



CHRISTMAS TREE HILL NEIGHBORHOOD RESPONSE GROUP

BLOCK CAPTAIN TRAINING

Dear CTH NRG Block Captains:

Thank you for your volunteer commitment in agreeing to be Block Captains. As such, you are leaders and role models in the CTH community and it will be important for you to carry out your Block Captain duties with commitment, integrity and regularity, so that others will follow your example.

Should you decide to step down from your post as Block Captain, please provide reasonable notice and make every effort to find someone to take your place, as you are in the best position to know which of your neighbors might be willing to serve as your replacement.

We look forward to working with you. Please do not hesitate to contact Anita Bock or Cinda van Lierop if you have questions at CTHNRG@gmail.com



WELCOME & INTRODUCTIONS

CURRENT BLOCK CAPTAIN ROSTER (As on Nov. 5, 2017)

| <u>NAME</u> | <u>ZONE/BLOCK</u> | | <u>NAME</u> | <u>ZONE / BLOCK</u> | |
|--------------------|-------------------|---|-------------------|---------------------|---|
| Mark Levie | 1 | 1 | Soren Jensen | 3 | 4 |
| Scott Thorpe | 1 | 2 | Simon Peel | 4 | 5 |
| Ryan Daugherty | 1 | 4 | Leslie Cunningham | 5 | 2 |
| Elizabeth D'Orazio | 2 | 1 | Anita Bock | 5 | 3 |
| Nick Kenig | 2 | 2 | Mary Jane Schramm | 5 | 8 |
| David Kuhardt | 3 | 2 | Brad Johnson | 6 | 3 |
| MJ Large | 3 | 2 | Mark Brooks | 7 | 1 |
| | | | Kevin Woodall | 7 | 2 |



BLOCK CAPTAIN ROLE & RESPONSIBILITIES

As a BC you are:

- Responsible for the homes/residents assigned in your block;
- Required to visit each resident/home in your block & to meet and greet new neighbors to explain how the CTH NRG ER Team works;
- Required to keep track, by means of surveys, of who is living in each home & to record names, telephone numbers, e-mail addresses, other relevant information & participation status in the CTH NRG ER Plan;

- Responsible for distributing & collecting information from the residents in your block;
- Responsible for using a 2-way radio to communicate with Incident Command to report block status & in turn to sharing information with residents during and after an incident;
- The emergency contact person for people in your block to notify about emergency response related activity, & for promptly notifying the NRG of any relevant information;
- Required to participate in and help organize periodic (annual or biannual) emergency response drills.

**BEFORE AN
EMERGENCY OR
DISASTER
(INCIDENT)**

STEP 1: PREPARE YOUR OWN FAMILY ER PLAN

You will only be able to effectively fulfill your role as a BC if you and your family have an emergency response plan and if you have taken the necessary steps to be prepared for an emergency or disaster. The sites below (and many others) provide excellent emergency preparedness guidance, checklists, and supply kit content lists and purchase options.

<https://www.ready.gov/wildfires>

<https://www.ready.gov/floods>

<https://www.ready.gov/earthquakes>

<https://www.ready.gov/animals>

<https://www.ready.gov/individuals-access-functional-needs>

<http://www.redcross.org/get-help/prepare-for-emergencies/be-red-cross-ready/get-a-kit>

<http://www.nsc.org/learn/safety-knowledge/Pages/safety-at-home-emergency-preparedness>

https://www.fema.gov/pdf/areyouready/areyouready_full.pdf

KNOW HOW TO SHUT OFF YOUR GAS!



STEP 2: PACK A BC BACKPACK

- Flashlight / headlamp
- 2-way radio & instructions
- Batteries
- Water & energy bar
- Pen, marker & notepad
- Gloves (latex & heavy)
- Small first aid kit
- BC resident information print-out
- Emergency contact numbers
- Map of the block & the hill showing evacuation routes
- Assessment forms
- BC Vest & helmet
- Duct tape

STEP 3: PREPARE & GET EDUCATED

- Sign up for Marin.org alerts:

<https://www.marinsheriff.org/services/emergency-services/alert-marin>

- Sign up for Nixle alerts:

<https://local.nixle.com/city/ca/>

- Walk your block, know the entrance and exist points of the homes in your block
- Find and become familiar with the evacuation routes nearest to your block and take note of any unusual barriers or obstacles to evacuation

- Study a map of the hill and of your block and review your designated area carefully:

<https://www.google.com/maps>

<https://nextdoor.com/neighborhood/christmastreehill--corte-madera-ca/>

- Try your best to attend CERT or other emergency preparedness and response training:

<https://readymarin.org/calendar/>

<https://training.fema.gov>

STEP 4: PREPARE FOR YOUR MEET & GREET SESSIONS WITH THE RESIDENTS IN YOUR BLOCK

Using a method that best suits you:

- Make arrangements to visit each home in your block at a designated time.
- Prepare a package for each resident (Get Ready checklist, blood stop kit, resource guide, map of the hill with evacuation routes, etc.).
- Practice your presentation before your first meeting.
- Prepare a clip board with the necessary forms.
- Have a photo ID with you.
- Take your back pack and vest with you so that residents can see what tools you will use and how they can identify you.

STEP 5: CONDUCT YOUR MEET & GREET SESSIONS

- Arrive on time if pre-arranged
- Introduce yourself and the CTH NRG, and give a brief overview of the NRG's mission and purpose
- Make your presentation
- Tell the resident about the annual/bi-annual drills and explain the procedure of posting a status sign on the house after an incident
- Complete the resident/household information form with the resident(s)
- Invite the resident(s) to volunteer as a BC, ZC, Medical Team member, or by providing other needed assistance (like website design)
- Encourage the resident(s) to prepare adequately by viewing the referenced resources
- Encourage the resident(s) to sign up immediately for Alert Marin and Nixle
- Make sure the resident(s) know where their evacuation routes are and what the block boundaries are

STEP 6: UPDATE THE BLOCK DATA BASE

After each resident meet and greet session, update the block resident data base (details to follow) & forward a copy of the resident/household information sheet to Anita Bock & Cinda van Lierop at CTHNRG@gmail.com so that the central data base can be updated. The data base must also be updated whenever a new resident moves in to the block, moves/ leaves the block, or whenever any residents important household information changes.

STEP 7: LEARN HOW TO USE YOUR 2-WAY RADIO CORRECTLY



- Learning the basic operating guidelines for the use of two way radios is something which is extremely important prior to use.
- You do not need to be polite, only succinct. The communication and getting your point across is the key to success. Less communication is the best way to talk over two way radios. Keep your message short and efficient.
- You should already know what you plan to communicate over the radio before you start talking into it.
- There is no privacy when transmitting on open channels. Anything that you say over these channels can be picked up by anyone else who is listening to the same frequency.
- Repeat information given to you back to the person who provided it. This will ensure proper communication between parties.

<https://quality2wayradios.com/store/two-way-radio-etiquette>

STEP 8: PARTICIPATE IN DRILLS

Two Drills will take place each year on daylight savings dates

The primary purpose of the drills is to:

- Test and practice 2-way radio use and protocols
- Give block captains and zone coordinators an opportunity to practice their roles
- Foster teamwork
- Practice evacuations

Block captain responsibilities include assisting with the organization and successful execution of bi-annual drills.

STEP 9: RECRUIT VOLUNTEERS

One of your very important responsibilities as Block Captains, Zone Coordinators, and Steering Committee Members is to recruit volunteers for the following key positions:

- Block Captains
- Zone Coordinators
- Medical Team members
- Organization support volunteers (data base development, website development, graphics, various administrative tasks, etc.)

Meet and greet sessions with residents provide an excellent opportunity to encourage residents to become NRG volunteers.

DURING AN EMERGENCY OR DISASTER

(hazard conditions permitting)

FIRST: Attend to your own family and house and implement your own personal family response plan.

Time permitting, remember to:

- Check for gas leaks, & shut off the gas meter if you smell gas
- Turn off the water intake from the street to keep out pollutants
- Turn off the hot water heater to preserve clean drinking water.

(See lessons learned from Sonoma/Napa fires)

CTH NRG ER TEAM MOBILIZATION

THE CTH NRG ER TEAM will mobilize in response to an earthquake or fire, or any other other declared major disaster. To determine whether to mobilize, turn on your **two-way radio** and listen for **Incident Command** to activate the radio network. Alternatively respond to a mobilization call or text.

When your family/house is safe, turn your attention to the block.

- Put on your BC backpack
- Turn on your 2-way radio
- Put on your NRG vest and helmet

INCIDENT COMMAND SYSTEM

An Incident Command System (ICS) is the standardized method of managing emergency response. It is what emergency first responders—fire, police, County Sheriff, etc.—would expect to see should they have to interface with CTH NRG. If a major emergency or disaster is declared, the County's Emergency Operations Center (EOC) will activate.

The CTH NRG Incident Command Center will be located at:

Alternate location:

The ICS is flexible and may be virtual (i.e., via 2-way radio only). The system will expand and contract according to the type of incident and staffing levels.

IC TEAM RESPONSIBILITIES

MISSION: Manage & Coordinate the CTH NRG Disaster Team response

PRIMARY RESPONSIBILITIES:

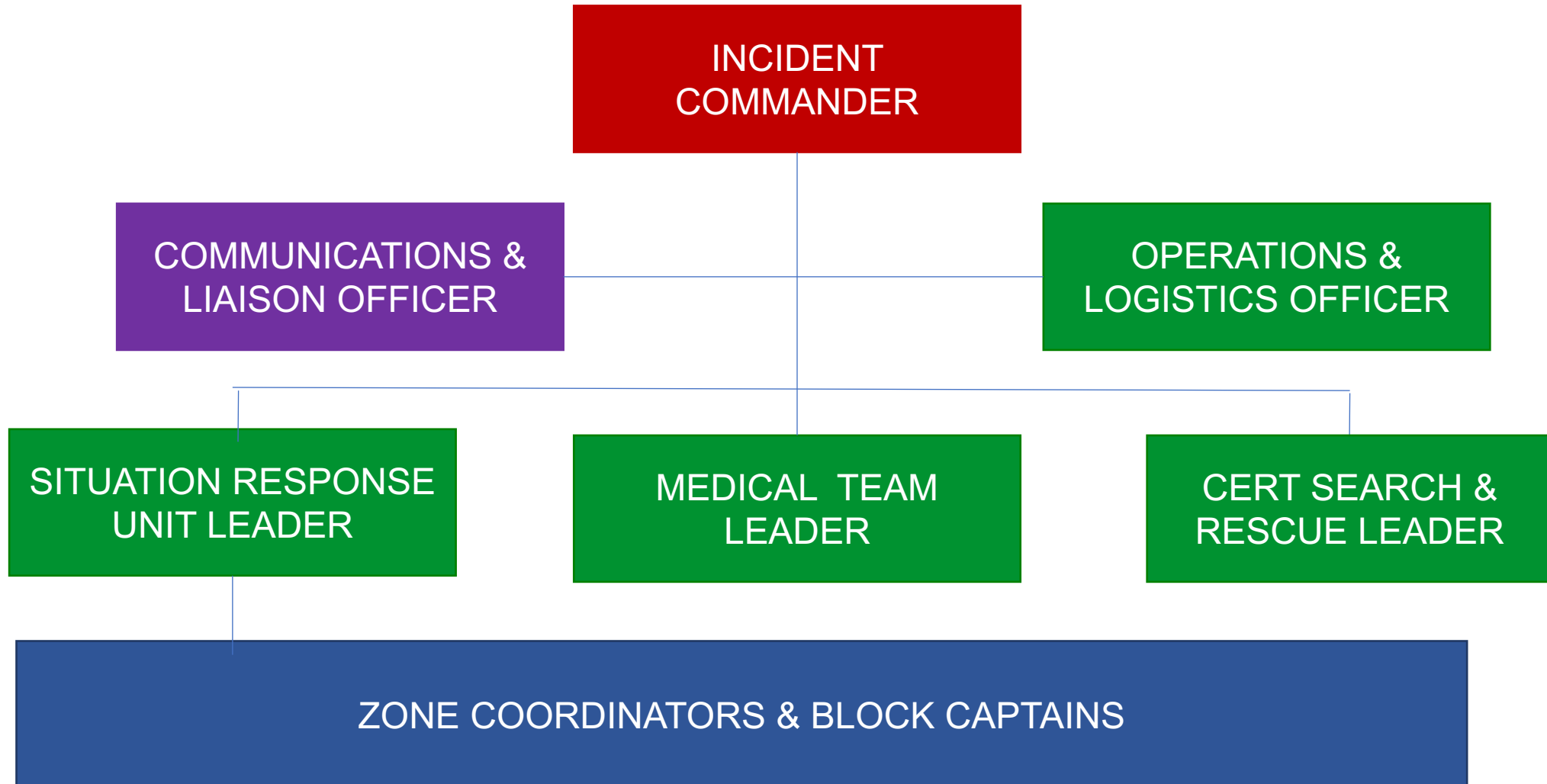
1. Report to Incident Command Center in response to mobilization message or in recognition of a major earthquake, wildfire or other declared disaster/emergency.
2. Receive, record & respond to incident reports from Block Captains
3. Ensure all blocks are covered
4. Dispatch assistance from Medical Team or other available resources
5. Liaise with first responders & authorities for assistance
6. Gather & share information

INCIDENT COMMAND TEAM ROLES

Staffing permitting, the CTH NRG IC Team is expected to have:

- **An Incident Commander (IC):** The person providing overall coordination of all activities & making key response decisions.
- **An Operations Officer:** The person responsible for overall set-up, coordination, resources, logistical support & IC operations.
- **A Communications & Liaison Officer:** The person serving as liaison between the Incident Commander, first responders, CERT, government agencies, other NRG's & the ER Team
- **A Zone Coordinator/Block Captain Leader a/k/a Situation Unit Leader:** The person receiving information from the ZCs, BCs and others, who provides direction & guidance, & who organizes and records the information and passes it on to appropriate responders
- **A Medical Team Leader:** The person in charge of the neighborhood medical team.
- **A Search and Rescue Team Leader:** A CERT trained person in charge of the neighborhood CERT team.

The CTH NRG Incident Command Structure



INCIDENT COMMAND **continued**

- The listed job titles are *specific* & should be used in all communications, as they will be understood by any professional emergency responder. To be even marginally effective, the Incident Commander, Communications Liaison, & Situation Response Unit Leader positions should be filled.
- The Steering Committee will pre-assign volunteers to these roles, with some redundancy to help account for absences. As soon as the assignments are made block captains will be notified.

IMPACT ASSESSMENTS

INJURIES: BC's are expected only to **assess injuries & report them**. If you have first aid training or you are a CERT trained, you will be better able to assess the degree of injury. If untrained, do your best and seek prompt help from the Medical Team via your 2-way radio. In life and death situations you may take whatever action you deem appropriate to the circumstances.

HAZARDS: BC's are expected to **assess hazards and report them**.

- Utility wires down - **ASSUME ALL DOWNED WIRES ARE HOT**
- Gas leaks
- Building/infrastructure damage – look for obvious signs of damage. Do not express opinions about habitability.

ASSESSMENT REPORTING

When describing assessments use these terms:

- **No impact**
- **Light Impact: For example** - Occasional cracks in walls. Trees down but no visible structural damage. No structures at obvious risk. No serious personal injuries. No structures burnt. Minor vegetation burn but no uncontained wildfire in block area.
- **Moderate Impact: For example** - Power line(s) down. Some personal injuries, but not life-threatening. Some fire damage to houses but none appear to be structurally failing or completely destroyed. Contained wildfire in area(s) within block.
- **Heavy Impact: For example** - Moderate plus one or more houses tilted, off foundations or destroyed. Life-threatening injuries to one or more persons. Uncontained wildfire in progress in or near home/block.

ASSESSMENT PROCESS

SERIOUS INJURY OR HAZARD: Radio in immediately. For all other information, make one combined report when block is complete.

- Conduct door-to-door surveys of assigned homes. Look for OK and HELP signs; prioritize HELP and NO SIGN homes.
- Using the form provided assess injuries and damage and report conditions promptly to IC. If you have CERT or First Aid training, provide hands-on first aid assistance.
- **NO SIGN:** knock loudly, repeatedly. Identify yourself. Do not enter unless you see or hear someone needing help. (Discuss action)
- **HELP SIGN:** Knock and call; if no response, immediately report location to IC.
- **UNINHABITABLE HOME** (as determined by homeowner): Recommend occupants shelter with a neighbor, or use camping equipment (if any) and remain on own property, if safe to do so.
- **HABITABLE HOMES** (as determined by homeowner): Recommend residents remain if no ongoing threat.
- Record all inspected households on clipboard form.
- Remain in neighborhood; monitor block until IC or the authorities declare the emergency is over.

AFTER AN EMERGENCY OR DISASTER

(hazard conditions permitting)

**CONTINUE OR COMMENCE
POST-INCIDENT
ASSESSMENTS
(see prior section)**

POST-INCIDENT DEBRIEFING

Once the ALL CLEAR is given, and if your home/family is safe, proceed to the Incident Command Center for a debriefing. Take with you all incident notes, assessments, surveys and prepare to provide feedback on what worked, what did not, and what additional recovery assistance and activities are needed in your block.

RESOURCES

www.ReadyMarin.org

Www.NRGMarin.org

<https://local.nixle.com/city/ca/>

<https://www.marinsheriff.org/services/emergency-services/alert-marin>

<https://www.ready.gov/wildfires>

<https://www.ready.gov/floods>

<https://www.ready.gov/earthquakes>

<https://www.ready.gov/animals>

<https://www.ready.gov/individuals-access-functional-needs>

<http://www.redcross.org/get-help/prepare-for-emergencies/be-red-cross-ready/get-a-kit>

<http://www.nsc.org/learn/safety-knowledge/Pages/safety-at-home-emergency-preparedness>

https://www.fema.gov/pdf/areyouready/areyouready_full.pdf

**Thank you for
volunteering!**

Q & A