



EMERGENCY SUPPORT FUNCTION #21 RECOVERY AND RESTORATION

LEAD: **Emergency Management**

SUPPORT: **Disaster Assistance Council**
Utility Service Providers
All County Organizations

I. INTRODUCTION

A. Purpose

To provide a process to facilitate the community's transition from a disaster situation to the resumption of normal activities.

B. Scope

This ESF applies to all county organizations and addresses disaster related assistance and services provided by government and volunteer agencies following the response to an emergency or disaster. This ESF will be implemented in concert with ESF #7 Resource Management, ESF #23 Damage Assessment, and ESF #33 Solid Waste Management.

II. RELATED POLICIES

- A. Emergency Management will coordinate the collection of damage assessment information for both public losses and uninsured private losses from local jurisdictions, public entities and tribes, and forward the information to state emergency management for a determination of whether the County will be recommended for federal human services assistance, public assistance, or both.
See: <http://emd.wa.gov/6-mrr/mit-rec/hs/hs-idx.htm>
- B. Whenever Thurston County qualifies for state and/or federal human services disaster assistance, individuals, families, and businesses will be referred to applicable state, federal and/or community programs.

- C. When individuals, families, and businesses do not qualify for state or federal assistance, or whenever Thurston County declares a local emergency which is not followed by a state or federal declaration, assistance will be provided in accordance with existing county policy and programs or by community programs.
- D. Public damage and response costs will be borne by the incurring organization. Reimbursement will be provided through state and federal programs, as available.
- E. Mitigation grant applications will be the responsibility of the requesting organization and must be approved by the Board of County Commissioners prior to submission.

III. PLANNING ASSUMPTIONS

- A. There may be an immediate and urgent need for medical attention, sanitation facilities, food, water, shelter, clothing, and transportation following a disaster or emergency situation.
- B. To the extent practicable, immediate basic needs will be the responsibility of the individual, benefited by individual pre-disaster preparedness measures.
- C. Needs not met by individual responsibility will be referred to established public or private programs consistent with individual qualifications, organizational priorities and resource availability.
- D. Organizations or agencies, whether public or private, providing utility services prior to an emergency or disaster, will possess plans to continue that service during recovery and restoration.

IV. CONCEPT OF OPERATIONS

- A. Following the response to an emergency or disaster, 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.
- B. Following a Level III EOC activation, a Disaster Policy Advisory Group is established and responsible for advising the BOCC during a disaster, and to address specific needs, including County response on private property in

accordance with Appendix B. Depending on the nature of the disaster, a Disaster Recovery Team may be convened to coordinate the county's recovery and restoration activities, including mitigation.

- C. Both EOC staff and a Disaster Recovery Team will support county-wide activities. Liaison and coordination will be maintained with federal, state, and local officials, the private sector and community organizations. The priority of tasks will be recommended by the EOC Supervisor or Chair of the Disaster Recovery Team and forwarded to the appropriate, agency, committee, or person for concurrence and implementation.
- D. During the response phase, EOC staff will document reported damage throughout the county via reports from first responders and community partners. Evaluation of community needs, and planning for recovery and restoration will be based on available, documented information.. Resources and services will be allocated as available, to meet urgent community needs.
- E. Individuals, families, and the business community seeking financial or housing assistance will be referred to state, federal or volunteer program coordinators, as applicable.

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.
- b. Implement recovery and restoration procedures following a disaster, as appropriate.
- c. Provide the Public Information Officer with relevant information for distribution to the public.
- d. Provide liaisons to coordinate, damage assessment and disaster surveys with state and federal assessors.
- e. Support and assist those organizations with specific recovery and restoration responsibilities as requested.

2. American Red Cross

Maintain mass care facilities and individual assistance programs as needed.

3. Animal Services

- a. Provide resources and trained personnel as available for recovery and restoration activities.
- b. Develop plans and procedures to register and use resources of other government agencies, professional organizations, humane societies, and volunteers.

4. Assessor's Office

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

5. Auditor / Financial Services

In meeting the requirements of RCW 36.22 & 36.40, provide financial and accounting services to county departments and offices for FEMA and other related loans and grants. Assist in the gathering and the compiling of information on public and private damage assessment. Coordinate county-wide applications for public assistance funds.

6. Central Services

In coordination with Emergency Management, arrange for facilities, furnishings and equipment to support a Disaster Recovery Assistance Center.

7. Crisis Clinic

Respond to the humanitarian and personal needs of disaster victims by referring them to appropriate agencies, organizations or individuals.

8. Development Services

- a. Review development standards and building codes as a result of lessons learned from a disaster, as appropriate.

- b. Inspect and abate abandoned structures if necessary.
- c. Assist and advise the public with relevant recovery activities including building and safety inspections, land use and zoning information, and permit assistance.

9. Disaster Recovery Team

- a. Decide and direct the scope and timing of county involvement in collection, receipt and disposal of disaster related debris.
- b. Recommend policy and provide direction on emergent issues not otherwise addressed or those for which there is disagreement or confusion regarding responsibility, scope, duration, coordination, or procedures. This responsibility may also be assigned to a Disaster Policy Advisory Group.

10. Emergency Management

- a. Develop and maintain active liaison with private volunteer organizations and the business community to facilitate the provision of recovery and restoration resources and services.
- b. In coordination with Central Services, arrange for establishment of a Disaster Recovery Assistance Center when requested by state or federal emergency management personnel.
- 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. Develop and maintain a system for coordinating emergent volunteers, not otherwise qualified for registration as emergency workers, for recovery and restoration activities.
- h. Assist other organizations in identifying recovery and restoration activities and training opportunities.
- i. Include recovery and restoration coordination as part of the county-wide emergency management training program.
- j. Coordinate Comprehensive Emergency Management Plan review after each activation to incorporate lessons learned.

11. Human Resources

- a. Develop policy and procedures to assist the Recovery Team and county organizations with obtaining appropriately trained personnel to assist with recovery activities.
- b. Coordinate identification and application of available grants with Pacific Mountain Job Development and Training.

12. Office of Program and Budget Development

Coordinate public information and instructions and media relations as defined in ESF #31 Public Information

13. Parks and Recreation

- a. In coordination with other county organizations, identify temporary storage locations for disaster related debris.

- b. In coordination with other county organizations and the American Red Cross, identify sites for temporary campgrounds to accommodate displaced families and individuals, assuring sufficient space for emergency sanitation and staging of support infrastructure such as field kitchens, generators, mobile hospitals, and administrative facilities.

14. Public Health and Social

- 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 vector control, as necessary.
- c. Provide for mental health and stress counseling to disaster victims and emergency responders.
- d. Provide, or coordinate the distribution of, emergency drinking water and sanitation facilities to stricken areas in collaboration with the American Red Cross, as necessary.
- e. In coordination with Water and Waste Management, provide for collection and disposal of hazardous materials.
- 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.

15. Roads and Transportation Services

- 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.

16. Sheriff

- a. Provide inmate crews to assist other organizations with recovery and restoration activities.
- b. Coordinate with local and state law enforcement for the continued safety of citizens.

17. Thurston County Food Bank

- a. Provide and coordinate emergency food distribution services as the need is identified by the Disaster Recovery Team or upon request of the EOC.
- b. Send a Food Bank representative to the EOC for disaster assistance coordination, as requested.

18. Utility Service Providers

- a. Provide information about utility outage areas and affected customers and businesses through situation reports to the EOC.
- b. Where possible, coordinate with EOC in prioritizing utility restoration to critical facilities.

19. Volunteer Center

- a. Assist and support community organizations by recruiting and mobilizing additional community volunteers as needed.
- b. Act as a central resource for the registration of volunteers and their deployment

20. Water and Waste Management

- a. Develop policy and procedures, in coordination with Environmental Health and Roads & Transportation Services, for the collection and disposal of disaster debris from public and private property, including the pick-up and disposal of hazardous material.
- b. Develop policy and procedures for accepting disaster debris at the Waste and Recovery Center and transfer stations.

- c. In coordination with other county organizations, develop policy and procedures to segregate disaster debris into recyclable and non-recyclable components.
- d. Ensure adequate resources and trained personnel are identified to conduct debris removal activities. Develop plans and procedures to register and use resources of other jurisdictions, professional organizations, the business community, and volunteers.
- e. In coordination with Roads & Transportation Services, develop policy and procedures for addressing storm water, surface water, and drainage issues on private property.

B. State / Federal

- 1. Dispatch assessment teams to document or verify public and private damage.
- 2. If Human Services Assistance 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 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 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.

REFERENCES

- A. *Washington State Emergency Management Disaster Assistance Guide for Local Governments*