CORE II

Neighborhood Preparedness & Response Manual

CITY OF OAKLAND

CORE PROGRAM

Citizens of Oakland Respond to Emergencies

in OFD
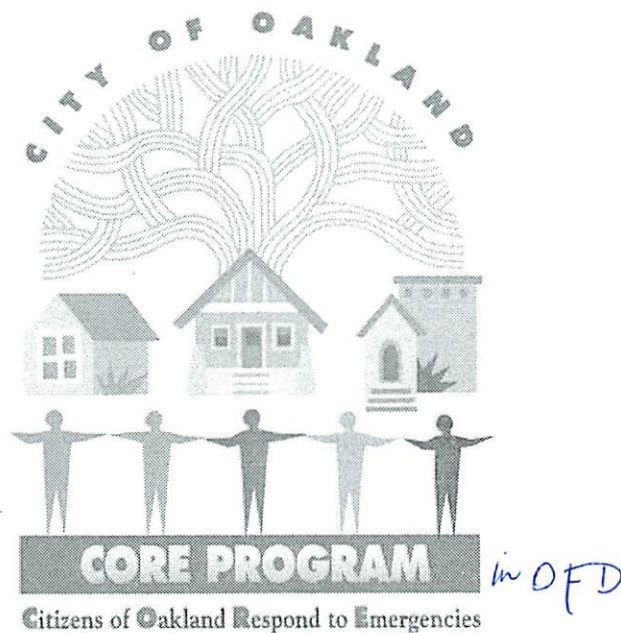
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FEMA's CERT program similar

ACKNOWLEDGEMENTS

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Disclaimer:

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INTRODUCTION

An Introduction to Neighborhood Preparedness and Response Training

Congratulations on your decision to participate in the CORE II training, *Neighborhood Preparedness and Response*. This class will give you the basic skills you need to create an emergency response organization in your own area. This will put you and your neighbors in a strong position to help each other until professional help is available.

In CORE I, *Home and Family Preparedness*, participants learned that the first response system — fire fighters, police officer and paramedics — might not be able to handle all of the calls for assistance during a large emergency or disaster. Experience has shown that individuals and neighborhood groups might be on their own for 24 to 72 hours after the emergency. In isolated areas or in neighborhoods where access is limited, people might be without emergency services for even longer than that. The goal of the CORE program is to give Oakland residents some of the skills they will need to stay safe until help arrives.

CORE I participants learned how to:

◆ Minimize common hazards around the home and workplace

◆ Collect and store emergency supplies

◆ Understand what to do during an emergency situation

◆ Plan an evacuation route from their homes

CORE II participants will learn how to:

◆ Select a neighborhood Incident Commander

◆ Identify and prepare an Incident Command Center

◆ Create emergency response teams

◆ Plan and conduct a neighborhood evacuation

CORE II participants are strongly encouraged to take CORE III, Emergency *Response Hands-On Training*. Urge your CORE Group Leader or Neighborhood Incident Commander to schedule your group for the training by calling the CORE Program at 238-6351.

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CHAPTER ONE

Neighborhood Preparedness

WHY ORGANIZE?

History

After a major disaster, police, fire and ambulance services may not be immediately accessible. There may be more needs than official resources available. For at least 72 hours after a major earthquake, you will probably have to rely on yourselves and your neighbors for first aid, fire fighting, search and rescue and general support.

While Californians did help each other after the earthquakes of Loma Prieta (1989), Humboldt County 71992) and Northridge (1994), we would have been far more effective if we'd had a neighborhood disaster plan beforehand.

The Citizens of Oakland Respond to Emergencies, Neighborhood Preparedness and Response Program (CORE II) teaches neighborhoods how to organize and respond to emergency situations until outside help arrives. When all of the CORE training is completed, CORE groups will have a coordinated plan and the basic skills to take care of most emergencies. Prepared neighborhoods can mean the difference between life and death for individuals and their families.

Strength in Numbers

The saying, "there is strength in numbers," definitely applies when a neighborhood experiences major upheaval and devastation from a disaster. One person working alone will not be able to handle all of the problems that can arise. The feeling of self-reliance and knowledge that comes with CORE training can make a significant difference in how we respond and work more easily together to:

- Find shelter, food and water
- Free people who are trapped
- Protect each other's property
- Offer first aid

By organizing your neighborhood for a disaster response, you will be able to identify human and material resources that can be shared. Which neighbors have construction skills and equipment? Who has first aid training and supplies? It is important to know **before** you need them. One lasting, very positive benefit of establishing a CORE group is cohesiveness — your neighborhood can become a better place in which to live.

GUIDELINES TO ORGANIZE A GROUP

Choosing a CORE Group Leader

The ideal CORE group leader should have these traits:

- Good organizational and people skills
- Time and interest to initiate and develop group activities
- Ability to delegate responsibilities when coordinating events
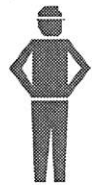
Some groups choose several individuals to serve simultaneously and rotate their responsibilities annually. This encourages greater participation, fresh ideas and sharing of work. Note that the roles of the CORE group leader and the Incident Commander are different. (See page 30.)

Getting Neighbors Involved

To develop greater participation at your next meeting, start with neighbors who attended CORE I and ask them to contact at least one neighbor who didn't attend. The best way to enhance participation is to make personal contact either by phone or in person. Have them use the following ideas as a kind of script to describe the program:

- Identify yourself as a neighbor, the street on which you live and indicate that you are part of the City of Oakland's neighborhood CORE program.
- Give a brief explanation about the program, including the benefits of extra protection and how little time it takes to be involved.
- Provide them with a brochure about CORE. Put your name and telephone number on it, as well as the date, time and place of your next meeting. Call the CORE Coordinator (238-6351) to obtain copies.
- If possible, help identify their special needs (e.g., the elderly, children, pet owners, the physically or emotionally challenged). Let them know that someone in the neighborhood might be able to help them in an emergency.

- Because many people have concerns about a potential fire or earthquake, point out that establishing a CORE group will make your neighborhood safer and better protected as resources and supplies become identified.

- Follow up with a *CORE Information Flyer* (12, A-75) or phone call reminding them of the next meeting. Have them come with another person or ask them to bring something so they are more likely to show up.

- Hand out the *CORE Family Questionnaire* (13, A-77) and *Medical Release Form for Minors* (16, A-81). Have people fill them out and return them to you.

- For more reluctant neighbors, a newsletter is a good way to share information about the program. You can also ask someone who knows them to talk with them about the program and encourage their participation at any level.

- Ask those individuals who decline to participate in the CORE group if they have any special skills, equipment or special needs the neighborhood should know about if an emergency were to arise.

ACTIVITIES TO GENERATE INTEREST
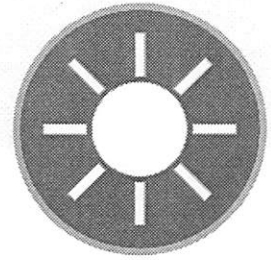
Skills and Resources Meeting

To effectively respond to a major disaster, there is vital information you need to know about your neighborhood ahead of time. After CORE I you should hold a meeting to identify human and material resources that can be used following an emergency. This meeting should be held annually to keep the information up-to-date.

Here are some lists and forms you will need. They are referred to throughout this manual. Note that page numbers are added in parentheses. Sample forms are at the end of each chapter. Blank forms for duplication and use can be found in the Appendix at the end of the manual.

- ◆ *CORE Family Questionnaire* (13, A-77)
  This questionnaire will help you gather important information about your neighborhood.

- ◆ *CORE Family Roster* (15, A-79)
  This roster itemizes vital emergency information such as family and pet names, addresses and phone numbers of your group.

- ◆ *Medical Release Form for Minors* (16, A-81)
  This form is necessary to authorize medical treatment for minors.

- ◆ *Response Team List* (17, A-83)
  This is an "ideal" list that identifies skills and reflects who in the neighborhood is best able to accomplish specific responses during a major emergency. Of course, it is best for everyone to know as much as possible because you can't predict who will be available to help.

- ◆ *Tools and Equipment* (19, A-85)
  This resource list will help you quickly identify sources of emergency tools, equipment and supplies that are stored either at the Incident Command Center or at individual homes.

♦ *Out-of-State Emergency Contacts* (21. A-87)

This is a list of friends or relatives who live at least 200 miles away and can be used as an emergency notification system for individual family members.

♦ *Neighborhood Utilities Map* (22. A-89)

This neighborhood map is an essential component in your neighborhood's emergency preparedness because it provides a geographic view of:

■ Individual dwellings' utility shut-offs (gas, water and electricity)
■ Water sources for fire fighting (e.g., fire hydrants, pools, hot tubs)
■ Foot paths or other routes for evacuation

Some groups use the County Surveyor's maps of their area. The maps can be obtained at the Assessor's Office.

CORE III

Plan for your group to take CORE III, *Emergency Response Hands-On Training.* Currently two 3-hour classes and one 6-hour hands-on training class and exercise are offered by firefighters at the Fire Training Center. CORE III provides instruction and hands-on training in:

♦ Fire Behavior and Suppression
♦ Damage Assessment
♦ Light Search and Rescue
♦ Disaster First Aid
♦ Assisting People with Special Needs
♦ Disaster Psychology
♦ Neighborhood Emergency Communications

Neighborhood Exercise

After your group has completed CORE III, it is strongly recommended that you organize and conduct a neighborhood exercise on an annual basis. Contact the CORE Coordinator at 238-6351 for a Neighborhood Exercise Packet that includes instructions, scenarios and resources to help you plan the exercise.

To have an effective and well organized exercise, most groups hold several meetings beforehand. You need to determine:

♦ Who is ideally suited to be on which specific team and establish team leaders
♦ Their basic responsibilities and tasks for the exercise
♦ What supplies each team needs
♦ The overall exercise guidelines and details

Tabletop Discussions

CORE provides a packet of information with instructions on how to hold a discussion using disaster related questions. It's easy, fun and provides an opportunity for your group to explore various situations that might occur during an emergency. The same questions can be used over and over again for different types of disasters. If your group would like to hold a tabletop discussion, call the CORE Coordinator (238-6351).

Neighborhood Utilities Check

A walk-about is a helpful way to learn the location of your gas, water and electric shut-off valves, as well as those of your neighbors. Many groups spend an afternoon going from house to house.

◆ Attach a special, weatherproof shut-off tool to each gas meter. Using fluorescent colored spray paint that can be easily seen at night, spray a spot just above the valve to rapidly locate it.

◆ Check the location of your two outside water valves (street and house) and make sure that they are not stuck. Note that most over-the-counter tools are not strong enough to loosen street water meter valves that are rusted shut. Call EBMUD to loosen or replace them.

This activity is a good opportunity to complete the Neighborhood Utilities Map (22, A-89).

Additional CORE Classes and Workshops

See the CORE Website at: http://www.oaklandnet.com/fire/core/index.html for the current class and event schedule.

A Neighborhood Evacuation Strategy

Meet with your neighbors and organize a plan for your neighborhood. Review the suggestions for family evacuation in *CORE I* (37-38, 44-45, 50) and the "Evacuation Guidelines" (69-70) discussed in this manual. Walk through your neighborhood and identify footpaths and trails ahead of time. Your plan should include a strategy for spreading warning information (e.g., phone trees, two-way radios, runners, an audible signal) and for posting relevant materials (e.g., maps, evacuation routes, where you've gone). Neighbors who may need special assistance should be identified and a buddy system should be established.

Potluck Meals

Potlucks are a great way to get neighbors together and provide an opportunity to rotate your emergency food. Many groups practice preparing their food without gas or electricity.

Other Ideas Suggested by CORE Groups

- Create a neighborhood **newsletter.** Consider sending it by email.

- Practice using your out-of-date **fire extinguishers** and get used to handling them.

- Organize an emergency **backpack** (29) and go for a walk wearing it. How long can you carry it comfortably? Do you need to add or subtract items?

- Have a neighborhood **fundraiser** so you can purchase walkie-talkies and other equipment. Practice using your walkie-talkies.

- Take **amateur radio classes** and get your license. For more information, see the ORCA website, http://www.gsl.net/orca.

- If you have an open space, practice setting up your tents and consider what **alternate shelters** are available.

- Hold a meeting and talk about how to **personalize** some of the specific recommendations in this book, such as establishing evacuation procedures or a team specifically for pet care.

- The Police Department's **Home Alert** program offers residents 20 different classes on ways to make your neighborhood safer. Call 777-8621 to schedule.

- Hold an annual block party and invite either an emergency supply company that can sell provisions to you (ask for **bulk discounts**) or a fire extinguisher company that can help you **recharge old extinguishers** and sell new ones. This is also a good time to collect donations for a neighborhood CORE fund.

- After a few years, you may have forgotten a few emergency preparedness tips. Consider **rescheduling CORE I, II and III** classes to refresh your group's skills.

SAMPLE FORMS

Part 1:
Neighborhood Preparedness

This section is designed to help you **prepare** for an emergency by gathering vital information that identifies human and material resources in your neighborhood before a major disaster. Most of these lists and forms have been identified in *Chapter One: Neighborhood Preparedness* in the "Skills and Resources Meeting" section (7).

Note that some forms are filled-in "samples" that serve as **examples only** since each neighborhood is unique in its size and requirements. The icons at the top of each page indicate which teams will use them. Modify the lists and forms to meet the needs of your group, except for the *Medical Release Form for Minors*, which is a legal document. The forms should be updated annually.

CORE Information Flyer *Sample*
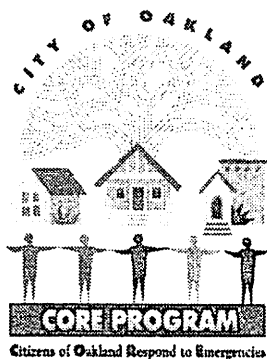
> In seeking opportunities to promote community awareness and service, the mission of CORE is to promote the spirit of neighbor helping neighbor and to provide the highest quality emergency and disaster prevention, preparedness and response training.

Citizens of Oakland Respond to Emergencies (CORE) is a free training program for individuals, neighborhood groups and community-based organizations in Oakland. The underlying premise is that a major disaster will overwhelm first responders and leave many citizens on their own for the first 72 hours after the emergency. CORE teaches self-reliance skills and helps neighborhoods establish response teams to take care of the neighborhood until professional emergency personnel arrive.

Since its inception in 1990, the CORE program has provided training to over 10,000 Oakland residents. CORE set a new standard for emergency preparedness and residential hazard reduction and earned the Outstanding Service Award by the Governor's Office of Emergency Services in 1991. Training includes:

CORE I – Home and Family Preparedness - Learn how to reduce common household hazards, prepare emergency kits, develop evacuation plans and respond to earthquakes, fires, chemical emergencies, flooding and terrorist threats.

CORE II – Neighborhood Preparedness and Response - Learn how to set up a command center and create emergency response teams, (i.e., communications, damage assessment, hazard reduction/utilities, search and rescue, first aid, shelter and special needs).

CORE I and II are conducted at neighborhood sites and require minimum of 10-20 participants.

CORE III – Emergency Response Hands-On Training - Learn beginning response tactics. Get hands-on training in fire suppression, damage assessment, light search and rescue, disaster first aid, disaster psychology and neighborhood emergency communications. Training includes a functional exercise (simulated earthquake). Classroom and hands-on training are conducted at Oakland Fire Training Center.

Block Captain Emergency Preparedness – Review personal preparedness and response skills with emphasis on how to organize your neighborhood emergency response as a CORE Block Captain. Class is taught at the Fire Department Office of Emergency Services.

CORE I, II and III manuals are printed in Chinese and Spanish to facilitate training in culturally diverse communities. Bilingual translators help provide CORE training to other language groups in Oakland.

See CORE website: **http://www.oaklandnet.com/fire/core/index.html** for more information.

CORE Family Questionnaire *Sample*

(Please print clearly)

Family Name(s): _____

Address:_____

Home Phone:_____Cell Phone: _____

Email Address: _____

Emergency Contact (out-of-state friend/relative)
Name: _____

Home Phone: _____Cell Phone: _____

Email Address: _____

Adults in Household
Name: _____ Work Address: _____

Work Hours: _____ Work Phone: _____

Name: _____ Work Address: _____

Work Hours: _____ Work Phone: _____

Children
Name:_____ Age: _____ School/Child Care: _____

School Phone: _____ Address: _____

Name:_____ Age: _____ School/Child Care: _____

School Phone: _____ Address: _____

Name:_____ Age: _____ School/Child Care: _____

School Phone: _____ Address: _____

Pets
Name:_____ Breed/Description:_____ Indoor/Outdoor

Name:_____ Breed/Description:_____ Indoor/Outdoor

Name:_____ Breed/Description:_____ Indoor/Outdoor

Miscellaneous notes: _____

_____

Members of Household Who May Need Special Assistance in an Emergency
(e.g., elderly, difficulty walking, specific medical conditions)

Name: _____ Assistance Needed: _____

Name: _____ Assistance Needed: _____

Name: _____ Assistance Needed: _____

Emergency Equipment Available
(e.g., ham radio, generator, camping equipment, tools (heavy/light), 4-wheel drive vehicle, dirt bike, firewood)

_____

_____

_____

Emergency Skills/Training
(e.g., first aid/CPR, mechanic, carpentry, electrical, plumbing, child care, firefighting, crisis/psychological)

Name: _____ Skill/Training: _____

Name: _____ Skill/Training: _____

Name: _____ Skill/Training: _____

Profession(s): _____

Do you have a seismically safe, enclosed garage with extra storage space that we could use to store emergency supplies? ❑ Yes ❑ No

In an emergency, I can house/sleep _____ people.
(number)

We have a potential source of water for firefighting (e.g., pool, hot tub, cistern).
❑ Yes ❑ No

Return this form to: _____

Date: _____

This form should be updated on an annual basis and the information added to the relevant lists.

CORE Family Roster *Sample*

Street	Family	Children (Age)	School	Phone Number	Emergency Housing	Pets
Main Drive						
01	Bell Wether	Sonny (12)	Brighton Academy	xxx-xxxx	4	Fido (d)
02	Marvin Gardins	Rose (10)	Green Leaf Middle School	xxx-xxxx	1	Whiskers (c)
03	Bob, Mary Ham	CB (15)	St. Frances Bacon HS	xxx-xxxx	2	Bess (c) Rover (d)
South Drive						
1001	Chris Kolumbus	Amareeka (2)	Bayview Preschool	xxx-xxxx	2	
2002	Bob O'Leenk			xxx-xxxx	2	Buster (d)
3003	Ken, Barbie Dawll	China (6) Baybe (8)	Guyson Grammar School	xxx-xxxx	6	Copper (c)
4004	Jack Hammer	Woody (4)	Oaktree Preschool	xxx-xxxx	1	Peter, Wendy (birds)

(d) = dog
(c) = cat

Updated: _____

Medical Release Form for Minors

I,_____, Parent or Legal Guardian of _____,
a minor child, hereby authorize any assistance, aid and/or transportation which may be necessary in an emergency, and in my absence, for the well-being of the above-mentioned minor. I release the City, its directors, officers, employees and agents from any and all liability which may arise out of assistance, aid or transportation by volunteers who have successfully completed the City's CORE III program.

_____ has the following allergies:

_____

_____

_____ has the following medical conditions:

_____

_____

Hospitalization Insurance: _____

Name of Carrier: _____

Policy Number: _____

Group Number: _____

Signed: _____ Dated: _____

Return this form to: _____

Updated: _____
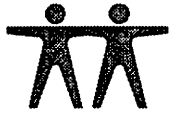
Response Team List *Sample*

Team	Phone	Training/Equipment
Incident Command Center		
Bell Wether's* garage 1 Main Dr.	xxx-xxxx	Primary ICC, fully stocked with emergency supplies
Marvin Gardins'* shed 2 Main Dr.	xxx-xxxx	Secondary ICC, partially stocked
Incident Commander		
Ken Dawl*	xxx-xxxx	Combat supervisor
Barbie Dawl*	xxx-xxxx	Firefighter
Chris Kolumbus	xxx-xxxx	Master lists, maps
Clark Kentt	xxx-xxxx	Captain/pilot
Communications		
Jackie Seabee*	xxx-xxxx	Radios, batteries
Willem Teller*	xxx-xxxx	Cell phones, list of local payphones, quarters
Louise Walkie, Larry Talkie	xxx-xxxx	Walkie-talkies, two-way radio
Bob Ham	xxx-xxxx	Ham radio operator, member of ARES/RACES
Damage Assessment/Hazard Reduction/Utilities		
David Carpenter*	xxx-xxxx	Carpentry, plumbing
Jack Hammer*	xxx-xxxx	Heavy tools
Rick Ranger	xxx-xxxx	Camping equipment
Chris N. T. Rench	xxx-xxxx	Light tools
Sherman Tank	xxx-xxxx	Utility vehicle

Team	Phone	Training/Equipment
Search and Rescue		
Rolin Round*	xxx-xxxx	8,000 lb winch
Tommy Edison*	xxx-xxxx	Electrician, generator
Holly Helter, Skip Skelter	xxx-xxxx	Runners
S. Kate Bord	xxx-xxxx	Runner
Flo Rence	xxx-xxxx	Nurse
First Aid		
Willem Hurt*	xxx-xxxx	Physician
Nye Tengale*	xxx-xxxx	Nurse
Mary Hart	xxx-xxxx	CPR, first aid
Sheltering/Special Needs		
Marc Hopkins*	xxx-xxxx	Can sleep 10
Cher Aton*	xxx-xxxx	Retired, experienced camper
Jan Cancook	xxx-xxxx	Cook
Norm, Ann Kusins	xxx-xxxx	Crisis counselors
Child Care		
S. S. Amy Streat	xxx-xxxx	Runs child care center
Ken, Barbie Dawll	xxx-xxxx	Retired

Indicates the team leaders who are primarily responsible for organizing team resources for their group. They can be rotated on an annual basis.

Tools and Equipment *Sample*

Tools & Equipment	Name	Address
Communications		
Cellular phone	Mo Bulnet	xxxx Main
Batteries	Dora Cell	xxxx Main
Radio	C. Bee Hamm	xxxx Main
Generator	Tommy Edison	xxxx Main
Heavy Tools		
Chain saw	Rick Ranger	xxxx Main
Heavy manual saw	Dylan Wood	xxxx Main
Light Tools		
Crowbar	Renta Reck	
Gas wrench	P. G. Anney	xxxx Main
Wheelbarrow, hoe, shovel	Marvin Gardins	xxxx Main
Ax, rope, picks	Jennie Vicious	xxxx Main
Vehicles		
4-wheel drive	G. M. Sea	xxxx Main
Dirt bike	Martin Rider	xxxx Main
4-wheel drive truck	Mo Tuff	xxxx Main
Mini-van	Sue Vanigot	xxxx Main
Motorcycle	Hal Hogg	xxxx Main
Camping Equipment		
Sleeping bags (2)	Cher Aton	xxxx Main
BBQ	Jan Cancook	xxxx Main
Firewood	Anthony Arbor	xxxx Main
Tent	Marc Hopkins	xxxx Main
Stove	Sandy Cooker	xxxx Main

Tools & Equipment	Name	Address
First Aid Supplies		
Stretchers	Willem Hurt	xxxx Main
First aid manual/kit	Nye Tengale	xxxx Main
Crutches, wheelchair	Mary Hart	xxxx Main
Water Supply		
Pool	Jim Swim	xxxx Main
Tank	Bob Barrel	xxxx Main
Spa	Esther Float	xxxx Main
Hot tub	Patty Peacock	xxxx Main
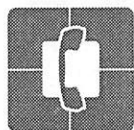
Out-of-State Emergency Contacts *Sample*

Family	Contact	Phone
Baker, Ima	Sandy Cooker	(000) xxx-xxxx
Bond, Jimmy	Henni Penney	(000) xxx-xxxx
Dawl, Barbie and Ken	Ann and Andy Raggedy	(000) xxx-xxxx
Hogg, Hal	Sherman Tank	(000) xxx-xxxx
Hopkins, Marc	Holden Hilton	(000) xxx-xxxx
Kentt, Clark	Louis Lane	(000) xxx-xxxx
Rence, Flo	Nye Tengale	(000) xxx-xxxx
Starr, Seena	C. Emanuel	(000) xxx-xxxx

Neighborhood Utilities Map *Sample*

- **W**ater shut-off valve (color in blue)

- **E**lectrical power shut-off switch (color in red)

- **G**as shut-off valve (color in green)

- **F**ire Hydrant (color in yellow)

- **P**ets (color in brown)

Updated: _____

First Avenue

W ... E 600 Name P ... G	G ... E 602 Name W	G 604 Name E	W ... E 606 Name W G	G 608 Name W ... E	E ... P 610 Name G ... W
G ... E 601 Name W	E ... G 603 Name W E	G ... P 605 Name W	W ... E 607 Name G ... E	G 609 Name P ... W	E 611 Name W ... G

Main Street

Second Avenue

Jones Street

F

Some groups use the County Surveyor's maps of their area that can be obtained at the Assessor's Office. You may contact them in person at: 1221 Oak Street, Room 245, Oakland, CA 94612 or by letter. Include your parcel number or street address along with a $3.00 check made out to Alameda County. Once you receive the map, you may want to enlarge it, conduct a neighborhood walk-about and then identify utilities, water sources, and potential evacuation paths. Keep the enlarged map in your neighborhood command center and distribute smaller copies to neighbors.

CHAPTER TWO

Neighborhood Response

Standardized Emergency Management System/ Incident Command System
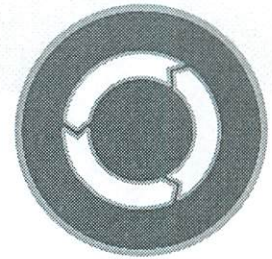
Overview

After the 1991 Firestorm, there was concern about the lack of coordination and weakness in communication among emergency response agencies. The Standardized Emergency Management System (SEMS) was developed to maximize coordination and communication by incorporating the most effective emergency management strategies in use throughout the State of California. One of the strategies incorporated into SEMS was the Incident Command System (ICS), developed by the fire service as a tool to manage everything from a small, localized emergency to a large, regional disaster. The benefits of having a consistent and integrated system in place are considerable. This CORE II manual is based on the ICS model. The alternate terminology for the sections that are contained in parentheses can be utilized, if necessary, to accommodate individual neighborhood needs.

CORE Neighborhood Incident Command Center

p30 *(handwritten)*

```
                    ┌─────────────────────────┐
                    │   Incident Commander    │
                    └─────────────────────────┘
                                │
                    ┌─────────────────────────┐
                    │ Deputy Incident Commander│
                    └─────────────────────────┘
                                │
    ┌───────────────┬───────────┴───────────┬───────────────┐
```

Planning/Intelligence	Operations	Logistics	Administration/ Finance
(Size Up)	*(Response)*	*(Resources)*	*(Documentation)*
◆ Preliminary Damage Assessment ◆ Communications	◆ Search & Rescue ◆ Hazard Reduction/ Utilities ◆ First Aid	◆ Shelter ◆ Special Needs ◆ Supplies, People ◆ Transportation	◆ Record Keeping
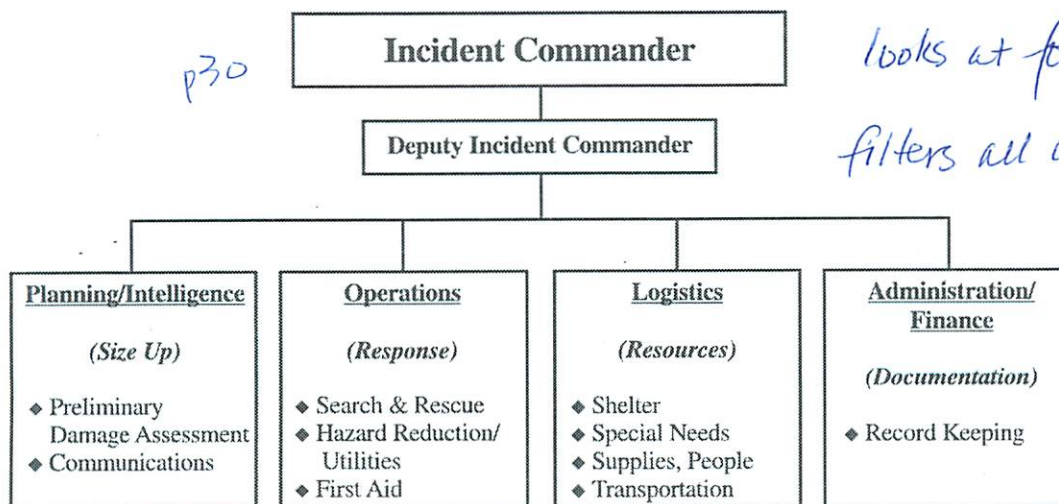
(handwritten notes:) looks at forest, not trees — filters all info, checking out neighborhood + out of area.

THE INCIDENT COMMAND CENTER

Primary Responsibilities

10-60 homes — by cluster would be good.

One of the first things a CORE group should decide is where people should gather to begin the disaster response. This location is called the Incident Command Center (ICC) and will be your CORE group's emergency operations center.

Preparedness Checklist

Location

Choose a location that provides shelter from the elements, such as a garage or other protected space. It should be:

- ❑ Seismically safe
- ❑ Centrally located
- ❑ Accessible (i.e., keys for locks, ramps for disabled)
- ❑ Away from potential hazards such as chimneys, power poles or overpasses

If possible, identify a second location as a back-up. Frequently remind neighbors of both locations.

Supplies

Be sure that stored supplies are easily accessible in this location. The following are suggestions of supplies and equipment needed for an emergency response:

To receive information:

- ❑ Battery-operated radio, extra batteries, TV
- ❑ Two-way radios

To record information:

- ❑ Chalk or dry-erase boards
- ❑ Flipchart and easel
- ❑ Butcher paper
- ❑ Chalk, markers, pens
- ❑ *Resource Table Sign-In* (33, A-93)

To post information:

- ❑ Bulletin board
- ❑ Thumb tacks, push pins
- ❑ Masking tape, duct tape
- ❑ *Status Board* (34, A-95)

Other materials:

- ❑ **Multiple, updated copies of ALL lists and forms (see Appendix).**
- ❑ Signs for the "Incident Command Center," "First Aid Station," "Child Care Center" and "Main Shelter" locations
- ❑ Extra CORE II and III books
- ❑ Table, chairs
- ❑ Flashlights, extra batteries
- ❑ Food, water
- ❑ Sanitation, first aid supplies

Use locked storage bin outside for cmd ctr. All know where is. Key. Every 6 mos. check contents - throw expired, check batteries, update plan. Incl AED (defib) machine.

Individual Response Checklist

Following a disaster, there are certain steps you should take **before reporting to the Incident Command Center:**

❑ First check yourself, your family and home to make sure they are safe. Administer first aid if necessary.

❑ Put on protective clothing: sturdy shoes, long pants, long sleeve shirt, heavy work gloves, mask, and eye protection.

❑ Check your home for damage such as a cracked foundation, damaged or collapsed chimneys or jammed doors.

❑ Turn off damaged utilities (gas, water, electricity).

❑ Bring your emergency backpack, CORE hat and vest. Items stored in your backpack should **already** include:

- Pads of paper
- Clipboard attached with:
  - *Individual Response Checklist*
  - *CORE Family Roster*
  - *CORE Teams List*
  - *Neighborhood Utilities Map*
  - *Status Cards*
- Pencil, pen, paper
- Small first aid kit, manual
- Waterproof flashlight, extra batteries

- AM radio, extra batteries
- Heavy gloves
- Gas shut-off wrench
- Cash (small bills, coins)
- Snacks and water
- Medication
- Eyeglasses, prescriptions
- Whistle
- Chalk
- Duct tape

❑ Before leaving your house, hang a white cloth from your door or in a place visible from the street to let others know you are safe.

❑ Check the neighbors on either side of your house.

❑ Proceed to the Incident Command Center (ICC). Make brief notes about any problems that you see on your way.

Note: If you have children at school, your first inclination may be to rush to school to get them. Before you go, check in at the ICC and gather information about the road conditions to make safe travel plans. Also, check to see if the schools are evacuating. Bring ID because the schools might not release children without it. Let the IC know where you will be in case someone needs to contact you. Also, arrange with someone in the neighborhood to pick up your children in case you can't.

Incident Command Center
Response Checklist

This emergency response scenario is intended to address how your neighborhood will survive without outside help for at least 72 hours. (An evacuation response is discussed on pages 69-70.)

Incident Commander

After a disaster, the **first person to arrive** at the Incident Command Center acts as the Incident Commander (IC) and will initiate and coordinate the response. As reports of damage, injuries or other neighborhood problems come in, the Incident Commander decides what needs to be done and in what order. These decisions will be based on the human and material resources available at the time. As more people arrive, the Incident Commander may wish to relinquish the responsibilities to a more experienced CORE member.

Set Up of the Incident Command Center

- The first individuals to arrive should begin setting up:
  - ❑ Radio and walkie-talkies for **receiving information**
  - ❑ Board, chart or easel for **recording information**
  - ❑ Board or space for **posting information**
  - ❑ Chairs and a resource table for **processing information**

- As more people arrive, the Incident Commander will begin to prioritize problems and identify resources and teams to respond to the most urgent problems. The IC will start by assigning individuals to:

  - ❑ Use the *Status Board* (34, A-95) to record time, address, problem, response team, comments, and priority of various situations

  - ❑ Serve as a buffer/filter to pass information on to the Incident Commander

  - ❑ Organize a *Resource Table Sign-In* (33, A-93) to help identify individuals' skills and assign them to teams. (Untrained, spontaneous volunteers should check in here to be assigned as runners or to handle simple tasks such as record keeping.)

Response Teams

- The Incident Commander will start sending out **response teams** with at least two individuals per team. The organization of teams will be dependent on the number of people available, the resources on hand and the severity of various situations.

  - ❏ If there are only a few people available, teams will need to perform multiple tasks. See the *Quick Field Team Reminders* (67, A-91), a short list which combines the responsibilities of the Damage Assessment, Hazard Reduction/Utilities and Search & Rescue Teams.

  - ❏ As more people start to arrive, the Incident Commander should more fully develop each group of response teams and assign a team leader who will be responsible for making decisions for their teams.

- Below is an outline of the various response teams and their primary responsibilities. Those marked with asterisks (*) work primarily in the field. The other teams will be assigned to work in a specific location.

  The **Communications** Team will:
  - ❏ Coordinate information coming into and out of the Incident Command Center (ICC)
  - ❏ Collect and verify information from other teams and individual neighbors
  - ❏ Coordinate the flow of information between teams
  - ❏ Record and post information
  - ❏ Monitor emergency radio/TV broadcasts
  - ❏ Relay updated information to the Incident Commander and Oakland's Emergency Operations Center (see page 35)
  - ❏ Contact an amateur radio operator
  - ❏ Control rumors

  The **Damage Assessment*** Team will gather and relay information about:
  - ❏ Fire, flooding and landslides
  - ❏ Damage to utilities (gas, electrical, water lines)
  - ❏ Structural damage (e.g., homes off their foundations, homes unsafe and/or uninhabitable due to damaged chimneys, broken windows, front doors jammed)
  - ❏ Trapped victims
  - ❏ Other hazards (e.g., downed trees, power lines, fractures in streets)

  Only in situations of imminent danger, such as a fire, is any response action taken by this team.

The **Hazard Reduction/Utilities*** Team will:
- ❑ Extinguish small fires
- ❑ Check for and turn off damaged utilities (gas, water, electricity)
- ❑ Clear debris from the streets for emergency vehicles, foot/bike traffic or evacuation
- ❑ Rope off and secure hazards
- ❑ Confine stray pets

The **Search & Rescue*** Team will:
- ❑ Assess all rescue situations before entering any structure where individuals are reportedly trapped or injured
- ❑ Triage and attempt a rescue only when it is safe to do so

[handwritten note in left margin: identify yourself when entering]

The **First Aid** Team will:
- ❑ Set up a First Aid Station away from the ICC and Main Shelter
- ❑ Triage the injured and provide first aid
- ❑ Coordinate the transport of those injured either to the First Aid Station or from the Station to available hospitals or clinics
- ❑ Set up a morgue separate from the First Aid Station

The **Sheltering & Special Needs** Team will:
- ❑ Identify and set up the Main Shelter(s) away from the ICC and First Aid Station for food and rest in the neighborhood
- ❑ Set up a Child Care Center
- ❑ Identify the location of the nearest open Red Cross, school or church sites if additional shelter is necessary
- ❑ Maintain a list of displaced neighbors and where they will be staying
- ❑ Provide psychological or special needs support to traumatized neighbors

Additional Responsibilities

- ▪ Once the response teams and their leaders are in place, an Assistant Incident Commander should be assigned. This individual will help synthesize and prioritize the incoming information and requests from the team leaders and offer recommendations to the Incident Commander who will make the final decisions. Establishing this role is critical and will determine the success of your neighborhood's disaster response.

- ▪ Once the most critical emergencies are under control, a more detailed damage assessment should be conducted and more complete record keeping should begin. See the *Disaster Information Summary:Property Damage* (A-103) & *Injuries/Deaths* (A-105).

Note: the model we are offering here is a general guideline. As you begin to work with your neighbors in developing an understanding of what is involved in organizing a neighborhood response to a major emergency, you will see that many of the responsibilities and assignments of the teams listed above overlap. We encourage you to establish a working model that will fit the unique needs of your particular group.

Resource Table Sign-In *Sample*

Use this form at the Incident Command Center to help identify individuals' skills and assign them to teams.

Date:

Time	Name	Street	CORE Trained? yes/no	Special Skills	Assignment/ Team

Status Board *Sample*

Use this example as a guide to set up your own Status Board.

Date:

Time	Address	Problem	Response Team No.	Comments	Priority
9:30				◆ ICC set up ◆ sign-in of members ◆ sent out DA1 (Jeanette/Brad)	0
9:45	2020 Main	house collapsed; trapped family	SR1 (Jamie/Stephy)	need cribbing materials	2
9:50	2160 Main	fire in garage; gas leak	HR1 (Floyd/Millie)	gas turned off; need hose	2
9:55	155 South	water line break	HR2 (Rick/Jessica)	main water valve shut off	0
10:00	Corner South & Main	car accident: multiple injuries	SR2 (John/Danny)	need first aid nurse or doctor	2
10:05	160 North	chimney collapsed; Rose alone, injured, won't go to shelter	FA1 (Leslie/Dave)	need caution tape; need stretcher	1
10:10	2202 Main		DA1 (Jeanette/Brad)	white flag, okay	0

*Cross-off with line through incident when problem is resolved.
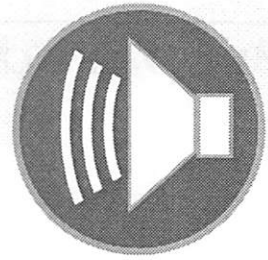
Team Codes:
DA = Damage Assessment
SR = Search & Rescue
HR = Hazard Reduction
FA = First Aid/Medical

Priority:
0 = okay
1 = minor emergency
2 = major emergency
3 = destroyed/dead
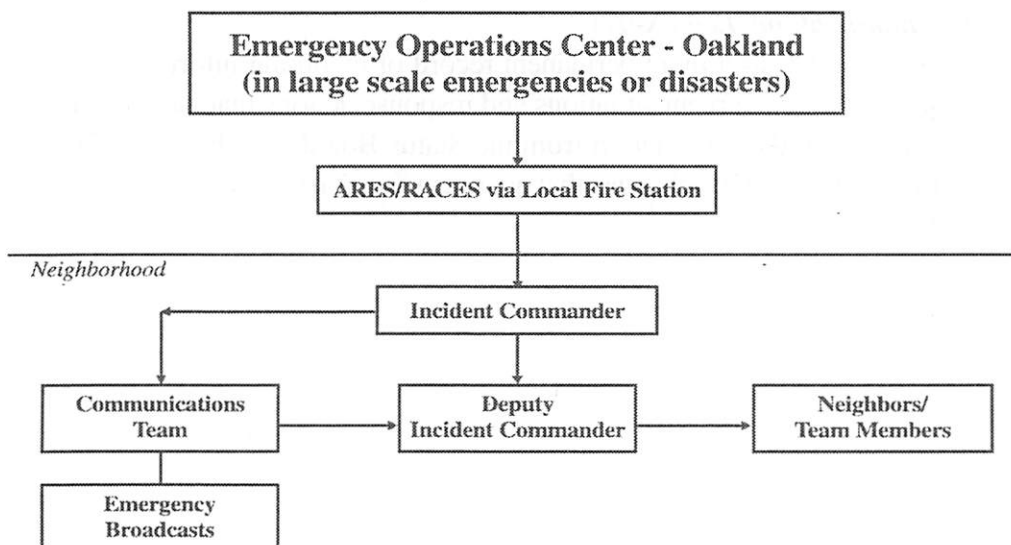
COMMUNICATIONS TEAM

Primary Responsibilities

The primary responsibilities of this team are to:

- ◆ Coordinate information coming into and going out of the ICC
- ◆ Collect and verify information from other teams and individual neighbors
- ◆ Coordinate the flow of information between teams
- ◆ Monitor emergency radio/TV broadcasts
- ◆ Relay updated information to the Incident Commander
- ◆ Contact an amateur radio operator in your neighborhood (alternatives are the nearest staffed fire station or activated Red Cross shelter). If there are no amateur radio operators available at a nearby fire station, status reports should be sent directly to the Emergency Operations Center in Oakland.
- ◆ Record and post information
- ◆ Keep the *Communications Log* (A-97) as a permanent record of emergency information that was sent or received
- ◆ Control rumors

The Communications Team will work very closely with the Neighborhood Incident Commander. Here is a helpful diagram of this team's response:

```
┌─────────────────────────────────────────────┐
│   Emergency Operations Center - Oakland       │
│   (in large scale emergencies or disasters)   │
└─────────────────────────────────────────────┘
                      │
        ┌─────────────────────────────────┐
        │  ARES/RACES via Local Fire Station │
        └─────────────────────────────────┘
                      │
Neighborhood ─────────────────────────────────────────
                      │
              ┌──────────────────┐
        ┌─────│ Incident Commander │
        │     └──────────────────┘
        │               │
┌───────────────┐  ┌──────────────┐   ┌─────────────┐
│ Communications│  │   Deputy      │   │  Neighbors/ │
│     Team      │──│Incident Commander│─│ Team Members │
└───────────────┘  └──────────────┘   └─────────────┘
        │
┌───────────────┐
│   Emergency   │
│   Broadcasts  │
└───────────────┘
```

Preparedness Checklist

Supplies

Since this team will work very closely with the Incident Commander, many of its supplies overlap those listed for the Incident Command Center and should be stored in or close to it.

To receive information:
- ☐ AM/FM radios, extra batteries
- ☐ Walkie-talkies, extra batteries

To record information:
- ☐ *Resource Table Sign-In* (A-93)

  This form is used to record individuals' names and their emergency and team skills when they arrive at the ICC.

- ☐ *Status Board Sample* (A-95)

  This board is one of the most important response tools because it is used to record critical "live" information. The time, address, problem, response team, comments, and priority must be accurately and quickly recorded. Problems should be crossed off as they are resolved. Information will come primarily from teams using walkie-talkies and runners or as specific forms are returned (e.g., *Status Cards, Preliminary Damage Assessment, Search & Rescue: Victims Log*). The board should be clearly visible for everyone to see. Many groups use a flip chart and marking pens to set up the Status Board categories ahead of time. Keep a copy of the *Status Board Sample* nearby.

- ☐ *Communications Log* (A-97)

  This log serves as a more permanent record of incoming information such as requests for help, urgent situations and response actions that have been taken. It is based on the information from the Status Board and should be filled out periodically to reflect changes that are occurring. The log should remain at the ICC.

To post information:

- ❏ Bulletin board, butcher paper, masking tape
- ❏ A list of emergency broadcast station call letters:

KCBS	**740 AM**	(This station receives information first, serving as the primary point of contact for the Emergency Alert System for the greater Bay Area.)
KNBR	680 AM	
KGO	810 AM	
Radio Oakland	530 AM	
KTOP	Cable channel 10	

- ❏ Locations of nearby pay phones
- ❏ Evacuation map and routes
- ❏ First Aid Station location
- ❏ *Out-of-State Emergency Contacts* form
- ❏ *Tools and Equipment* list that includes neighbors with cellular phones, two-way radios and/or amateur radio equipment, as well as the location of bikes, skateboards and rollerblades for runners.

Additional Responsibilities

- ❏ Identify medical facilities (e.g., hospitals, clinics, private medical offices) that are in your vicinity.
- ❏ Identify vehicles in the neighborhood which might be used to transport seriously injured people. (Use the *Tools and Equipment* list.)
- ❏ If phones are working after an emergency, use the *CORE Family Roster* to contact neighbors.
- ❏ Encourage neighbors to learn how to use amateur (ham) radio communication prior to a disaster. For more information, see the ORCA website, http://www.gsl.net/orca.

Communications Team
Response Checklist

- Gather your personal supplies, assess your own home and family and report to the ICC.

- Immediately **set up the Status Board**. Have someone continually **record** incoming information.

- Set up a board or area to **post** information such as:
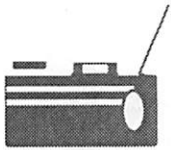
    - ❑ Emergency broadcast station call letters

KCBS	**740 AM (primary point of contact)**
KNBR	680 AM
KGO	810 AM
Radio Oakland	530 AM
KTOP	Cable channel 10

    - ❑ Locations of nearby pay phones
    - ❑ Evacuation map and routes
    - ❑ First aid stations (locations in CORE neighborhoods and open medical facilities nearby)
    - ❑ *Tools and Equipment* list
    - ❑ *Out-of-State Emergency Contacts* form
    - ❑ A message board for neighbors to share personal information
    - ❑ An "I'm Okay" board to identify neighbors who are safe and available to help

- Assign someone to:

    - ❑ **Staff the Resource Table Sign-In**
    - ❑ **Continuously monitor emergency broadcasts**
    - ❑ **Fill out the *Communications Log***
    - ❑ **Provide information to City government** via amateur radio, runners or telephone to the local fire station, if it is staffed. Amateur radio operators at the fire station will in turn contact the City's Emergency Operations Center.

Communications Log *Sample*

This log remains at the Incident Command Center.

Date:

Time	Code	Address	Message	Response Team	Recorded By

Code:

I = Information

R = Request

U = Urgent