoning information, and permit assistance.

6. IC DEM

- a. Develop and maintain active liaison with private non-profit groups and the business community to facilitate the provision of recovery and restoration resources and services.
- b. In coordination with EMD arrange for establishment of Disaster Recovery Assistance Centers in support of Island County.
- c. Maintain files of disaster related recovery and restoration information provided during

previous disasters, including that of state and federal agencies and other jurisdictions.

- d. Develop EOC procedures for coordinating recovery and restoration activities and public information; coordinate content and distribution of recovery information with state and federal emergency management agencies.
- e. In coordination with the Public Information Officer, inform the public of available services and assistance programs.
- f. Develop and maintain a system for registering emergency workers for recovery and restoration activities.
- g. Assist other organizations in identifying recovery and restoration activities and training opportunities.
- h. Include recovery and restoration coordination as part of the county-wide emergency management training program.
- i. Coordinate Comprehensive Emergency Management Plan review after each activation to incorporate lessons learned.

7. Public Health Department

- a. Advise the public, through the Public Information Officer, of pertinent public health and environmental health issues and concerns such as: inspection of on-site sewage systems and wells, sanitation and disinfection, food and water safety, and disease.
- b. Provide for communicable disease surveillance and control as necessary.
- c. Provide for mental health and stress counseling to disaster victims.
- d. Provide for the testing emergency drinking water sources. Monitor temporary sanitation

facilities and wastewater treatment operations.

- e. In coordination with Public Works, Solid Waste Division, monitor the collection and storage of hazardous materials and contaminated debris.
- f. Ensure adequate resources and trained personnel are identified to conduct public and environmental health activities. Develop plans and procedures to register and use resources of other jurisdictions, professional organizations, the business and medical communities, and volunteers.

8. Public Works- Roads

- a. Remove debris from rights-of-way and repair and restore roads and bridges damaged during a disaster; initial focus should be on major or critical routes.
- b. Assist Water and Waste Management with debris collection, drainage and transportation activities.

9. Public Works, Solid Waste Division

- a. Identify temporary storage locations for disaster related debris.
- b. Develop private property debris policy.
- c. Develop policy and procedures to segregate disaster debris into recyclable and non-recyclable components, including the recycling of applicable components.

10. Sheriff (Public Information)

Coordinate public information and instructions and media relations as defined in ESF #15, External Affairs/Public Information.

**B.** State and Federal departments and agencies and will provide the following based on the issuance of a Presidential Disaster Declaration:

1. Dispatch assessment teams to document or verify public and private damage.
2. If Individual Assistance (IA) is authorized, establish a local Disaster Recovery Assistance Center to assist qualified citizens with filing claims for financial or housing assistance.
3. If Public Assistance (PA) is authorized, dispatch assessors to develop, in coordination with local representatives, Disaster Survey Reports for public damage and response costs.
4. Provide technical assistance and advice on recovery and mitigation activities, to both citizens and public agencies, as appropriate.
5. Coordinate public information and assistance activities with the County Public Information Officer. Keep local authorities informed of assistance provided to local residents, businesses, and public entities.

## **VI. RESOURCE REQUIREMENTS**

TBD - Resource requirements are incident dependent.

## **VII. REFERENCES**

- A.** Washington State Comprehensive Emergency Management Plan (CEMP)
- B.** Washington State Emergency Management Disaster Assistance Guide for Local Governments
- C.** Island County CEMP, References

## **VIII. TERMS AND DEFINITIONS**

See Island County CEMP, References, Definitions and Acronyms

## **TABS**

**TAB A**      Damage Reporting

**TAB B**      Compendium of Individual Assistance Programs

**TAB A**

**DAMAGE REPORTING**

**PRIVATE PROPERTY  
INITIAL DAMAGE ASSESSMENT INFORMATION**

The information requested on this form is the information needed by Island County Department of Emergency Management to include your private property damage in the County's initial damage assessment. Please complete as much of the form as possible and return it to a DEM representative, or the Camano County Annex, or any County Road Shop. You may FAX the form to Island County DEM at 360-679-7376. Please do not mail. The information in the same order may also be e-mailed to: [dem@co.island.wa.us](mailto:dem@co.island.wa.us). Collection of this information is time sensitive.

**THIS FORM DOES NOT AUTOMATICALLY QUALIFY YOU FOR ANY CASH OR OTHER ASSISTANCE PAYMENTS BUT WITHOUT THIS INFORMATION YOUR PROPERTY AND THE COUNTY MAY NOT QUALIFY FOR ANY ASSISTANCE.**

\* Please circle the category that applies to your property:

**This is my:** Primary Residence      Secondary Residence      Rental Property

1. **Jurisdiction:** Name of city, or community, or development: \_\_\_\_\_
2. **Incident Type:** Circle one that best applies:
  - a. **WIND DAMAGE** - INCLUDES WIND DAMAGE TO STRUCTURE and TREE BLOW-DOWN DAMAGE TO STRUCTURE
  - b. **WIND DRIVEN RAIN AND FLOODING** – same as “a” includes water damage
  - c. **TIDAL FLOODING**
  - d. **EARTHQUAKE**
  - e. **LANDSLIDE** (NOT EARTHQUAKE)
  - f. **OTHER:** \_\_\_\_\_
3. **Date(s) of Damage:** From: \_\_\_\_\_ To: \_\_\_\_\_
4. **Last Name:** \_\_\_\_\_, **First Name:** \_\_\_\_\_, **MI:** \_\_\_\_\_
5. **Street Address:** \_\_\_\_\_ **ZIP Code:** \_\_\_\_\_
6. **Occupant:** Circle one that applies: **OWNER**      **RENTER**
7. **Habitable:** Circle one that applies: **HABITABLE**      **NOT HABITABLE**

8. **Accessible:** Circle one that applies: **YES    NO**  
(Accessible – can you drive to your property as you normally would, is your driveway or road intact, blocked by trees, covered with water, mud or debris to deep to cross?)

9. **Insurance:** Circle one: **homeowners,    flood,    earthquake,    hurricane,    NONE**

10. **Insurance Deductible:** Enter \$\$ amount or % amount:

by \$ Amount: \_\_\_\_\_

by % of Structure fair Market Value (FMV) \_\_\_\_\_

11. **Estimated Structural Loss in Dollars (\$\$), BEST GUESS \$** \_\_\_\_\_  
Do Not wait for an insurance estimator or contractor's estimate.

12. **Estimated personal property loss in dollars (\$\$): \$** \_\_\_\_\_  
Your BEST GUESS value for essential items: clothing, furniture, cars, appliances.  
For renters this will be the only damage reported. Do not wait for other estimates.

13. **Damage Category:** **DESTROYED    MAJOR    MINOR    AFFECTED**

**Destroyed:** Total Loss, Permanently Uninhabitable

**Major:** Significant or structural damage greater than 50% of value, uninhabitable

**Minor:** Conditional use, repairable in less than 30 days, few \$1000's for repairs

**Affected:** Living space damaged, but still habitable

14. **BRIEF DESCRIPTION OF THE DAMAGE.** Be brief. Comment on the damage to the structure and contents and any access problems or restrictions. **Damage to outbuildings and landscaping is not eligible. Bulkheads, Seawalls, Dikes are eligible.**

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16. **Contact information:**

Current address: \_\_\_\_\_

Current telephone phone number: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

[This is a feeder form for HS form 1-PR. Information will be consolidated on to the 1-PR and transmitted to Washington State EMD]

## **TAB B**

### **INDIVIDUAL ASSISTANCE PROGRAMS**

This compendium identifies typical individual assistance programs that **may** be available following an emergency or disaster. Each program has its own eligibility requirements which **must be met** by each applicant to receive assistance.

**PROGRAM:** Humanitarian Service Groups (e.g. American Red Cross, Salvation Army, Church Groups, Voluntary Organizations, Community Service Groups)

Funded by: Agency or Group

Administered by: Agency or group at temporary or permanent locations

These services can be requested by individuals, local, or state officials. They provide immediate emergency aid such as clothing, food, medical assistance, shelter, clean-up help, transportation, furniture, and medical supplies.

**PROGRAM:** Emergency Food Stamp Program

Funded by: Food and Nutrition Services (USDA)

Administered by: State Department of Social and Health Services

Provides food coupons to qualifying disaster victims. Requires a request to the USDA by the Department of Social and Health Services, based on request to DSHS by State Emergency Management in coordination with local Emergency Services.

**PROGRAM:** Insurance Assistance

Administered by: American Insurance Association (AIA)

Federal Emergency Management Agency

National Flood Insurance Program

Counseling on insurance problems or questions.

**PROGRAM:** Protection

Administered by: State Attorney General's Office

Provides counseling on consumer problems such as non-availability of products and services needed for reconstruction, price gouging, and

disreputable business concerns and practices. May involve coordinating with the Insurance Commissioner and/or legal counsel.

**PROGRAM:** Crisis Counseling

Administered by: Department of Social and Health Services

Available only after a special request by the Governor and approved by FEMA. Referral services and short-term counseling for mental health problems caused or aggravated by a disaster.

**PROGRAM:** Individual and Family Grant Program (IFGP)

Funded by: 75% Federal 25% State

Administered by: State Emergency Management

Intended to provide assistance to individuals and families to permit them to meet those disaster-related necessary expenses and serious needs for which other assistance is either unavailable or inadequate. It is not intended as a replacement or insurance program.

**PROGRAM:** Temporary Housing Program

Funded by: 100% Federal

Administered by: FEMA

Provides financial assistance or government-owned dwellings, if available, for those whose primary residences are uninhabitable as a result of a disaster.

**PROGRAM:** Disaster Loans

Funded by: U.S. Small Business Administration

Administered by: U.S. Small Business Administration

Physical Disaster Loans. Low interest loans to individuals for repair, replacement, or rehabilitation of owner-occupied primary residences or personal property loss for renters.

Business Loans (Physical Disaster Loans). Low interest loans to businesses for repair, replacement or rehabilitation of disaster damaged property.

Economic Injury Disaster Loans (EIDL). For business that are suffering economic loss as a result of single sudden physical event of catastrophic nature. SBA's maximum loan is up to \$500,000. Funds can be used for indebtedness and operating expenses.

**PROGRAM:** Emergency Loans, Farmers Home Administration (FHA)

Administered by: US Department of Agriculture

Low interest loans to farmers, ranchers, and agricultural operators, either tenant-operator or owner-operator, for physical and production losses. Loan may also be used to repair or replace farm property and supplies, or for repayment of farm operating debts incurred during the disaster year. May also be available if approved by the USDA following a Governor's request.

**PROGRAM:** Disaster Unemployment Assistance

Funded by: FEMA

Administered by: US Department of Labor through the State Employment Security Department (DOL)

Provides weekly benefit payments to those out of work due to the disaster, including self-employed persons, farm workers, farm and ranch owners, and others not normally covered under regular unemployment insurance programs.

**PROGRAM:** Tax Assistance

Administered by: Internal Revenue Service (IRS)

County Assessors

Provides counseling and assistance in the form of income tax rebates to disaster victims who file income tax returns during the year of the disaster or during any of the three previous years. These earlier returns may be amended to receive an immediate tax rebate for non-insured casualty losses to homes, personal property, businesses or farming/ranching operations. Benefits may also result from filing amended state income tax returns. County assessors may provide information on possible property tax relief.

**PROGRAM:** Social Security Benefits

Funded by: Social Security Administration (SSA)

Administered by: Social Security Administration

Assistance to annuitants with address changes and expedited check delivery. Assistance in applying for disability, death, survivor benefits, and SSI payments.

**PROGRAM:** Veteran's Benefits

Funded by: Veterans Administration (VA)

Administered by: Veterans Administration (VA)

Assistance in applying for VA death benefits, pensions, insurance settlements and adjustments to VA insured home mortgages. VA representatives will also record address changes if necessary.

**PROGRAM:** Legal Services

Administered by: Federal Emergency Management Agency

Free legal counseling to low income persons for disaster related problems. May include replacing legal documents, transferring titles, contracting problems, will probates, and insurance problems.

**PROGRAM:** Infrastructure Assistance Coordination Council (IACC)

Administered by: State Department of Community, Trade and Economic Development (CTED)

The IACC is an organization of state and federal agencies and associations that provides Washington communities with public financial and technical assistance. Through the council, these agencies coordinate their efforts to better assist counties, cities, towns, special purpose districts, utilities and tribal governments.