## Checklist: Getting Initial Deployment Information

During the initial deployment call, get as much of the following information as possible. Never travel to the incident site without first being deployed!

| Find out about: | Check When Done |
|---|---|
| ▪ Logistical needs and considerations: | ☐ |
| ▪ Destination Address: | ☐ |
| ▪ Contact Person(s) at the Incident: | ☐ |
| ▪ Contact Phone Number(s): | ☐ |
| ▪ Reporting Time and Place: | ☐ |
| ▪ Directions: | ☐ |
| ▪ Travel Arrangements: | ☐ |
| ▪ Transportation Arrangements: | ☐ |
| ▪ Lodging Arrangements: | ☐ |
| ▪ Clothing Needs and Attire Preference: | ☐ |
| ▪ Anticipated Length of Deployment: | ☐ |
| ▪ Other: | ☐ |

## Checklist: Packing Common Personal Items for Deployment

Prepare a go-kit with basic supplies. Don't assume you'll find these items at your destination. Pack practical, easy-care clothing and comfortable shoes.

| ☑ When Packed | Toiletries |
|---|---|
| ☐ | Alcohol-based hand sanitizer |
| ☐ | Toilet paper |
| ☐ | Sunblock (SPF 15 or higher) – if appropriate |
| ☐ | Insect repellent containing DEET – if appropriate |
| ☐ | Common medical items (aspirin, first aid items, etc.) |
| ☐ | Prescription medication |
| ☐ | Extra pair of prescription glasses, copy of prescription, and eyeglasses repair kit |
| ☐ | Contact lenses, lens cleaner, and eye glasses protective case |
| ☐ | Toothbrush, toothpaste, and dental floss |
| ☐ | Skin moisturizer, lip balm, soap, and shampoo |
| ☐ | Razor, extra blades (pack these items in checked baggage) |
| ☐ | Scissors, nail clippers, and tweezers (pack these items in checked baggage) |
| ☐ | Q-tips, cotton swabs |
| ☐ | Feminine hygiene products |
| ☐ | Towel (highly absorbent, travel towels if possible) |
| | **Clothing** |
| ☐ | A 1-week supply of comfortable clothing to match the weather conditions |
| ☐ | Long pants |
| ☐ | Long- and short-sleeved shirts, sweaters (as appropriate) |
| ☐ | Boots or sturdy shoes |
| ☐ | Shower shoes |
| ☐ | Hat, jacket, and rain (or snow) gear |
| ☐ | Gloves (leather gloves if doing physical labor; rubber gloves if handling contaminants) |
| | **Activities of Daily Living** |
| ☐ | Sunglasses |
| ☐ | Waterproof watch |
| ☐ | Flashlight and spare batteries |
| ☐ | Security/money belt |
| ☐ | Cash (Power is needed to make credit card payments.) |
| ☐ | Cell phone (with charger) and list of phone numbers/addresses |
| ☐ | Ziplock bags |
| ☐ | Three Meals Ready to Eat (MREs) or other nonperishable meals (ask if needed) |
| ☐ | Portable water purifier |
| ☐ | Sleeping bag and pad if you have room (ask if needed) |
| ☐ | Item(s) of comfort (e.g., family photo, spiritual material) |

## Checklist: Packing Work-Related Items for Deployment

Most Joint Field Offices will be well-stocked with supplies, though some things maybe scarce early in a disaster. It may be wise to bring whatever things are essential for you to perform your assignment immediately upon arrival.

| ☑ When Packed | Office Supplies |
|---|---|
| ☐ | Paper and pens |
| ☐ | Paperclips and tape |
| ☐ | Scissors |
| ☐ | USB memory device |
| ☐ | Laptop (Computers may be available so check to see if a laptop is necessary.) |
| ☐ | Other: |
| ☐ | Other: |
| | **Documents and Files** |
| ☐ | Hardcopies of all critical files, checklists, procedures, and information (There may not be power and time to print off critical information.) |
| ☐ | Electronic copies of forms, samples, and information |
| ☐ | Personal and professional address book and contact information |
| ☐ | Other: |
| ☐ | Other: |
| | **Tools of the Trade** |
| ☐ | Specialized tools and equipment related to your assignment |
| ☐ | Safety equipment (safety goggles, gloves, hardhat, etc.) |
| ☐ | Other: |
| ☐ | Other: |

## Checklist: Gathering Information Before Deployment

Take steps to avoid unpleasant surprises. If time permits, you may want to do some research before you leave.

| Find out about: | Check When Done |
|---|---|
| ▪ **Directions and maps:** Websites such as mapquest.com or maps.google.com are excellent sources for local maps and driving directions. | ☐ |
| ▪ **Weather Conditions:** Check the National Weather Service or Weather Channel to determine current and projected weather conditions. | ☐ |
| ▪ **Situation Reports:** Ask your ESF Coordinator or agency contact if you can access incident situation reports online. | ☐ |
| ▪ **News Reports:** Review the news reports. Be aware that initial media reports from an incident are often incomplete and based on limited information. | ☐ |
| ▪ **Intranet Site:** Check for any recent changes in agency policies on disaster assistance. | ☐ |
| ▪ **Other:** | ☐ |

## Checklist: Checking Administrative Matters

Before you travel you may need to check with your agency's administrative office. Some pay, travel, and reimbursement rules may be modified for disaster deployments.

| Find out about: | Check When Done |
|---|---|
| ▪ **Reporting time and attendance while deployed,** including format/forms required, reporting timeframe, required approval, and submission procedures. | ☐ |
| ▪ **Limitations or approval(s) for overtime and special pay status.** | ☐ |
| ▪ **Reimbursement amounts for lodging and per diem,** including format/forms required, reporting timeframe, required approval, and submission procedures. | ☐ |
| ▪ **Availability of hotel rooms.** | ☐ |
| ▪ **How transportation costs will be reimbursed,** including format/forms required, reporting timeframe, required approval, and submission procedures. | ☐ |
| ▪ **Availability of rental cars, and authorization for/restrictions (if any) on rental.** | ☐ |
| ▪ **Receipts and recordkeeping requirements.** | ☐ |

## Checklist: Obtaining Current Incident Status Information/Initial Briefing

Make sure you obtain current incident status information through reports and by attending briefings. If your supervisor is not available to provide such information, see if the Planning Section has any reports you can read.

| Find out pertinent information about current incident status: | Check When Done |
|---|---|
| ▪ Damage assessments and maps | ☐ |
| ▪ Continuing threats | ☐ |
| ▪ Types of declarations, assistance, etc. | ☐ |
| ▪ Current Federal involvement in incident/emergency | ☐ |
| ▪ Key stakeholders (i.e., local, State, and other Federal agencies) | ☐ |
| ▪ Organizational chart | ☐ |
| ▪ Key personnel (name, position, locations, phone numbers, etc.) | ☐ |
| ▪ Current Incident Action Plan including objectives and tactics | ☐ |
| ▪ Sensitive issues and concerns | ☐ |
| ▪ Recordkeeping and reporting requirements | ☐ |
| ▪ Work schedule | ☐ |
| ▪ Security policies, concerns, and procedures | ☐ |
| ▪ Safety and health concerns, policies, and procedures | ☐ |
| ▪ Cost accounting and resource tracking procedures | ☐ |
| ▪ Other: | ☐ |
| ▪ Other: | ☐ |
| ▪ Other: | ☐ |

## Understanding Potential Hazards and Mitigation Measures
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The hazards may vary greatly from one incident to the next. Also, you may be deployed to a location that has not sustained any damage. Listed below are potential hazards that may be encountered in areas that have sustained severe damage, with corresponding mitigation measures you can take to protect yourself.

| Potential Hazard | Mitigation Measures |
|---|---|
| **Heat Stress and Dehydration** | ✓ **Drink Plenty of Fluids:** During hot weather you will need to increase your fluid intake, regardless of your activity level. Don't wait until you're thirsty to drink. During heavy exercise in a hot environment, drink two to four glasses (16-32 ounces) of cool fluids each hour. Warning: If your doctor generally limits the amount of fluid you drink or has you on water pills, ask how much you should drink while the weather is hot.<br><br>Don't drink liquids that contain alcohol, or large amounts of sugar—these actually cause you to lose more body fluid. Also avoid very cold drinks, because they can cause stomach cramps.<br>✓ **Wear Appropriate Clothing and Sunscreen:** Choose lightweight, light-colored, loose-fitting clothing. Sunburn affects your body's ability to cool itself and causes a loss of body fluids. If you must go outdoors, protect yourself from the sun by wearing a wide-brimmed hat (also keeps you cooler) along with sunglasses, and by putting on sunscreen of SPF 15 or higher (the most effective products say "broad spectrum" or "UVA/UVB protection" on their labels) 30 minutes prior to going out. |
| **Heat Stroke and Exhaustion** | ✓ **Pace Yourself:** If you are not accustomed to working or exercising in a hot environment, start slowly and pick up the pace gradually. Heat stroke occurs when the body is unable to regulate its temperature. The body's temperature rises rapidly, the sweating mechanism fails, and the body is unable to cool down. Body temperature may rise to 106°F or higher within 10 to 15 minutes. Heat stroke can cause death or permanent disability if emergency treatment is not provided. Heat exhaustion is a milder form of heat-related illness that can develop after several days of exposure to high temperatures and inadequate or unbalanced replacement of fluids.<br>✓ **Know the Warning Signs:** If exertion in the heat makes your heart pound and leaves you gasping for breath, STOP all activity. Get into a cool area or at least into the shade, and rest, especially if you become lightheaded, confused, weak, or faint.<br>✓ **Use a Buddy System:** When working in the heat, monitor the condition of your co-workers and have someone do the same for you. Heat-induced illness can cause a person to become confused or lose consciousness. |

## Understanding Potential Hazards and Mitigation Measures
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| Potential Hazard | Mitigation Measures |
|---|---|
| **Extreme Cold** | ✓ **Avoid Prolong Exposure to Cold Temperatures:** Hypothermia is most likely at very cold temperatures, but it can occur even at cool temperatures (above 40°F) if a person becomes chilled from rain, sweat, or submersion in cold water. Frostbite causes a loss of feeling and color in affected areas and can lead to permanent damage.<br>✓ **Know the Warnings Signs:** Shivering, exhaustion, confusion, fumbling hands, memory loss, slurred speech, and drowsiness. At the first signs of redness or pain in any skin area, get out of the cold or protect any exposed skin—frostbite may be beginning. Any of the following signs may indicate frostbite: a white or grayish-yellow skin area, skin that feels unusually firm or waxy, or numbness. |
| **Poisonous Snakes** | ✓ **Be Alert:** After a flood, storms, or hurricane, snakes are forced into places where they usually are not found. Take the following precautions if you are deployed to an area where poisonous snakes are common. Be alert for snakes in unusual places. They may be found in or around homes, barns, outbuildings, driftwood, levees, dikes, dams, stalled automobiles, piles of debris, building materials, trash, or any type of rubble or shelter. Search the premises thoroughly for snakes before beginning any cleanup or rescue operations. Snakes may be under or near any type of protective cover.<br>✓ **Wear Gloves and Use Tools:** In rescue or cleanup operations, wear heavy leather or rubber high-topped boots, and heavy gloves. Wear trouser legs outside boots. Be extremely careful around debris. Use rakes, pry bars, or other long-handled tools when removing debris. Never expose your hands, feet, or other parts of your body in a place where a snake might hide. |
| **Insects** | ✓ **Know the Risk:** Rain and flooding in a hurricane area may lead to an increase in numbers of mosquitoes, which can carry diseases such as West Nile virus or dengue fever. In most cases, the mosquitoes will be pests but will not carry communicable diseases. For more information on West Nile virus, see CDC's West Nile virus Web site.<br>✓ **Protect Yourself:** To protect yourself from mosquitoes, use screens on dwellings; wear long pants, socks, and long-sleeved shirts; and use insect repellents that contain DEET or Picaridin. |
| **Downed Power Lines** | ✓ **Exercise Extreme Caution:** Assume all power lines are hot unless positive confirmation is received to the contrary from a qualified electrician or utility company representative.<br><br>If a powerline falls across your car while you are driving, stay inside the vehicle and continue to drive away from the line. If the engine stalls, do not turn off the ignition. Warn people not to touch the car or the line.<br>✓ **Know the Damage Posed by Generators:** If a portable generator is improperly sized, installed, or operated, it can send power back to the electrical lines (referred to as backfeed). Backfeed can seriously injure or kill repair workers or people in neighboring buildings. |

## Understanding Potential Hazards and Mitigation Measures
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| Potential Hazard | Mitigation Measures |
|---|---|
| **Contaminated Drinking Water and Food** | ✓ **Know the Source of Your Drinking Water:** After flooding conditions or extended power outages, assume all water is contaminated unless you saw the bottle it came from. Municipal water supplies in severely storm-damaged areas are also likely contaminated.<br>✓ **Wash Your Hands Frequently:** Cleaning your hands often, using soap and water (or waterless alcohol-based hand rubs when soap is not available and hands are not visibly soiled), removes potentially infectious material from your skin and helps prevent disease transmission. |
| **Floodwaters** | ✓ **Heed Flash Flood Warnings:** Flash floods can come rapidly and unexpectedly. They can occur within a few minutes or hours of excessive rainfall, or when a dam or levee fails, or even due to a sudden release of water previously held by an ice or debris jam.<br>✓ **Never Cross Floodwaters:** Even if the water appears shallow enough to cross, do not attempt to cross a flooded road. Water can conceal dips, or worse, floodwaters can damage roadways. Remember, 6 inches of water will reach the bottom of most passenger cars, causing loss of control or possible stalling. One foot of water will float many vehicles.<br>✓ **Don't Allow Skin Exposure:** Leptospirosis and other disease may occur in individuals who wade, swim, or bathe in contaminated floodwaters. |
| **Mold** | ✓ **Know How Exposure Affects Your Health:** People with asthma, allergies, or other breathing conditions may be more sensitive to mold. People with immune suppression (such as people with HIV infection, cancer patients taking chemotherapy, and people who have received an organ transplant) are more susceptible to mold infections. |
| **Hazardous Materials** | ✓ **Use Personal Protective Equipment as Instructed:** Disasters resulting in massive structural collapse can cause the release of chemical or biologic contaminants (e.g., asbestos or arthrospores leading to fungal infections). Persons with chronic pulmonary disease may be more susceptible to adverse effects from these exposures. If working in potentially contaminated areas, avoid skin contact or inhalation of vapors by properly using the protective clothing and respirators assigned to you by your supervisor or the Safety Officer<br>✓ **Exercise Caution Moving Unknown Objects:** Floodwaters can dislodge tanks, drums, pipes, and equipment, which may contain hazardous materials such as pesticides or propane. Do not attempt to move unidentified dislodged containers without first contacting the local fire department or hazardous materials team.<br>✓ **Wash Your Hands:** Frequently and thoroughly wash skin areas that may have been exposed to pesticides and other hazardous chemicals. |

## Understanding Potential Hazards and Mitigation Measures
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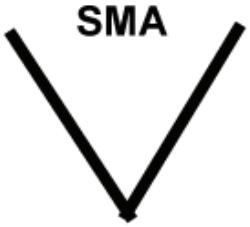
| Potential Hazard | Mitigation Measures |
|---|---|
| **Damaged Structures** | ✓ **<u>Assume Damage Structures Are Unstable</u>:** Floodwaters, tornadoes, earthquakes, or other forces of nature can rearrange and damage natural walkways, as well as sidewalks, parking lots, roads, and buildings. Never assume that water-damaged structures or ground areas are stable.<br>✓ **<u>Don't Enter Damaged Buildings Until They've Been Inspected</u>:** Don t work in or around any damaged building until it has been examined. Assume all stairs, floors, and roofs are unsafe until they are inspected. Leave immediately if shifting or unusual noises signal a possible collapse.<br><br>Buildings marked with florescent spray paint are bearing symbols made by Urban Search and Rescue (US&R) Teams. (See the separate resource linked to this course, titled US&R Victim Marking System, for printable information on interpreting the symbols.) |
| **Injuries or Rashes** | ✓ **<u>Wear Sturdy Footwear and Gloves</u>:** The risk for injury during and after a natural disaster is high. Persons who anticipate the need to travel in affected areas should be advised to wear sturdy footwear to protect their feet from widespread debris present in these areas. Never reach into debris piles without hand protection.<br>✓ **<u>Take Care of Cuts and Wounds</u>:** Tetanus is a potential health threat for persons who sustain wound injuries. Any wound or rash has the potential for becoming infected, and should be assessed by a health-care provider as soon as possible. Any wounds, cuts, or animal bites should be immediately cleansed with soap and clean water. A good preventive measure is to keep your tetanus booster shot up to date, or to get a tetanus booster at the incident location, if available.<br>✓ **<u>Back Injuries</u>:** Cleanup workers are at risk for developing serious musculoskeletal injuries to the hands, back, knees, and shoulders. Special attention is needed to avoid back injuries associated with manual lifting and handling of debris and building materials. To help prevent injury, use teams of two or more to move bulky objects and use proper lifting techniques and devices. |
| **Agricultural Hazards** | ✓ **<u>Beware of Confined Spaces on Farms</u>:** Molding or fermenting agricultural materials in confined spaces may generate large amounts of toxic gases that could cause lung damage or death if inhaled. Turn on fans or blowers in silos and other storage areas at least 30 minutes before entering and leave them on while working. Never open an oxygen-limiting silo if heating is suspected. Also, never enter these areas alone, and always use a full-body safety harness.<br>✓ **<u>Avoid Respiratory Hazards</u>:** Wet hay, grain, silage, compost, and other organic/agricultural materials often grow large amounts of bacteria and mold during the warm summer weather. Breathing these organisms and the organic dust produced may cause lung disease. |

## Understanding Potential Hazards and Mitigation Measures
## (Page 5 of 5)

| Potential Hazard | Mitigation Measures |
|---|---|
| **Driving** | ✓ **Convey Your Plans:** Tell the contact person at your destination or your supervisor your estimated time of arrival and destination. Arrange for the contact person/supervisor to initiate a search along your intended route if you don't arrive within a pre-specified time limit.<br>✓ **Follow Pre-Planned Routes:** If you are given instructions to take certain routes do not deviate. What may look like a shortcut could end up being very hazardous. Report all changes of plans.<br>✓ **Know the Hazards:** When driving in storm-impacted areas, watch with caution for confused deer, loose livestock, flooded low areas, washed out culverts and bridges that may have undercut foundations, inoperable traffic lights, blown-down stop signs, and debris in roadways.<br>✓ **Use Common Sense:** Know your route ahead of time. Do not use cell phones when moving. When possible drive only during daylight hours in storm-impacted areas. Check the tires and condition of the vehicle before you leave.<br>✓ **Carry Emergency Supplies:** Do not begin travel unless you have enough gas, water, nonperishable food, necessary prescriptions, extra clothing, etc., to be entirely self-sufficient for 24 to 48 hours.<br>✓ **Monitor Conditions:** Continuously listen to local radio stations (not satellite stations, rebroadcast stations, CD's, tapes, etc.) for weather alerts, evacuation notifications, washed-out roads, and gasoline status information. |
| **Desperate Survivors** | ✓ **Report Needs:** Unless you have the supplies and training to help survivors, report location and needs. Avoid stopping except in secure locations. If you are forced to stop, remain calm and be compliant with requests.<br>✓ **Do Not Endanger Yourself:** Do not put yourself in danger by trying to defend your belongings or vehicles. Get out of the situations as quickly as possible. |
| **Communications** | ✓ **Have a Backup Plan:** Outside of incident radio coverage area, carry a cellular phone but do not depend on cell coverage being available even in cities. Develop a backup communications plan. |

## US&R VICTIM MARKING SYSTEM

Make a large (2' x 2') “V” with orange spray paint near the location of a **potential** victim. Mark the name of the search team or crew identifier in the top part of the “V” with paint or a lumber marker-type device.

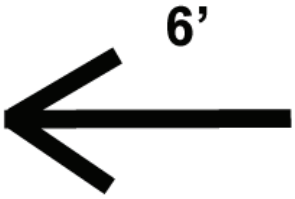



Paint a circle around the “V” when a potential victim is **confirmed** to be **alive** either visually or vocally, or by hearing specific sounds that would indicate a high probability of a live victim. If more than one confirmed live victim, mark the total number of victims under the “V”.

Paint a horizontal line through the middle of the “V” when a **confirmed** victim is determined to be **deceased**. If more than one confirmed deceased victim, mark the total number of victims under the “V”. Use both the live and deceased victim marking symbols when a combination of live and deceased victims are determined to be in the same location.

Paint an “X” through the confirmed victim symbol after **all** the victim(s) have been removed from the specific location identified by the marking.

An arrow may need to be painted next to the “V” pointing toward the victim when the victim’s location is not immediately near where the “V” is painted. Show distance on arrow.



## Checklist: Identifying Your Assigned Responsibilities

Make sure you know your assigned duties. Remember, however, that your work may turn out to be totally different than what you were told when you were first deployed. Personnel needs often change during the course of a disaster. It is critical to remain flexible.

| To identify your assigned responsibilities: | Check When Done |
|---|---|
| ▪ **Review written materials.** Begin by reviewing all written documentation, including the relevant:<br>✓ Task book<br>✓ Position description<br>✓ Standard operating procedures<br>✓ Field operations guide | ☐ |
| ▪ **Meet with your supervisor.** Discuss:<br>✓ Your responsibilities<br>✓ Delegations of authority<br>✓ Work schedules<br>✓ Performance expectations | ☐ |
| ▪ **Know your limits.** Disaster assistance eligibility is complex. If you are asked about a program, refer the individual to the helpline. Never speak to the press unless you have been authorized to do so. Clarify any questions about your limits with:<br>✓ Your supervisor on the scene<br>✓ Your agency's representative who deployed you to the incident | ☐ |
| ▪ **Get oriented.** Become familiar with:<br>✓ The facility (including its emergency exits)<br>✓ The phone system<br>✓ Computers and Internet access<br>✓ Office support | ☐ |

# Understanding Common JFO/DRC Terms


**American Red Cross (ARC).** A quasi-governmental agency whose mission is to provide humanitarian assistance during war and disaster. The ARC operates under a congressional charter and is supported by the public. Internationally, it operates in accordance with the Treaty of Geneva.

**Applicant.** An individual, family, State or local government, or private nonprofit organization applying for assistance as a result of a declaration of a major disaster or emergency.

**Applicant Briefings.** Meetings for all potential applicants for Public Assistance. The Governor's Authorized Representative conducts these meetings, which address application procedures, administrative requirements, funding, and program eligibility criteria.

**Application Period.** Period of time during which individuals and/or small business owners within a declared area can apply for assistance. This period is typically 60 days from the date of declaration; however, it may be extended in cases of severe disasters.

**Camp.** A temporary location at a geographical site, within the general incident area and separate from the Incident Base, which is equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

**Community Relations.** This part of the Emergency Response Team strives to help affected individuals and the communities where they live in understanding the relief process. Community Relations is an information collection and dissemination function that creates FEMA visibility and establishes confidence that disaster assistance is being delivered as quickly as possible. Community Relations involves identifying community and organization leaders, assessing needs, resolving or referring problems, setting realistic expectations, and building a positive image of people helping people.

**Congressional and Legislative Affairs.** Situated in the External Affairs Office, this part of the Emergency Response Team provides the Federal Coordinating Officer (FCO) with support in dealing with the congressional delegation, coordinates with the Regions and with Headquarters, and supervises the Congressional Member Specialists.

**Crisis Counseling (CC).** A program under FEMA's Individual Assistance administered by the National Institutes of Mental Health. This program provides individual and group treatment procedures that are designed to improve the mental and emotional health crises and their subsequent psychological and behavioral conditions resulting from a major disaster or its aftermath.

**Damage Assessment.** The process of determining the extent of damage and the amount of loss to individuals, businesses, the public sector, and the community resulting from a disaster or emergency event.

**Declaration.** The formal action by the President to make a State eligible for major disaster or emergency assistance under the Stafford Act.

**Disaster Assistance Employee (DAE).** (See Stafford Act Employee.)

**Disaster Assistance Programs.** Programs available to aid disaster victims. Federal programs fall under Public Assistance Support, Mitigation, and Human Services. Other agencies, such as the Small Business Administration, also provide disaster assistance programs.

**Disaster Finance Center (DFC).** A facility that processes all financial transactions related to the disaster.

**Disaster Information Helpline.** A toll-free number (1-800-521-3362) set up for disaster victims who have already applied for disaster assistance through FEMA or need general disaster information.

**Disaster Information Support Center (DISC).** The DISC consolidates, at one central location, designated Information System (IS) hardware, software, and related equipment for rapid shipment to support disaster response and recovery requirements as directed by FEMA authorities.

**Disaster Recovery Center (DRC).** A temporary facility, established in the disaster area, where disaster victims can obtain assistance information and apply for assistance.

**Disaster Unemployment Assistance (DUA).** Financial assistance and/or reemployment services to individuals who are unemployed as a result of a major disaster and who are ineligible for regular unemployment assistance (e.g., self-employed individuals).

**Eligible Community.** A community for which the Federal Insurance Administrator has authorized the sale of flood insurance under the National Flood Insurance Program.

**Emergency Operations Center (EOC).** The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, county, city, tribal), or some combination thereof.

**Emergency Response Team (ERT).** An interagency team, consisting of the lead representative from each Federal department or agency assigned primary responsibility for an ESF and key members of the FCO's staff, formed to assist the FCO in carrying out response coordination responsibilities. The ERT provides a forum for coordinating the overall Federal response, reporting on the conduct of specific operations, exchanging information, and resolving issues related to ESF and other response requirements. ERT members respond and meet as requested by the FCO. The ERT may be expanded by the FCO to include designated representatives of other Federal departments and agencies as needed.

**Emergency Response Team-Advance Element (ERT-A).** The portion of the Emergency Response Team (ERT) that is the first group deployed to the field to respond to a disaster incident.

**Emergency Support Function (ESF).** The functional area of response activity established to facilitate the delivery of Federal assistance required during the immediate response phase of a disaster to save lives, protect property and public health, and maintain public safety. ESFs represent those types of Federal assistance that the State will most likely need because of the overwhelming impact of a catastrophic or significant disaster on its own resources and response capabilities or because of the specialized or unique nature of the assistance required. ESF missions are designed to supplement State and local response efforts.

**External Affairs (ESF #15).** This ESF ensures that sufficient assets are deployed to the field to provide accurate, coordinated, and timely information to affected audiences, including governments, media, the private sector, and the local populace.

**Federal Coordinating Officer (FCO).** The senior Federal official appointed by the President in accordance with the provisions of the Stafford Act to coordinate the overall response and recovery activities. The FCO represents the President for the purpose of coordinating the administration of Federal assistance activities in the designated area. Additionally, the FCO is delegated and performs responsibilities for the FEMA Director as well as those responsibilities delegated to the FEMA Regional Director.

**Federal/State Meeting.** A meeting of representatives from all Federal, State, and voluntary agencies offering programs for people and communities affected by the disaster.

**FEMA-State Agreement.** A formal legal document between FEMA and the affected State outlining the understandings, commitments, and binding conditions for assistance applicable as the result of the major disaster or emergency declared by the President. It is signed by the FEMA Regional Director, or designee, and the Governor.

**Flood Insurance.** Insurance coverage provided under the National Flood Insurance Program.

**Hazard Mitigation (HM)(Mit).** Any measure that will reduce or eliminate the long-term risk to life and property from a disaster event. Mitigation is the FEMA department that assists States, communities, and individuals with information and, if applicants are eligible, provides funds to protect their communities and homes from future damage.

**Helpline.** A toll-free number, 1-800-621-3362, set up for disaster victims who have already applied for disaster assistance through FEMA or who need general disaster information.

**Home Repairs.** Disaster loans or grants may be made available to homeowners to repair or replace homes damaged by the disaster. Home Repair Assistance is money to restore essential living areas to a habitable condition. The amount of the check is based on damages incurred, as determined by a FEMA inspection.

**Housing Assistance (HA).** FEMA administers the HA Program. If the applicant does not have insurance to cover temporary living expenses, then HA 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 their homes in order to make them safe, sanitary, and secure to live in. HA includes the mobile home program, and minimal repairs.

**Incident Period.** The time interval stated in the FEMA/State Agreement during which a disaster-causing incident occurs. The incident period may be extended due to cascading effects or long-term recurrence of the same disaster.

**Individual and Households Program (IHP).** Federal assistance provided to families or individuals following a disaster or emergency declaration. Under a major disaster declaration, assistance to individuals and families is available through grants, loans, and other services offered by various Federal, State, local, and voluntary agencies.

**Individual Assistance (IA).** Those services and programs that benefit individuals, households, businesses, and farmers. FEMA's Individual Assistance programs include "Assistance to Individuals and Households" (providing for housing assistance and other needs), crisis counseling, legal services, disaster unemployment assistance, and referrals to other appropriate forms of aid. Other Federal agencies' Individual Assistance programs include tax refund assistance (Internal Revenue Service), disaster loans (the Small Business Administration and Farm Service Agency), veterans' assistance (Veterans Affairs), and health and Social Security recipients' assistance (Health and Human Services).

**Joint Field Office (JFO).** The office established in or near the designated area to support Federal and State response and recovery operations. The JFO houses the FCO, the ERT, the State Coordinating Officer (SCO), and support staff.

**Joint Information Center (JIC).** A facility established to coordinate all incident-related public information activities. The JIC is the central point of contact for all news media at the scene of the incident. Public information officials from all participating Federal, State, and local agencies collocate at the JIC and work together to keep news media representatives informed of activities and events.

**Local Hire (LH).** A person who is working within the disaster area and who has been hired locally as a temporary FEMA employee.

**Mission Assignment.** The mechanism used to support Federal operations in a Stafford Act major disaster or emergency declaration. It orders immediate, short-term emergency response assistance when an applicable State or local government is overwhelmed by the event and lacks the capability to perform, or contract for, the necessary work.

**Mobile Home Assistance.** FEMA may provide short-term rental or purchase of mobile homes or trailers to families or individuals who are eligible.

**Mobilization Center.** An offsite temporary facility at which response personnel and equipment are received from the Point of Arrival and are pre-positioned for deployment to an incident logistics base, to a local Staging Area, or directly to an incident site, as required. A mobilization center also provides temporary support services, such as food and billeting, for response personnel prior to their assignment, release, or reassignment and serves as a place to out-process following demobilization while awaiting transportation.

**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 Services Center (NPSC).** The center responsible for processing registrations for assistance that have been filed by individuals affected by a disaster. This processing 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.
- Maintaining records for applicants who have been referred to the Individual and Households Program along with various other Federal, State, local, and voluntary agencies engaged in providing assistance to those individuals affected by a disaster.

**National Response Coordination Center (NRCC).** A multiagency center located at FEMA Headquarters that provides overall Federal response coordination of Incidents of National Significance. The NRCC operates on a 24/7 basis and monitors potential/developing incidents. It supports response efforts of regional and field components, and resolves Federal assistance conflicts and implementation issues.

**National Teleregistration Center (NTC).** Promotes a nationwide toll-free telephone number (1-800-621-FEMA) or (1-800-621-3362) that applicants can use to apply for disaster assistance.

**Other Needs Assistance (ONA).** Individual assistance program intended to meet the necessary expenses and serious needs of disaster victims. ONA operates within established grant limits that are funded through a 75% Federal/25% State cost share.

**Participating Community.** A community in which the administrator has authorized the sale of flood insurance. (See also Eligible Community.)

**Preliminary Damage Assessment (PDA).** The damage assessment performed by Federal, State, and local representatives in disaster situations clearly beyond the recovery capabilities of State and local governments. PDAs are used to determine the extent of damage caused by the incident. Generally, PDAs are performed following an event but before a declaration. In the case of catastrophic events, however, the PDAs may be completed after the declaration.

**Preparedness.** Those activities, programs, and systems that exist before an emergency and that are used to support and enhance response to an emergency or disaster.

**Project Worksheet (PW).** Identifies the eligible work under the Public Assistance Program and prepares a quantitative estimate for that work. Synonymous with the term "Damage Survey Report."

**Public Assistance (PA).** Under a major disaster declaration, Public Assistance may be approved to fund a variety of projects, including:

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

**Recovery.** Activities traditionally associated with providing Federal supplemental disaster recovery assistance under a disaster declaration. These activities usually begin within days after the event and continue after the response activities cease. Recovery includes individual and public assistance programs that provide temporary housing assistance, grants, and loans to eligible individuals and government entities to recover from the effects of a disaster.

**Regional Response Coordination Center (RRCC).** Regional center that serves as the Federal Government's immediate emergency operations center in an affected region. This facility operates during the initial period following an incident, and is also operational for pre-incident events such as a hurricane.

**Reservist.** (See Stafford Act Employee.)

**Response.** Activities to address the immediate and short-term effects of an emergency or disaster. Response includes immediate actions to save lives, protect property, and meet basic human needs.

**Situation Report (SITREP).** A summary of the disaster situation, status of operations, and identification of future priorities for response and recovery operations.

**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. 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.

# Understanding Common JFO/DRC Terms
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**Social Security Benefit Assistance.** The Social Security Administration Regional Commissioner provides staff support to process Social Security claims, provide advice and assistance in regard to regular and survivor benefits payable through Social Security programs, process disaster-related death certificates, resolve problems involving lost/destroyed Social Security checks, make address changes, and replace Social Security cards.

**Stafford Act.** Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988; amended the Disaster Relief Act of 1974, PL 93-288. A Federal statute designed to supplement the efforts of the affected States and local governments in expediting the rendering of assistance, emergency services, and the reconstruction and rehabilitation of devastated areas.

**Stafford Act Employees (SAE).** This term refers to the Reservists, CORE, and local hire personnel working within a disaster area. Also known as DAEs (Disaster Assistance Employees).

**Staging Area.** A temporary location at an incident where personnel and equipment resources are kept while awaiting tactical assignment. In all cases, personnel and equipment resources in a Staging Area are always in or on available status (i.e., ready to go out on assignment within 3 minutes). The Operations Section manages Staging Areas.

**State Coordinating Officer (SCO).** The person appointed by the Governor to act in cooperation with the FCO to administer disaster recovery efforts.

**Veterans Benefit Assistance.** The Department of Veterans Affairs (VA) provides a variety of disaster assistance specifically targeted to veterans and their survivors. These benefits include medical assistance, burial assistance, priority in acquiring VA-owned properties, health care supplies and equipment, prescription medications and other medical items, and temporary use of housing units owned by the VA.

**Voluntary Agency (VOLAG).** Any chartered or otherwise duly recognized tax-exempt local, State, or national organization or group that has provided or may provide needed services to the States, local governments, or individuals in coping with an emergency or a major disaster.

**Volunteer Organizations Active in Disasters (VOAD).** The organization that brings together State voluntary organizations. Its purpose is to foster more effective cooperation, coordination, and communication between volunteer agencies and State and local governments.

## Following Incident Command System (ICS) Principles

All incident responders must follow Incident Command System (ICS) principles, which are reviewed below.

| **Unity of Command** |
|---|
| ▪ **Only take direction from your immediate supervisor.** You are assigned to a single supervisor. This supervisor may be a Division Supervisor rather than someone within your cadre. Make sure you know who your assigned supervisor is.<br>▪ **No freelancing.** If the plan is not working or your assigned activity cannot be completed, tell your supervisor. Do not create your own plan of action. Creativity is welcomed but it needs to be part of the plan!<br>▪ **Don't go around the chain of command.** Exchange of information is encouraged; however, all assignments and resource requests must go through your immediate supervisor. Even if you think there is a quicker way to get something done, wait and go through your supervisor. |
| **Communicate and Document** |
| ▪ **Report critical information** to your supervisor about status, changing conditions/needs within assigned areas, and resource needs. Let your supervisor know about resources/assets being underutilized. In other words, if you are not busy let someone know!<br>▪ **Maintain awareness of potential hazards.** Immediately let your coworkers and supervisor/lead know of any safety issues. Unity of Command/Chain of Command does not prevent you from reporting safety issues.<br>▪ **Submit all required reports** on time and make sure that they are complete and accurate. |
| **Span of Control: What Does This Mean?** |
| A span of control of one supervisor to five to seven staff members is the goal.<br>▪ **Expect change.** The team you begin working with may be reconfigured to maintain span of control.<br>▪ **Ask for help.** If you are a supervisor and find that you are not able to track the activities of the personnel assigned, you may need to ask for additional levels of supervision to be added. It is better to ask for help than to try juggling too much. |

## Taking Care of Your Emotional Health

While deployed, you may encounter loss of life, serious injuries, missing and separated families, and destruction of whole areas. It may help to consider the emotional reactions that others experience working under such conditions, to understand your own responses.

| Typical Reactions to Disaster Response Experience | Ways To Take Care of Your Emotional Health |
|---|---|
| ▪ May feel profound sadness and grief.<br>▪ May feel anger.<br>▪ May not want to leave the scene until the work is done.<br>▪ May try to override stress and fatigue with dedication and commitment.<br>▪ May deny the need for rest and recovery time. | ▪ Take advantage of session(s) offered by the Critical Incident Stress Management Team (if available).<br>▪ Take advantage of opportunities for rest.<br>▪ Talk about your feelings with your family, friends, and coworkers.<br>▪ Seek professional help if you continue to experience troubling emotions. |

## Recognizing Stress Indicators

Be mindful of telltale indicators of stress (listed below), and take care to address deployment-related stress. Some suggestions for alleviating stress appear below.

| Stress Indicators | Ways To Help Manage Your Stress |
|---|---|
| ▪ Difficulty in communicating thoughts<br>▪ Difficulty in remembering instructions<br>▪ Difficulty in maintaining balance<br>▪ Uncharacteristically argumentative<br>▪ Difficulty in making decisions<br>▪ Limited attention span<br>▪ Unnecessary risk-taking<br>▪ Tremors/headaches/nausea<br>▪ Tunnel vision/muffled hearing<br>▪ Colds or flu-like symptoms<br>▪ Disorientation or confusion<br>▪ Difficulty in concentrating<br>▪ Loss of objectivity<br>▪ Easily frustrated<br>▪ Unable to engage in problem-solving<br>▪ Unable to let down when off duty<br>▪ Refusal to follow orders<br>▪ Refusal to leave the scene<br>▪ Increased use of drugs/alcohol<br>▪ Unusual clumsiness | ▪ Limit on-duty work hours to no more than 12 hours per day.<br>▪ Make work rotations from high stress to lower stress functions.<br>▪ Make work rotations from the scene to other routine assignments, as practicable.<br>▪ Consult counseling assistance programs available through your agency.<br>▪ Drink plenty of water and eat healthy snacks like fresh fruit and whole grain breads and other energy foods at the scene.<br>▪ Take frequent, brief breaks from the scene as practicable.<br>▪ Talk about your emotions to process what you have seen and done.<br>▪ Stay in touch with your family and friends.<br>▪ Participate in memorials, rituals, and use of symbols as a way to express feelings.<br>▪ Pair up with a responder so that you can monitor one another's stress. |

## Demobilization: Getting Ready To Go Home

When your assignment is complete, you will be demobilized. It is important to wrap up your obligations at the incident site before you leave.

| Be sure to: | Check When Done |
|---|---|
| ▪ Complete unfinished business and reports. | ☐ |
| ▪ Brief replacements, subordinates, and supervisor. | ☐ |
| ▪ Provide followup contact information. | ☐ |
| ▪ Return any incident-issued equipment or supplies. | ☐ |
| ▪ Evaluate the performance of subordinates. | ☐ |
| ▪ Follow incident and agency check-out procedures. | ☐ |
| ▪ Complete post-incident reports, critiques, evaluations, and medical followup actions. | ☐ |
| ▪ Complete all payment and/or payroll issues or obligations. | ☐ |
| ▪ Upon arrival at home, notify the home unit (i.e., whoever is tracking you) of your arrival and ensure your readiness for your next assignment. | ☐ |