A NEIGHBORHOOD DISASTER RESPONSE PLAN

Operations Manual
based on
The Mariner Cove Model

NEIGHBORHOOD RESPONSE PROGRAMS
CORTE MADERA AND LARKSPUR, CA

Relevant websites:
www.ReadyMarin.org
www.NRGMarin.org

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INTRODUCTION

This disaster response plan was developed for a 450 home subdivision in Corte Madera, CA. The neighborhood, know as Mariner Cove, borders a marsh on the San Francisco Bay and was built on fill, thus subject to liquefaction in an earthquake. Because professional first responders will be overwhelmed and probably unavailable in a major earthquake disaster, the plan was designed to allow the neighborhood to take care of itself for three to five days.

It is important to note that this plan is only a model. Every neighborhood is different - in topography, disaster risk, nature of residents, and type of residence – so every plan ought to be designed accordingly. Where appropriate these pages recognize where modifications might be considered.

Similar plans are being developed in all neighborhoods in the Twin Cities of Corte Madera and Larkspur. The emergency teams are called Neighborhood Response Groups, or “NRGs”. The NRG Program is endorsed by town management and by the Fire and Police Departments and has become an integral piece of both towns’ emergency preparedness system, as it supports the professional first responders by providing current information about conditions on the street while offering care and comfort to the injured.

THE CONCEPT

The basic premise is that citizen volunteers can help save lives, install order and protect property following a natural disaster such as earthquake, Tsunami/ flood, or wildfire - the most likely emergencies in these towns on the San Francisco Bay. However, had a program like this been in place before Katrina, Sandy or Harvey, it is probable that lives would have been saved and public turmoil lessened.

This plan builds on the repeated experience that following a disaster private citizens are quick to help their neighbors, whether they are trained or not. “Neighbor-helping neighbor” is the impulsive force that underpins the program, which is built around small “clusters” of residents who know each other and are thus motivated to help each other.

In an incident, leaders of these clusters, often called Block Captains (BCs), patrol their clusters looking for neighbors that need help and assisting to the best of their abilities. They report all events by radio to that NRG’s Incident Command (IC). IC responds with available resources and reports major events, such as fire, heavy structural damage, or life-threatening injuries by radio to the official Emergency Operations Center. The NRG IC serves as the information nexus to the professional first responders, who know they can go there by radio or in person for up-to-date and accurate information.

The NRG and its teams (BC, IC and Medical) are trained to recognize when to self-mobilize and are expected to be alert to media reports. Their first reaction after seeing to their household should be to turn on their radio and listen for instructions from their IC. Different communities may develop different means of communication including sirens, messaging, telephone trees and common sense.
The NRG expects to be on duty until dismissed by its IC or relieved by professional first responders.

**GOALS**

The program is built to realize a set of defined goals, the ultimate one being to save lives. Supporting that, the plan aims to:

- *Overlook no one.* A database of family information together with tactical procedures work towards this goal.
- *Be in control.* The plan establishes a framework within which volunteers, working within their skills and abilities, take control of the situation to minimize harm and panic.
- *Leverage capabilities.* A complete census of the neighborhood identifies who has helpful skills and where useful resources are located.
- *Raise awareness.* By means of cluster activities, drills, and information in newsletters and on social media, all residents are better informed and their families better prepared. The plan recognizes that the basic unit of survival is the family - that the family is its own best first responder.

The plan aims to integrate itself into the town disaster plans and only exists in support of the professional first responders...

**FEATURES**

While particular NRG programs may look very different they share common features.

- Each is built by and for itself. Every NRG is a grass roots effort that follows no dictate or direction from public authorities.
- Each is based on the belief, demonstrated time and again in emergencies, that neighbors will help their neighbors if they know them. As the program develops in a neighborhood the sense of community and social capital, the energy that binds people together, is strengthened
- Practice is important, so drills are held at least semi-annually among all the NRGs in coordination with the fire department and town management.
- In an emergency, the NRGs operate in support of the professional first responders who upon their arrival will assume command of the incident.
STRUCTURE

An NRG comprises these elements:

- **The Steering Committee**
  This group designs the program to fit the needs and capabilities of its neighborhood, and then continues to oversee the ongoing program. Working with Incident Command, it plans the drills and organizes educational gatherings. It works to communicate with the response team on a regular basis to maintain commitment. It communicates with the neighborhood at large to maintain awareness of the importance of the program. Members of the Steering Committee are likely to be active members of the response team.

- **Block Captains**
  The Block Captains are the heart of the program. They agree to go into the streets to help their neighbors and undertake to reach out to and know the people in their assigned block. Ideally they will have had first aid or CERT training, but most important is a commitment to be there when needed. This program is based on the premise that untrained but responsible and mature adults can provide life-saving service in an emergency if there is an operating framework in place in which the team has drilled. They are supplied a walkie-talkie radio for communication with Incident Command, to which they report the condition of their assigned residences and by which they request medical or other support.

- **Incident Command**
  Incident Command is organized using the standard Incident Command System, employed by all American emergency response groups from FEMA to local fire and police. This is the ideal; some neighborhoods will find ICS to be too involved and formalistic. In truth, though, it is a proven way to manage disaster response.

- **Medical Team**
  The team is composed of doctors and nurses from the neighborhood, both retired and still working. While some working medical professionals may have to report to their workplaces, others may not, or, destruction may prevent them from doing so.

- **Search and Rescue**
  A very robust NRG will have search and rescue capability based usually on CERT training. Block Captains will never be asked to enter structurally suspect buildings, or to deal with life-threatening objects. If an NRG based CERT team is available it may be able to respond to such events.

- **Equipment**
  - Since communication is vital, all NRGs should be equipped with walkie-talkie radios. Radios are used to communicate with the Block captains as well as to authorities beyond the neighborhood. Channels are assigned to each NRG to minimize interference and cross talk among nearby NRGs. Radios are not dependent on functioning infrastructure so should be a part of every neighborhood's emergency plan.
  - Medical supplies and basic search and rescue gear should also be available.
- OK/HELP signs are provided to all homes.
- Block Captains wear identifying garb, such as a vest, cap, or nametag. They carry a backpack with essentials such as radio, flashlight, clipboard, report forms, basic first aid kit.
- Incident Command has a pre-designated meeting place, but should be prepared to assemble wherever it is safe and dry. It will have some way to record Events as they are called in and another means to follow the progress of the response to each event. White boards are most useful for this.

**GETTING STARTED**

**Organize the neighborhood**
First, identify three to six residents who have sufficient interest in disaster preparedness to help get the plan started and are convinced that this plan makes sense for their neighborhood. They do not have to commit to a permanent leadership position, only to getting it started. They have three tasks:

- Establish preliminary boundaries. Think about number of homes, ease of walking between the homes, radio communications,
- Plan a meeting of all residents. Find a venue. Design flyer advertising the event and publicize it as loudly as you can. Sandwich board signs at common street entrances and social media posts work well.
- Hold the All Residents meeting.

**Find Your Volunteers**
At the All Residents Meeting, have attendees sign in, with contact information. Present the NRG program. At the end of the meeting urge everyone to sign up for a role. Those reluctant to commit to a role can promise to help in another way, such as maintaining the database, making telephone calls, researching and buying supplies, etc. Come away with six to ten neighbors willing to serve on the Steering Committee.

**Continue to Plan**
The Steering Committee should plan to meet monthly for one year with the goal of an initial drill at the end of that year. Monthly meetings are essential to maintain momentum and interest. Divide up your streets into manageable clusters of 10-20 homes, taking into account topography and nature of the dwellings, e.g. town home vs. large lot single dwelling. Identify a Block Captain lead and recruit Block Captains. Identify an Incident Command lead and recruit members. Recruit a Medical Team lead and recruit members. By all means, divide up the tasks – you don’t want people to burn out before you are organized!

**Orient The Team**
Assemble your teams and go over their duties and responsibilities. Use the descriptions in the Appendix as your guides.
Seek Further Training
Urge your volunteers to seek further training. Even though not required it should be obvious that a Block Captain will multiply his or her effectiveness with CERT or first aid training.

Drill
Participate in the semi-annual multi-NRG drill. Incident Command will assemble and open the drill. Block Captains don their vests, turn on their walkie-talkies and walk their clusters. Residents will have been asked to hang out their HELP/OK signs and some may have been given scenarios to test the system. BCs will respond to them as appropriate. BCs will call in the events they “discover,” and IC will record and simulate response to the event. IC will close thee drill and conduct pre- and post-drill briefings.

ROLES AND RESPONSIBILITIES

Block Captain Responsibilities
- Ongoing
  - Prepare as completely as possible – GetReady and CERT classes are strongly recommended, although not required.
  - Work to know the people in your cluster. Work to build “clusterhood” with occasional meetings and dissemination of information. Greet new residents in the cluster, give them the “earthquake talk” and gather their information for the database.
  - Attend an orientation session to discuss the duties detailed in the Appendix.
  - Participate in semiannual drills. The drills ensure that radios are kept charged and workers remember radio usage and protocol. The drills also provide practice in real life disaster scenarios as the entire NRG works to solve events.
  - Update your data-base semi-annually

- In A Disaster
  - Following an earthquake, attend first to family and home. When ready, don identifying garb and backpack, turn on radio, and patrol assigned cluster.
  - Assess hazards and injuries in cluster and report by radio to Incident Command
  - Monitor and report on cluster until the emergency is declared over by Incident Command.

Incident Command Team Responsibilities
- Ongoing
  - Prepare as completely as possible. Familiarize yourselves with the Incident Command System, an organizing and operating method used by all professional response groups.
  - Meet together and organize in accordance with that system.
  - Participate in drills and attend Team meetings.

- In A Disaster
Attend first to family and home. When ready, self-mobilize at the pre-designated Command Post (CP). Recognize that its location may be dynamic and may have to be moved if the disaster makes it inaccessible or unusable.

Take command of the Team’s response in accordance with the ICS. Tasks include:
- Keep a log of all incoming calls
- Complete Event Reports for action
- Manage responses to events
- Communicate with other NRG ICs to share information and resources.
- Communicate with Emergency Operation Center according to plan.

Medical Team Responsibilities
- Report to Incident Command after ensuring that family and home are OK. Bring a bike if possible to speed response.
- Provide guidance to Block Captains pertaining to injuries reported
- Tend to wounded who arrive at the trailer
- Go to sites when the injured cannot be moved
- Participate in drills and educational meetings.
- Manage the Field Medical Team

Role of Field Medical Team
- If a major earthquake makes travel impossible, doctors and nurses who would normally expect to report to work will not be able to do so. They can then help the Block Captains attend to the wounded
- Medical Team members should be equipped with backpack of medical supplies and a radio.

Search and Rescue Responsibilities
- A limited Search and Rescue capability is important for a thorough response to a structurally damaging disaster, which of course an earthquake is likely to be. Veterans are likely to be helpful, as are retired fire fighters and ski patrollers. Outdoors enthusiasts may have wilderness medicine training.
- CERT trained residents are authorized to mobilize locally and work as CERT teams with an NRG structure.

Other Roles
- Data- Base manager. Information about residents is collected by BCs and needs to be entered into a database this information is made available to Block Captains for their own cluster and to Incident Command for the entire neighborhood.
- Equipment manager, charged with purchasing and maintaining all equipment and supplies.
- NRG Chairperson. Oversees entire program and communicates with other NRGs. Rotate this job every two or three years.
- Treasurer. Keeps track of finances and helps identify needs for fundraising.
- Secretary. Keeps track of meetings and other communications.
REGULAR DRILLS AND EVENTS

The foremost ongoing challenge in managing an NRG is maintaining the commitment and enthusiasm of the volunteers. Regular drills help remind everyone of the importance of their efforts while demonstrating to the neighborhood that a system is in place that will help them. Drilling just twice a year strikes a good balance between that goal and overtasking the team. Pick two dates and stick to them; the spring and autumn days when we go on and off Daylight Savings Time work well.

A lesser challenge with rarely used radios is to be certain they are ready when needed. All volunteers are asked to carry six or more extra fresh batteries. (Discard the rechargeable batteries – they degrade over years, even without use.)

Before a drill, communicate in detail with the entire Disaster Team to remind them of procedures. Communicate also with the entire neighborhood via flyers and social media to alert them to the drill, invite them to observe and instruct them to display their OK/HELP sign.

In a typical drill, at an appointed time on Sunday morning, Incident Command mobilizes and starts the drill. Block Captains turn on their radios. The Medical Team assembles. Some Block Captains are given Events that require some thought and hypothetical action by the IC and Medical Teams. After all have reported in and the Events resolved, the IC closes the drill. Benefits of drilling are: all radios have been located and charged; all members have practiced radio usage and protocol; the IC, BC, and Medical Teams have been challenged; and everyone is reconnected to the program. All families have taken part, if only by posting their OK/HELP signs, with the result that the entire neighborhood is better prepared.

Successful NRGs work to build community and social capital with neighborhood events such as block parties, summer barbeques, newsletters, websites, and Facebook pages. Some hold occasional emergency preparedness education meetings.

LAST WORDS

Keep foremost in mind that you want to build a program that enables you and your neighbors to take care of yourselves until the emergency has passed or the professionals arrived. Your own Neighborhood Response Program is designed by you and for you. Harnessing the human desire to help one another is the clearest way to achieve self-sufficiency in a disaster. We will be on our own; so much better to be on our own together.

Lee and John Howard
August, 2017
Revised May, 2018
Appendices

1. Sample NRG Cluster Map
2. Block Captain Responsibilities – Before the Incident
3. Block Captain Responsibilities – During the Incident
4. Radio Protocol
5. Suggestions for Giving the “Disaster Talk”
6. Incident Command System
7. Block Back Pack Supplies
8. Sample Channel Assignment structure
9. Suggestions for Steering Committees

Forms

1. New Resident Handout
2. Block Captain backpack list
3. Resident questionnaire
4. Block Captain/IC Event reporting form
5. Home Supply list
6. Grab and Go checklist
A- SAMPLE NRG CLUSTER ORGANIZATION

Mariner Cove Cluster Map

Cluster Key

- Cluster 1: 2-26 Edgemar, 1-26 Channel & 1-10 Baja
- Cluster 2: 113-157 Yolo
- Cluster 3: 1-49 Key Largo Cove & 1-10 Key Largo Cove
- Cluster 4: 9-49 Seawolf
- Cluster 5: 5-42 Flying Cloud
- Cluster 6: 5-42 Pacific Queen
- Cluster 7: 9-42 Prince Royal
- Cluster 8: 1-53 Spindrift
- Cluster 9: 54-95 Spindrift
- Cluster 10: 10-53 Diamond Head
- Cluster 11: 5-65 Staghound
- Cluster 12: 1-46 Seamast
- Cluster 13: 2-46 Ebbtide
- Cluster 14: 2-29 Foremast
- Cluster 15: 1-29 Tradewind & 2-4 Lanyard
- Cluster 16: 2-38 Morning Star Crse
- Cluster 17: 1-50 Golden Hind Passage
- Cluster 18: 35-81 Golden Hind Passage
- Cluster 19: 85-123 Golden Hind Passage
- Cluster 20: 126-175 Golden Hind Passage
- Cluster 21: 176-227 Golden Hind Passage
- Cluster 22: 228-272 Golden Hind Passage
- Cluster 23: 275-355 Golden Hind Passage & 1-9 Cay Passage
B - BLOCK CAPTAIN RESPONSIBILITIES - Before an Incident

The Block Captain has a vital role in the Disaster Response Program. He or she will be seen as the leader/helper in the aftermath of a disaster. We encourage you to take the GetReady Class and the CERT course to enhance your ability to help your family and your neighbors.

Attend the Orientation Session where you will be given:
* a map showing each cluster in Mariner Cove with addresses listed
* a spread sheet with information on each home in your cluster. This information is to be used only by you and the Control Team.
* a copy of two lists of responsibilities (Forms B 1 and 2)
* a sheet with basic first aid and hazard information
* sheets for recording the conditions you find when you assess after an event
* a radio, written radio protocol instructions (Form C) and radio receipt (Form D).
* Block Captain vest and helmet
* back pack suggestions (Form M)
* access to the NRGmarin.org site which enhances disaster information

The Block Captain’s role begins with the assignment of the addresses within his/her cluster. It is of utmost importance that the Block Captain knows the people in the cluster and that those people are encouraged to know one another. Crises around the world have demonstrated that the first responders following a disaster are those on the scene. Neighbors who know one another will be more apt to show concern and offer help.

The first job of the Block Captain is to get to know everyone in the cluster, to give each residence the “earthquake talk” and to gather information for the data-base. See Form E.

IT IS STRONGLY ADVISED THAT YOU READ “THE EARTHQUAKE TALK” CAREFULLY, PRACTICE IT AT HOME AND TAKE IT WITH YOU UNTIL YOU ARE CERTAIN YOU ARE REMEMBERING ALL THE POINTS TO SHARE. Remember- the talk is demonstrated on the website....NRGMarin.org.

It is vital that the database be current. We designate two weeks in the Spring each year for the Block Captains to verify and update the data.

We strongly urge you to create a Block Captain backpack. Form M has suggestions.

Additional Block Captain responsibilities include participation in radio drills and relevant educational classes.
C - BLOCK CAPTAIN RESPONSIBILITIES - During the Incident

Our team will mobilize in a major earthquake. If you are unsure, turn on your two-way radio and listen for Incident Command to open the radio network.

First, you attend to your own family and house:
1. Check for gas leak. Shut off at gas meter if you smell gas.
2. Turn off water intake from street to keep out pollutants.
3. Turn off your hot water heater to preserve clean drinking water.

When all is safe for your family, attend to your cluster. Bring your backpack and radio; wear your red vest and helmet.

Your first responsibility is to assess injuries and damage in your cluster and report such conditions to the Incident Command. Also, you ought to be prepared to be seen as a leader and to be the source of information and support. If you have CERT or First Aid training, we encourage you to provide hands-on assistance.

1. Conduct a door-to-door survey of your assigned homes. Investigate first the homes with no sign showing or HELP sign showing; check on those with OK signs later. If no sign is visible, knock loudly, identify yourself. Do not go in unless you see or hear someone in need of help. If the HELP sign is visible but no one comes to the door, report that to Incident Command.

2. Keep a record of all households on the recording forms on your clipboard.

3. If you find serious injury or hazard, radio that report in immediately. For all other information, make one report when you have completed your round in your cluster.

4. If a home is uninhabitable, instruct the occupants to seek shelter with a neighbor or to use the camping equipment they have stored outside and stay on their own property. Those with habitable homes should stay in them.

5. Remain in your neighborhood and monitor your cluster until Incident Command or the town authorities declare the emergency is over.
D - RADIO PROTOCOL

- Face towards your Control Center so your body is not blocking the signal.
- Hold radio vertical and talk across, not into the mike.
- Keep calm and keep your voice calm, even if you are not. Use clear, plain language and a normal tone. Shouting into the microphone, even when you are in a noisy environment, only distorts the signal.
- Walkie-talkies are not like a phone. You cannot hear others when you are sending, and vice-versa.

SENDING

- Think First of what you wish to say in short, clear sentences. Think “WHO, WHAT, WHERE, WHY, WHEN.”
- Push transmit button, count one second and then begin talking.
- State the name or unit you are trying to reach.
- Identify yourself by cluster or team. Say “Over.”
- Count one second and release the transmit button.
- Example: “Control, this is Cluster 13, give name of caller, over.” Control will respond “Cluster 13, this is Control, go ahead.”
- Only after you are recognized should you send your message, starting with “Control, this is Cluster 13 ………..” and ending with “Over.”
- After Control acknowledges receipt of your message say “Control, Cluster 13 Out.”
- Note that it is the sender who declares the message complete by saying “Out.”

TROUBLESHOOTING

- Make sure you are on agreed-upon channel.
- Check for low or dead battery.
- Make sure volume is turned up.

TIPS

There may be dozens of radios assigned to your Response Team. Sometimes you will not receive an immediate response to your initial call. Please respect the hectic nature of what’s going on at the Control Team where you may be only one of many trying to communicate.

If you have an emergency that is clearly more important than the call in progress, but only then, you may wait for a break in traffic and transmit “Urgent” or “Emergency.” (“Urgent” means time-sensitive but not life-or-death; “Emergency” means minutes may count.) Wait until Control comes back with “Urgent traffic go ahead.” Carry out your message as above.

Always carry extra batteries!

Adapted from Mill Valley CERT protocol.
E- SUGGESTIONS FOR GIVING “THE DISASTER TALK”

As the Block Captain, you need to know the residents in your cluster and you need to have a two-way sharing of vital information about response to earthquakes and wildfires.

A proven first step is to leave a flier under the doormat of residents who need the “Disaster Talk”. It should explain that a Disaster Response Program has been established in the neighborhood and that you are the Block Captain. Give your name, your street address and some form of contact information – either phone or email. Ask that the resident contact you to set a date for a 15 minute visit so you can explain how the program will help him and how he can help himself.

In a few days, gather this Suggestions sheet; your calendar; an OK/HELP sign; the form you have filled in with the information of the Block Captains and the form for collecting household information.

At the door, identify yourself and remind them of the flyer. Ask if you may have 15 minutes of time for the talk. If this is not a good time, make a date. Gather only the name and contact information in case you need to reschedule.

THE ACTUAL DISASTER TALK

1. If we experience a major earthquake, authorities in town warn us we will be our own for 3 – 7 days since they are short-staffed. We should expect no help outside of our neighborhood program.

2. Our program for Disaster Preparedness and Response stresses self-reliance; neighbor helping neighbor and the goal that no one is overlooked. It is a grass roots effort. The first job of every resident is to store supplies for his family for 3-7 days. (Hand out the list of suggested supplies). Store them in a water-proof container like a clean trash barrel outside your house and garage. If we are isolated for a long spell, your favorite neighbor will not want to share supplies with you as he will need them for his own family. Being supplied is your job.

3. We have divided our area up into clusters with about 20 houses in each cluster.

4. We have found Block Captains for each Cluster and here are yours (Hand out sheet with names, street address and phone of Block Captains for your cluster)

5. After a MAJOR earthquake, these are the steps we want you to take. Turn off your gas valve if you smell gas. Buy a wrench and leave it OUTSIDE BY THE METER.

6. Turn off the faucet bringing water from the street to the house as street lines will be polluted.
7. Turn off the valve on the top of your hot water heater and take clean water out from the tap at the bottom for drinking and cooking.

8. Stay in your house if possible. If not, shelter in place with a neighbor or camp in your yard. Put a tent and sleeping bags in those trash cans.

9. Put your OK/HELP sign in a window facing the street. When your Block Captain monitors the cluster, he/she will radio in the hazards and injuries to a Incident Command Team. (Give them the OK/HELP sign at this point in the talk)

10. The Incident command Team will search for help from a medical team made up of your neighbors.

11. You are your own best First Responder. Lay in supplies. Take a First Aid Class to help your family. Take CERT – Central Marin Fire Department.

12. Urge residents to sign up NOW for ALERTMARIN.ORG for wildfire alerts. If we get a “Warning” alert, we Block Captains will try to check on the most needy in our clusters before we evacuate like everyone else.

13. Urge residents to prep a Grab And Go Bag and to pay attention to Red Flag Days as alerted by the Weather Service.

NOW IS THE BEST TIME TO ASK FOR FAMILY INFORMATION. BY NOW YOU HAVE EARNED THE TRUST OF THE RESIDENT AND HE UNDERSTANDS THE PROGRAM.

We are creating a database for every house in our cluster. No one will have your information except for your Block Captains and the Control Team. We need to know the situation for each house. DO NOT LEAVE THE DATABASE SHEET WITH THE RESIDENT – they will never come back to you. Hand them the sheet and a pen and explain that you will wait while they fill it out. If someone refuses, write DOES NOT WISH TO PARTICIPATE for the database. If you have done a convincing talk, 99% of folks will fill it out.
F- INCIDENT COMMAND SYSTEM

Purpose: Manage and Coordinate NRG response.

Responsibilities:

1. Report to pre-designated location in response to mobilization message or in recognition of major quake.
2. Receive, record and process reports from Block Captains
3. Ensure all clusters are covered
4. Dispatch help from Medical Team or other immediate resources
5. Liaison with authorities for assistance.

The Incident Command System

Incident Command System (ICS) is the standardized method of managing emergency response. It is what the professionals - fire, police, County Sheriff, etc. - would expect to see should they have to interface with the NRGs. Using the ICS system enhances the program's credibility with the authorities.

If a disaster calls us out, we can assume that the EOC at the County level will activate. If not, we can also assume the disaster is so localized that public safety help will be on the scene quickly.

ICS is both flexible and modular. The system can both expand and contract according to changes in staffing levels. Management might be one person – or a hundred; we have reduced the functions to what we think are most appropriate for our sort of incident and staffing capabilities.

An NRG ICS management team would to look as follows if completely built out.

**Incident Commander:** The person providing overall coordination of all activities. The IC will also cover any tasks not assigned to other persons. **Liaison Officer:** The person coordinating with CERT, MMRC, government agencies and other NRG’s.
**Situation Unit Leader:** The person receiving information from the Block Captains and any others, and who organizes and records the information.

**Medical Unit Leader:** The person in charge of the neighborhood medical team.

**Search and Rescue Unit Leader:** The CERT trained person in charge of the neighborhood CERT team.

These job titles are specific and should be used correctly and completely; they will be immediately understood by any professional emergency responder. To be effective, the Incident Command, Liaison, and Situation Unit roles at least ought to be filled.

Volunteers will be pre-assigned to these several roles, with some redundancy to help account for absence.

- **Incident Commander:**
  - One of the following: 
    - 
    - 
    - 
    - 

- **Liaison Officer:**
  - One of the following: 
    - 
    - 

- **Medical Unit Leader:**
  - One of the following: 
    - 
    - 

- **Situation Unit Leader:**
  - One of the following: 
    - 
    - 

- **Search and Rescue Unit Leader:**
  - One of the following: 
    - 
    - 
Chart of Incident Command
G- Block Captain Backpack Suggestions

Your NRG identifying garb

Radio kit with printed instructions and 8 fresh batteries

Spreadsheet for cluster; pens or pencils

Event form

Flashlight or headlamp that will leave your hands free

Extra pad and pen

Heavy gloves and latex gloves

Goggles

Permanent marker to leave messages on houses with structural damage

Water and quick energy food for you

Dog treats for protective dogs

First Aid kit

Duct tape
**H– RADIO CHANNEL ASSIGNMENTS EXAMPLE (as of May, 2018)**

**FRS/GMRS RADIO CHANNEL ASSIGNMENTS (V15)**

<table>
<thead>
<tr>
<th>Neighborhood</th>
<th>Area</th>
<th>Motorola</th>
<th>PL</th>
<th>Midland</th>
<th>cT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baltimore Park</td>
<td>LRK</td>
<td>3</td>
<td>35</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>Blue Rock</td>
<td>LRK</td>
<td>20</td>
<td>2</td>
<td>20</td>
<td>2</td>
</tr>
<tr>
<td>Boardwalk One</td>
<td>LRK</td>
<td>12</td>
<td>7</td>
<td>12</td>
<td>7</td>
</tr>
<tr>
<td>Casa Madera (Sandpiper Circle)</td>
<td>CM</td>
<td>10</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Chapman Meadows</td>
<td>CM</td>
<td>17</td>
<td>23</td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>Christmas Tree Hill</td>
<td>CM</td>
<td>19</td>
<td>20</td>
<td>29</td>
<td></td>
</tr>
<tr>
<td>Creekside</td>
<td>LRK</td>
<td>10</td>
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**RESERVED CHANNELS**

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Version 15 released March 2018
I– SUGGESTED PROCESS FOR STEERING COMMITTEES

The Steering Committee’s role is to establish and oversee the Disaster Response Program for its neighborhood. Following are steps you might take to break down the process. Experience in other neighborhoods has proven that Steering Committees that hold monthly meetings have success in maintaining momentum.

Invite everyone who attended the “Meeting Of All Residents” to the first Steering Committee meeting. As you gain workers, invite them all to each meeting and send them all the minutes of each meeting.

Work to find leaders for these groups: Block Captain; Control Team. You will find Medical Team members as you begin to collect information on households.

1. Create a map that clearly outlines your boundaries.

2. Determine the number of houses you want in each cluster and define your clusters. Determine the number of Block Captains you want per cluster – we recommend two. When you are recruiting, try to align a person’s interests and strengths with a role – Block Captain, Control Team or Medical Team.

3. Using the volunteer list from the all-residents meeting, assign those who volunteered to be Block Captains to clusters. Use them to recruit others. This recruitment is the hardest part of the process, so use all your friends and connections shamelessly. The ideal Block Captain should be a person who is physically able to do the job. If a Block Captain has young children, it is best if there is an “at home” parent since children should not be part of the disaster scene. It is best if the Block Captains are assigned to their own clusters. If this is not feasible, assign them as close as possible.

4. Using your list of volunteers, contact members for your Control Team. Recruit a healthy number of volunteers. The Control Team is the Command Center for drills and actual disasters. They should be folks who can be understood when using radios.

5. Using your list, recruit members for a Medical Team. Try to find folks who will not be called up for hospital duty in a disaster. Ask medical
personnel who are expected to report to hospitals to commit to our program if roads are impassable.

6. Find a person to be in charge of setting up and maintaining the database.

7. Make a plan for raising funds.

8. Purchase your vests, radios and OK/HELP signs.

9. Hold orientation meetings for Block Captains, Control Team and Medical Team members. At these meetings, give out vests, radios, signs and written descriptions of roles. Practice with each person using the radios.

10. Plan to participate in the earliest possible Twin Cities NRG drill. Even though you have just a few radios and a handful of volunteers, reporting and listening will build enthusiasm within your team. Later drills might involve surprise problems that require members to think on their feet. They should involve yearly updates for the database with door-to-door interactions. This is vital as the Block Captains need to know each family in the cluster.

11. Consider purchasing and storing a cache of supplies for first aid and light search and rescue.

12. Urge members to take CERT, GET READY or First Aid classes.
TO: (New Resident)
FROM: Your neighborhood emergency response team

Your neighborhood has established an emergency response program in which neighbor helps neighbor. Our homes are divided into clusters with Block Captains for each cluster. These Captains will monitor their clusters following a major earthquake and report hazards and injuries to an Incident Command team which will send help.

Here is what you should do in a major earthquake:

1. Turn off your gas at the meter if you suspect a leak. Leave a wrench under the meter.
2. Turn off your water intake from the street to prevent your lines from pollution
3. Turn off your hot water heater at the top to seal off good drinking water in the tank
4. Stay in your home if possible. If uninhabitable, seek shelter with a neighbor
5. Put your OK/HELP sign in a window facing the street to help your Block Captain.

YOUR BLOCK CAPTAINS ARE:

Name:
Address:
Phone

Name:
Address:
Phone

11/17
BLOCK CAPTAIN BACK PACK SUPPLIES

Your NRG identifying garb

Radio kit with printed instructions and extra batteries

Spreadsheet for cluster; pens or pencils

Block Captain Event report form

Flashlight or headlamp that will leave your hands free

Extra pad and pen

Heavy gloves and latex gloves

Goggles

Permanent marker to leave messages on houses with structural damage

Water and quick energy food for you

Dog treats for protective dogs

First Aid kit
Thank you for filling out the form. Your information will be shared with your Block Captains and the Control Team for use in a major earthquake.

Address_______________________________________________________________

Adult residents’ first and last names ________________________________

Children's first and last names and birthdates__________________________

Children's schools____________________________________________________

Home phone____________________ Cell phone_________________________

Work phone/phones___________________________________________________

Primary email address________________________________________________

Emergency contact not in our earthquake zone
Name______________________________ Phone____________________

Pets______________________________________________________________

What information would be important for rescue workers to know about your household members? Wheelchair? Disabled? Medical condition?_____________________

Has anyone had GET READY CLASS?_________ CERT TRAINING?_______

DOES ANYONE HAVE MEDICAL TRAINING?___________________________

DO YOU HAVE: pick up truck_______ Chain saw_______Generator_______

Military or police training ___________________________
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<th>BLOCK CAPTAIN EVENT FORM</th>
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<tr>
<td>Date:</td>
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<tr>
<td>Time:</td>
</tr>
<tr>
<td>Cluster:</td>
</tr>
<tr>
<td>Block Captain:</td>
</tr>
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<td>Event Address:</td>
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**DESCRIPTION OF EVENT:**

Recorded by:              
Position:                 

Time Referred to Incident Command

First Response

Second Response/Conclusion

Mariner Cove ICS-213 Event Report Rev 9/1/17
http://nrgmarin.org/a-disaster-plan/