



**CHRISTMAS TREE HILL
Neighborhood Response Group
Corte Madera / Larkspur
Marin County, California**

EMERGENCY RESPONSE PLAN

December 2019 Edition

**This is a living document and revisions will be made to the ER Plan as needed.
The most current version of the Plan will always be posted to the website.
www.cthnrg.org**

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1. INTRODUCTION AND BACKGROUND

The Christmas Tree Hill Neighborhood Response Group (CTH NRG) developed the following plan to help residents prepare for and respond to a major emergency or disaster (incidents). CTH is exposed to serious risks from both earthquakes and fires and the Plan is designed to prepare for and provide proposed responses to incident aftermaths that involve injury, disaster-related hazards, and a period of potentially required self-sufficiency until first responders arrive on scene or key services have been restored.

The primary mission of the CTH NRG initiative is to assist residents to prepare as effectively as possible for an emergency/disaster, to assist in recovery efforts, and to create a sound neighborhood response network that is strong enough to respond rapidly and effectively to emergency/disaster incidents. To fulfill that mission the Plan's major goals are to:

- **MAKE SURE THAT NO ONE IS OVERLOOKED:** To achieve this goal a database of household information—solicited but voluntarily provided—coupled with a network of block captains and zone coordinators divided into seven ER zones and between 4 and 7 blocks per zone support this goal.
- **BE CAPABLE OF SELF-SUFFICIENCY UNTIL HELP ARRIVES:** To achieve this goal the Plan focuses on rapid incident identification and reporting and a local response infrastructure that can perform certain key tasks either until assistance arrives or in support of first responders on the scene. The goal being to build self-reliance to the greatest extent possible.
- **LEVERAGE RESOURCES AND CAPABILITIES:** To support this goal a data base of CTH NRG area assets—both human and material—divided into incident response categories like medical/first aid trained residents, equipment/supplies, emergency response skilled residents (e.g., CERT trained) will be developed along with the CTH resident data base.
- **RAISE AWARENESS, INFORM, AND EDUCATE RESIDENTS:** This goal will be accomplished through organized zone and block captain meetings and activities, periodic drills, a CTH NRG website, and emergency response information distribution.

The CTH NRG relies on the fact—as proven in the aftermath of most major disasters—that once residents have secured their own safety and that of their families, and when possible their homes, they will quickly reach out to help each other. The power of neighbor-helping-neighbor is a major planning assumption underlying the Plan. The CTH NRG is a grass roots effort to develop an emergency response plan that is designed to accommodate the unique features of CTH. Key to survival after a major earthquake or fire that affects all or an area of CTH, is self-reliance until such time as local, state and/or federal assistance arrives, and the Plan contemplates encouraging and supporting

residents to prepare to survive for two to five days without significant outside assistance and when assistance does arrive, to ensure that residents effectively support and coordinate with first responders, public officials, and mutual-aid organizations.

The Plan supports and shall be integrated into the Marin County Emergency Response Plan and plan development and execution shall occur in close partnership with Corte Madera and Larkspur police, fire, public officials, and relevant county and local emergency response staff and responders. The Plan also contemplates close cooperation and information sharing with neighboring NRGs.

The CTH NRG Plan has the following key preparedness and response elements:

- A Steering Committee (SC) to oversee the Plan and implementation
- Block Captains (BC)
- Zone Coordinators (ZC)
- A Command Team (CT)
- A volunteer Medical Team(s) (MT)
Collectively the SC, BC, ZC, CT, and MT comprise the CTH NRG Emergency Response Team (ERT)
- Equipment and Supplies: Two-way radios for every BC, ZC, MT and CT member, and important ER supplies like helmets, vests, flashlights, CTH maps, medical supplies, light search and rescue tools, and bicycles, a/k/a 'Go Kits' shall be stored in strategic secure locations on CTH as they become available.

2. THE STEERING COMMITTEE (SC)

The SC oversees the design and execution of the Plan and, working with Block Captains, Zone Coordinators, Volunteer Medical Team(s) and CT, plans drills, considers plan modifications, organizes educational sessions, makes policy with input from the community, convenes the CTH NRG meetings, develops and monitors the data base and website, and is accountable for the integrity of the CTH NRG ER Plan and process. The SC communicates with the entire ER Team on a regular basis to ensure that steady and incremental progress is being made to achieve the CTH NRG's mission and goals, communicates with residents at large to maintain awareness of the importance of disaster planning, and actively participates in the ongoing development and maintenance of the CTH NRG Emergency Response Plan.

3. CTH NRG BUDGET AND FUNDING

The Steering Committee (SC) is charged with exploring funding options and preparing an annual budget. At this time, CTH NRG membership is voluntary and non-dues paying. Without dues, or some other dedicated funding source, it is a challenge to finance a fully equipped ER initiative unless a local, state or federal grant can be sought or funding is

available from local government. The Steering Committee will explore all available funding options with all due haste.

The following essential items will be purchased as the CTH NRG raises funds:

- 2-Way Radios and batteries
- Emergency Response Vests: Vests are usually bright red with lettering like 'BLOCK CAPTAIN' in bold letters on the front and back
- SIGNS: "OK-reverse side-HELP" signs (preferably laminated) need to one made available to all residents within the CTH NRG. Signs could be made by individual block captains or volunteers or copied at a copy center, as can occasional flyers (copy centers are expensive and whenever possible volunteer assistance should be sought)
- Flashlights and batteries
- Backpacks and supplies
- CTH Maps: Block and zone maps should be distributed to all block captains (preferably laminated)
- Storage units for medical supplies in strategic CTH locations

4. CTH NRG 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. Using the ICS system enhances credibility with the authorities and improves the response.

If a major emergency or disaster is declared, the County's Emergency Operations Center (EOC) will activate. If the EOC does not activate one can normally assume that the incident is so localized that public safety help will be on the scene quickly.

The CTH NRG Command Center (CC) will be located at: Menke Park (weather and conditions permitting). It may, however, depending on the circumstances, be set up in another location. The CC location will be announced to Block Captains and Zone Coordinators by the Incident Command Team. The Command Team is flexible and central command may be virtual (i.e., via 2-way radio only). The system will expand and contract according to the type of incident and volunteer staffing levels.

Alternate location: Corte Madera Town Hall

The CTH NRG Command Team (CT)

ICT MISSION: Manage and Coordinate the CTH NRG Disaster Team response

PRIMARY RESPONSIBILITIES:

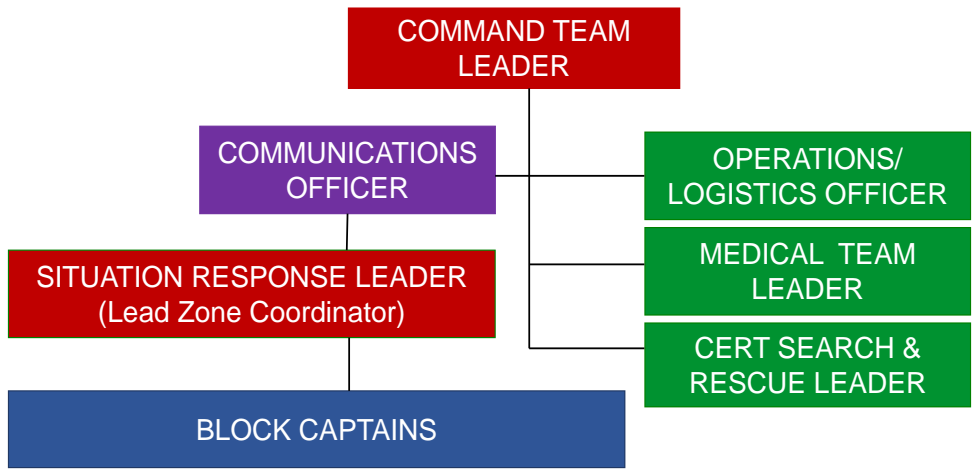
1. Report to Incident Command Center in response to mobilization message or in

- recognition of a major earthquake, wildfire or other declared disaster/emergency.
- 2. Receive, record and 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 and authorities for assistance
- 6. Gather and share information

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

- **A Command Team Leader:** The person providing overall coordination of all activities and making key response decisions.
- **An Operations Officer:** The person responsible for overall set-up, coordination, resources, logistical support, and IC operations.
- **A Communications Liaison:** The person serving as liaison between the Incident Commander, first responders, CERT, government agencies, neighboring NRG's, and the ER Team
- **A Zone Coordinator/Block Captain Leader a/k/a Situation Response Unit Leader:** The person receiving information from the Zone Coordinators, Block Captains and others, who provides direction and guidance, and 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 Command Team Structure



The listed job titles are *specific* and should be used in all communications, as they will be understood by any professional emergency responder. At a minimum, the Command Team Leader, Communications Liaison, and Situation Response Unit Leader positions should always 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, or periodically changed, Block Captains and Zone Coordinators will be notified.

Before an Incident

Command Team members are required to:

- Prepare themselves as thoroughly as possible by becoming familiar with the blocks and zones on CTH—preferably by walking the blocks in the zone in which their home is located.
- Get to know all block captains and zone coordinators.
- Understand how the NRG Command System operates and how it reports unmet needs through the CERT Command Center and thereby supports and the Marin County Emergency Operations Center.
- Complete training sessions provided by CERT, FADR and ReadyMarin.Org.
- Meet periodically with the block captains and zone coordinators to discuss ER protocols, provide training as needed, and provide guidance and support to the block captains and zone coordinators.
- Participate in drills, attend meetings, and take an active role in furthering the mission of the CTH NRG by volunteering to assist in completing the tasks necessary to do so.

During an Incident

Command Team Members should:

- First take care of their own family and home.
- When ready, if able to do so, they should self-mobilize at the designated area a/k/a Command Center.
- Take command of the NRG's response, in accordance with the ER Plan. Tasks will or may include:
 - Keeping a log of all incoming calls and needs;
 - Completing Event Reports for actions taken and instructions given to block captains and zone coordinators;
 - Directing responses and providing guidance and instructions to events reported;
 - Communicating with CERT and other NRG Command Teams;

- Communicating with public officials, first responders, and should the need arise the media (who can be useful in getting information out to residents and highlighting emergency/disaster impact)
- Ensure that all blocks/zones have individuals reporting in. If a block is not heard from in a reasonable period of time, instruct another block captain or zone coordinator to check the block or dispatch a Command Team member to assess the condition of the block.
- Remain in the Command Center until the incident has been declared 'all clear' by the authorities or in the collective judgment of the CT members present that the impact of the incident is under control and first responders and other officials have effectively taken over incident command on CTH.

5. ZONE COORDINATORS AND BLOCK CAPTAINS

The key element of the Plan is the volunteers who serve as Block Captains and Zone Coordinators and who gather resident data, educate residents, participate in drills, assess post-incident impacts and report them to the Command Team, and develop a strong zone and block network to support a neighbors-helping-neighbor's response approach.

Zone Coordinators

The homes included in the CTH NRG (see Attachment 1) are divided into seven zones, and each zone has a designated number of blocks and block captions. Both zones and blocks are highlighted on the CTH NRG map.

Zone Coordinators are responsible for recruiting block captains, organizing periodic meetings of zone block captains, for providing guidance and support to block captains, ensuring that block captains have needed CTH NRG issued supplies, and for keeping BCs motivated and engaged. While being at home during the week is not a prerequisite a zone coordinator should have a reliable telephone messaging system, access to email, and be physically fit enough to walk their assigned zones to assess impacts and problems.

Block Captains

Block Captains serve as the crucial link between the Christmas Tree Hill Neighborhood Response Group (CTH NRG), the Command Team and the individual residents of CTH. The role requires a responsible person with the time and desire to support the CTH NRG as part of an emergency response planning team. While being at home during the week is not a prerequisite a block captain should have a reliable telephone messaging system, access to email, and be physically fit enough to walk their assigned block to assess impacts and problems.

Primary duties include:

- Responsibility for a manageable number of homes, usually in the range of 5-10, referred to as a 'block';
- Going door-to-door to meet and greet existing and new neighbors to explain the CTH NRG initiative to the residents in the assigned block;
- Keeping track of who is living in each home in the assigned area, recording the names, telephone numbers, e-mail addresses and participation status in the CTH NRG;
- Coordinating and handling data dissemination regarding evacuation and other emergency response procedures;
- Serving as the contact person for people in the assigned block to notify about emergency response activity, and promptly notifying the NRG of any relevant information ;
- Participating in and helping to organize periodic (annual or biannual) emergency response drills;
- Assisting the CTH NRG Command Team (CTH NRG CT) by providing information and other requested aid, facilitating communication, mitigating the impact of incidents through rapid response, assisting in the commencement of a recovery process as quickly as possible, and providing a vital community link to the CTH NRG and on site emergency responders.

In a nutshell, block captains are responsible for:

- Gathering and maintaining accurate demographic information for the assigned block;
- Participating in and assisting to organize drills;
- Communicating with the block's residents, the CTH NRG, and on site first responders, either directly or indirectly through the CTH NRG;
- Responding to emergencies and disasters as requested or needed once the block captains' safety and that of their family has been assured;
- Assisting, with recovery efforts.

Becoming a block captain can be a very rewarding experience: BCs meet neighbors they might not otherwise have met, serve the important functions of keeping people informed about emergency incidents and disasters that affect the CTH community, provide information about how residents can protect themselves in emergencies and plan for disasters, and help to raise awareness about evacuation and other procedures and response protocols that can save lives. It is a highly visible position that is vital to the success of the CTH NRG in planning and preparing for and responding to emergencies and disasters on CTH. Training is provided.

Residents who are interested in becoming a block captain, or know of a neighbor that may be, should please contact: CTHNRG@gmail.com

Block Captain Responsibilities Before an Incident

- Preparation: Prepare to handle an incident as competently as possible by attending First Aid for Disaster Response training (FADR), GetReady and/or CERT classes. While attendance at training classes are strongly recommended training is not required to become a Block Captain. www.ReadyMarin.org, www.NRGMarin.org;
- Attend block captain and command team training;
- Receive a radio and radio use instructions and sign the required radio receipt form;
- Go to each house in the block to meet neighbors face-to-face to:
 - Give an emergency preparedness talk about preparation and safety
 - Deliver a 8x11 card stock laminated sign in bold letters that reads 'OK' on one side and 'HELP' on the other, along with instructions that the sign should be placed in a front window or other visible place in the event of an emergency/disaster.
 - Request that the resident complete a confidential household information form and wait while the resident fills out the form. Tell the resident that only you and the CTH NRG Command Team has access to this information and that under no circumstances will the information be given to non-NRG third parties.
 - Refer the resident to the video demonstration entitled "The Earthquake Talk" at the website www.NRGMarin.org., and share information about training provided by Get Ready and CERT.
- Participate in drills organized by the CTH NRG. The drills ensure that radios are kept charged and that block captains and zone coordinators become thoroughly familiar with radio usage and protocol. The drills also provide practice in real life disaster scenarios as the entire CTH NRG ER Team works through real world situations and enhances teamwork;
- Attend meetings of the ER Team to develop or enhance disaster response skills;
- Build teamwork with periodic meetings and ER information dissemination.

Block Captain Responsibilities During and After an Incident

- During and following an incident—like an earthquake—a block captain's family and home come first. As soon as possible BCs should turn on their radios, so that even as they assist their family they can monitor ER communications. **NOTE: If there is a wildfire, or an evacuation order is issued, BCs must evacuate and not attempt block assessments.** When and if the BC is ready to assess the impact on the residents in

the assigned block and assist others, the BC shall put on identifying garb and the ER backpack, take the radio, and start patrolling the assigned block and assessing the incident impact.

- As hazards and injuries are assessed they should be recorded in the block incident assessment report and reported by radio to the CTH NRG Command Team.
- Monitoring and reporting should be continued either until the incident is declared over by the CTH NRG Command Team, or until all block impacts have been assessed and reported.
- Debriefing sessions should be attended as soon as possible after an all clear is declared.

6. CTH NRG VOLUNTEER MEDICAL TEAM(S)

During or immediately after an incident, members of the one or more CTH NRG volunteer medical teams (MT) should:

- Report to the Command Center (CC) in person or via radio after ensuring that their immediate family and home are safe and secure. Whenever possible bicycles should be used/brought to the CC to assist in speeding up responses to the lower elevations.
- Provide advice to Block Captains, Zone Coordinators, and Command Team members on reported injuries.
- Tend to injured people who are brought to medical field units.
- Coordinate with any first responder medical units that may arrive—either on site at the Command Center or in or near the vicinity of CTH.
- Working in partnership with CERT team members, go to the injured if they cannot be moved.
- Participate in drills, training provided for MTs, and designated meetings.

7. THE ROLE OF CERT (Certified Emergency Response Training)

Neighborhood CERT Teams are feasible and may be authorized to assemble and work independently in their own areas following a disaster/emergency until such time as CERT Command is activated. This is known as CERT self-activation and established CERT-NRG protocols must be followed. CTH NRG has sufficient CERT members to self-activate.

Block Captains, Zone Coordinators, Medical Team members and Command Team members are strongly encouraged to attend FADR (First Aid for Disaster Response Training), GetReady and CERT.

8. 2-WAY RADIOS

Each radio shall be numbered with a block number, the channel number that has been assigned to CTH NRG and with the letters CTH NRG to indicate NRG ownership. All users to whom a radio is assigned must sign a receipt and a short Use Agreement.

Because rechargeable batteries degrade after a few years only AAA batteries are recommended. All radio holders are required to carry extra fresh batteries and a supply of batteries should be kept in disaster storage locations.

At present the CTH NRG is assigned Channel 29 for Block Captain, Zone Coordinator and CTH NRG Incident Command Team Communications. Channel 15 is reserved for medical teams throughout Corte Madera and Larkspur.

In the Corte Madera and Larkspur NRG areas, channel assignments are made by an ad-hoc committee of experienced 2-way radio communications people. This same group has established a system that will allow NRG's to provide status reports and emergency requests in real time to CERT.

Monthly Radio Tests: Monthly radio tests are conducted to make sure that radios are kept charged and to provide BCs and ZCs with radio practice. Current call signs, a radio script and instructions, and a current annual hosting schedule is routinely shared with all ER team members.

9. DRILLS

Drills play a vital role in ER preparedness. Drills are designed to ensure that rarely used radios are at the ready when needed and that volunteers remain connected, committed to their roles, and ready to respond to emergencies and disasters. To maintain a state of readiness, the CTH NRG will conduct no less than two drills a year on the days on which daylight savings changes are made to clocks (or at alternate times to be decided on by the SC).

Block captains and zone coordinators will receive specific directions before each drill and procedures and protocols will be made clear. CTH NRG residents will be advised of planned drills by means of email and if necessary flyers. Residents will be invited to observe and display 'OK/HELP' signs as they would in a real event.

In a typical drill, at an appointed time on Sunday morning all Block Captains and Zone Coordinators will be required to step outside their homes and turn on their radios to await communications. The CTH NRG Command Team (ICT) will assemble and declare the radio network open and ready for the drill. Volunteer Medical Team(s) members may gather at one or more designated assembly locations. Selected Block Captains and Zone Coordinators will be given scenarios that require some thought and drill action by the Command Team and Medical Team. Once all Block Captains and Zone Coordinators have reported in and the scenarios have been resolved the Command Team will declare the drill over. Thereafter there will be a debriefing.

In the spring, Block Captains, assisted by Zone Coordinators, will be sked to go door-to-door in their blocks over a two-week period of time to verify and update the database information (which is voluntarily given by residents) on each household.

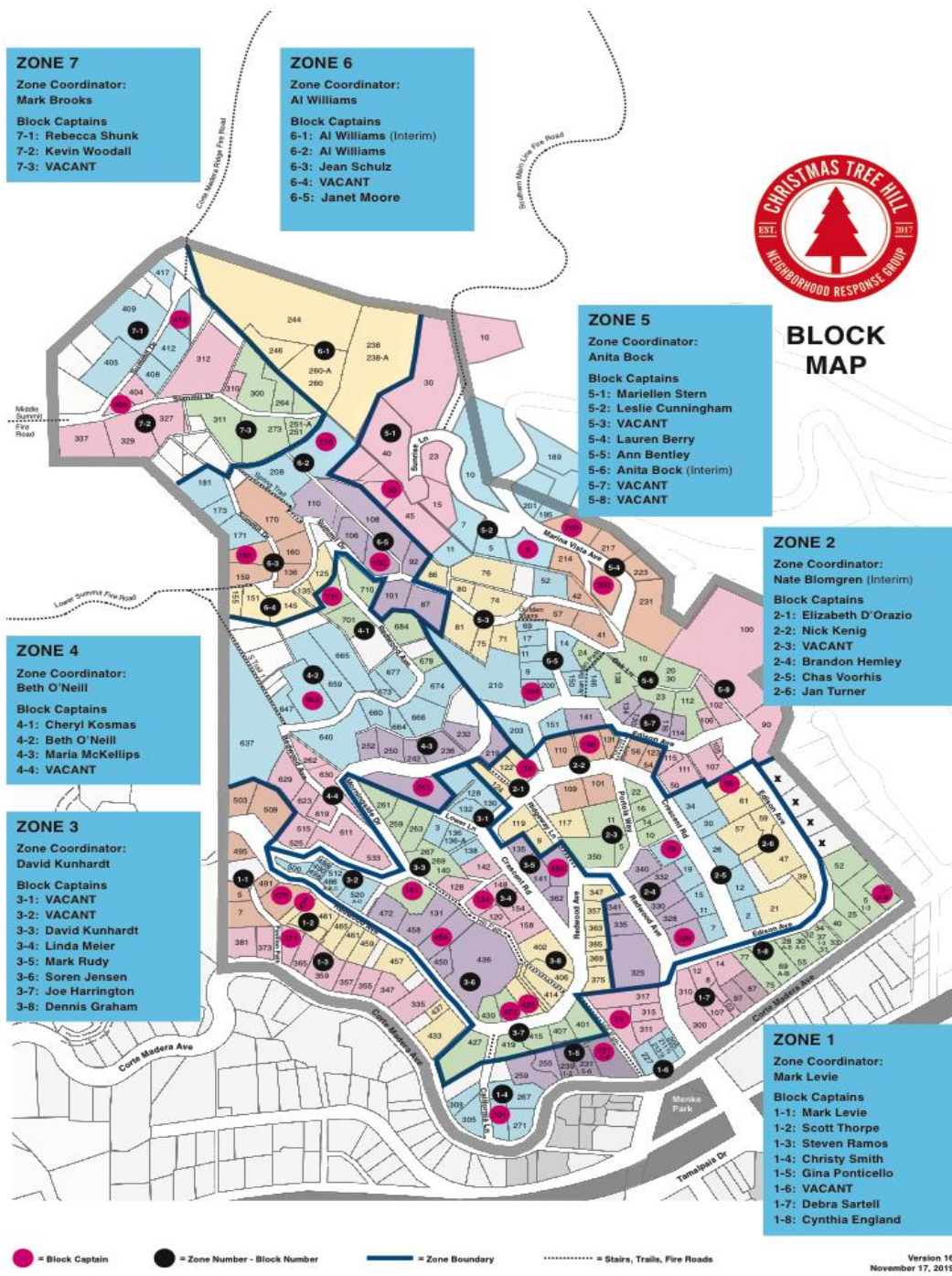
Successful Drill Goals:

- 2-Way radios are functional and all Block Captains/Zone Coordinators call in as required by the Plan.
- Block Captains and Zone Coordinators all have the opportunity to practice radio usage and protocol.

- The Command Team and Volunteer Medical Team(s) are challenged with real-world scenarios.
- Volunteers are reconnected to the initiative.
- The Command Team is well versed in handling CERT communications and in following CERT-NRG communications protocols.

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ATTACHMENT 1 (Note: this map is subject to change) CTH NRG MAP SHOWING BLOCKS AND ZONES



CTH NRG ER PLAN - ATTACHMENT 2 ZONE COORDINATOR RESPONSIBILITIES AND CHECKLIST

Zone Coordinators (ZC) play a vital role in the CTH NRG Emergency Response Plan. ZCs are responsible for: recruiting block captains; making sure that BCs receive training and guidance and carry out their responsibilities; serving as the primary Command Team liaison for the zone; and being a conduit for assistance and support to block captains during and in the aftermath of a disaster or emergency. ZCs stand in for BCs when BCs are unavailable and are strongly encouraged to take FADR, Get Ready and CERT training to develop their emergency preparedness and response skills so as to effectively assist their own families, their neighbors and the BCs.

1. Attendance at BC/ZC Training is required. At training, or shortly thereafter, ZCs should receive:
 - A map showing each block and zone on CTH with addresses listed;
 - A spread sheet with information on each home in the designated zone. The information contained in the spreadsheet is confidential and is to be used only by the designated zone coordinator, the Command Team, and when necessary by the Volunteer Medical Team;
 - A list of responsibilities;
 - A resource sheet containing basic first-aid and hazard information;
 - Forms for recording block conditions after an event;
 - A radio, written radio protocol instructions, and a radio receipt form to be signed and returned to the NRG;
 - A vest, T-shirt and bullhorn;
 - Back pack content checklist.
2. A ZCs role begins with the appointment of block captains and the assignment of designated addresses within the assigned zone.
3. The first key job of a ZC is to get to know the block captains by meeting with each BC individually or as a group to provide an overview of the CTH NRG and the importance of the ER Plan, to review the data base for missing resident information and then to gather, in partnership with block captains, accurate resident information for the data-base. It is vitally important that a zone coordinator get to know the block captains in the zone well and in order to do so, ZCs are strongly encouraged to meet with block captions in their assigned zone at least once a quarter.
4. The CTH NRG database must be kept current and to this end a two-week period in the spring of each year will be designated as data verification weeks and BCs and ZCs will be requested to visit the homes in their block during this time to update household information and thereafter to update their section of the CTH NRG data base.

5. Each ZC should have a backpack filled with the following recommended items:

- Flashlight and/or headlamp
- 2-way radio and instructions
- Batteries for radio and flashlight
- Water and energy bar
- Pen, marker and notepad
- Gloves (latex and heavy)
- Small first aid kit
- BC resident information print-out
- Emergency contact numbers
- Map of the block and the hill showing evacuation routes
- Assessment forms
- BC vest and helmet
- Duct tape
- Dog treats for protective dogs (suggested item)

6. Participation in drills, attendance at meetings, and attendance at CTH NRG zone coordinator/block captain training sessions is required of both ZCs and BCs. Zone Coordinators are responsible for monitoring BC participation, for keeping BCs engaged and motivated, and for ensuring that the BCs in their zone have received CTH NRG issued supplies (2-way radio, BC vest, clip board, bullhorn, forms, etc). Unmet BC needs should be promptly reported to cthnrg@gmail.com.

The following checklist will serve as a guide for zone coordinator activities during and immediately after an incident:

CHECKLIST - DURING OR IMMEDIATELY AFTER AN INCIDENT

The CTH NRG Command Center will be activated and will mobilize immediately after an earthquake that causes significant damage to homes and structures in all or sections of CTH and when a fire threatens all or part of CTH. If you are unsure about whether or not the incident will cause activation, turn on your two-way radio and listen for the Command Team (CT) to open the radio network by announcing activation. **NOTE: All CTH NRG members must respond to evacuation orders. In wildfire scenarios ZCs and BCs DO NOT do house-to-house or block assessments. Everyone evacuates.**

Upon Command Center activation, or if no radio signal comes but in your estimation an activation incident has occurred, use the checklist below to guide your actions:

- Attend to your own family and home by:
 - Checking for gas leaks and shutting off the gas valve
 - Turning off water intake from the street to keep out pollutants
 - Turning off your hot water heater to preserve clean drinking water
 - Getting your family to safety by evacuating if so instructed or if in your estimation conditions warrant immediate evacuation. If you evacuate and if possible, take your backpack, radio and vest
 - In-depth preparation and response guidelines can be found at:
 - <http://www.redcross.org/>
 - <https://www.ready.gov/california>

- When your family is safe, turn your attention to assisting and supporting your block captains by promptly taking roll call to be sure that all the BCs in the zone are mobilized and capable of performing their roles. Put on your backpack (be sure that you have a notepad, pen, marker, spare assessment forms, and your cell phone); wear your red vest and helmet, and take your 2-way radio and extra batteries with you.
- As needed, assist BCs to conduct door-to-door assessments of assigned homes starting with the homes with no sign showing or a HELP sign showing, checking on those with OK signs later. If no sign is visible, knock loudly and identify yourself. Do not enter the home unless you see or hear someone in need of help. If the HELP sign is visible but no one comes to the door, notate and report that to Command Team. Gather information from the BCs in the zone so as to assess injuries and damage in your zone using your impact assessment forms and ensure that all impacts have been reported to the Incident Command Team. Be prepared to make the reports to the Command Team in the absence of one or more BCs.
- If no radio signal is heard, try to get the information to another zone coordinator, an Command Team member, or any first responders that may arrive on site.
- Be prepared to step into a leadership role, provide direction, mobilize others, delegate responsibility, and provide response guidance and support. If you have CERT or First Aid/CPR training, provide hands-on injury assistance as you feel comfortable doing so.
- Keep a record of all zone impacts on the recording forms on your clipboard.
- If you come across one or more serious injuries and/or hazards radio the information—exact location, address, necessary detail about the injury/hazard—to the Command Team immediately. Non-critical impact information can be made in one consolidated report when you and/or your block captains have completed making rounds in your zone.
- If a home is badly damaged and clearly uninhabitable—based on the homeowner’s assessment*— instruct the occupants to seek shelter with a neighbor while awaiting evacuation instructions. Residents with habitable homes should stay in them. *Note: ZCs are not qualified to make habitable determinations.
- Stay in your zone if it is safe to do so and monitor your zone’s activity and condition until the CTH NRG Command Team or the town authorities declare an ALL CLEAR.
- Once the ALL Clear is received proceed immediately to the CTH NRG Command Center for a debriefing, unless you need to turn your attention to your own home, family and recovery effort.

ATTACHMENT 3

BLOCK CAPTAIN RESPONSIBILITIES AND CHECKLIST

Block captains (BC) play a vital role in the CTH NRG Emergency Response Plan. The BC is seen as the block response leader and primary provider or conduit of assistance during and in the aftermath of a disaster or an emergency. BCs are strongly encouraged to take Get Ready and CERT training to develop their emergency preparedness and response skills so as to effectively assist both their own families and their neighbors.

7. Attendance at BC Training is required and at training or shortly thereafter BCs will receive:
 - A map showing each block and zone on CTH with addresses listed
 - A spread sheet to record information on each home in the designated block. The information contained in the spreadsheet is confidential and is to be used only by the designated Block Captain, Zone Coordinator, the Incident Command Team, and when necessary by the volunteer Medical Team
 - A list of responsibilities
 - A resource sheet containing basic first-aid and hazard information
 - Sheets for recording block conditions after an event
 - A radio, written radio protocol instructions, and a radio receipt form to be signed and returned to the NRG
 - A vest and helmet
 - Back pack content checklist
8. A BCs role begins with assignment of designated addresses within the assigned block.
9. After getting prepared to do so, the first key job of a BC is to get to know everyone in the assigned block by meeting with each household to give an overview of the CTH NRG and the importance of the ER Plan, and to gather household information for the data-base. It is vitally important that a block captain get to know the people in the assigned block and that those people be encouraged to meet and greet each other. Disaster recovery history has proven that neighbors who know one another are more likely to show concern for their neighbors and to offer unsolicited help in time of need.
10. It is of vital importance that the CTH NRG database be kept current and to this end, once the initial data base has been established, a two-week period in the spring of each year will be designated as data verification weeks and BCs will be requested to revisit the homes in their block during this time to update household information and thereafter to update their section of the CTH NRG data base.
11. Each BC and zone coordinator should have a backpack filled with the following recommended items:

- Flashlight and/or headlamp
- 2-way radio and instructions
- Batteries for radio and flashlight
- Water and energy bar
- Pen, marker and notepad
- Gloves (latex and heavy)
- Small first aid kit
- BC resident information print-out
- Emergency contact numbers
- Map of the block and the hill showing evacuation routes
- Assessment forms
- BC vest and helmet
- Duct tape
- Dog treats for protective dogs (suggested item)

12. Participation in drills, attendance at meetings, and attendance at CTH NRG block captain training sessions is required.

The following checklist will guide block captain activities during and/or immediately after an incident:

CHECKLIST - DURING OR IMMEDIATELY AFTER AN INCIDENT

The CTH NRG Command Center will be activated and will mobilize immediately after an earthquake that causes significant damage to homes and structures in all or sections of CTH and may activate if a fire threatens all or part of CTH. If you are unsure about whether or not the incident will cause activation, turn on your two-way radio and listen for the Command Team (CT) to open the radio network by announcing activation. **NOTE: All CTH NRG members must respond to evacuation orders. In wildfire scenarios ZCs and BCs DO NOT do house-to-house or block assessments. Everyone evacuates.**

Upon Command Center activation, or if no radio signal comes but in your estimation an activation incident has occurred, use the checklist below to guide your actions:

- Attend to your own family and home by:
 - Checking for gas leaks and shutting off the gas valve
 - Turning off water intake from the street to keep out pollutants
 - Turning off your hot water heater to preserve clean drinking water
 - Getting your family to safety by evacuating if so instructed or if in your estimation conditions warrant immediate evacuation. if you evacuate take your backpack, radio and vest
 - In-depth preparation and response guidelines can be found at:
<http://www.bepreparedcalifornia.ca.gov/Pages/Home.aspx>
<http://www.redcross.org/>
- When your family is safe and if an evacuation order has not been issued, turn your attention to your block. Put on your backpack (be sure that you have a notepad, pen, your assessment forms, your cell phone); wear your red vest and helmet, and take your radio and extra batteries with you.

- If safe to do so, conduct door-to-door assessments of assigned homes. Start with the homes with no sign showing or a HELP sign showing, checking on those with OK signs later. If no sign is visible, knock loudly and identify yourself. Do not enter the home unless you see or hear someone in need of help. If the HELP sign is visible but no one comes to the door, note and report that to Incident Command Team. Assess injuries and damage in your block using your impact assessment forms and report all significant impacts to the Incident Command Team using your radio, or to the zone coordinator if the radio is not working.
- If no radio signal is heard, try to get the information to your zone coordinator or any first responders that may arrive on site.
- Be prepared to step into a leadership role, provide direction, mobilize others, delegate responsibilities, and provide response guidance and support. BCs with CERT or First Aid/CPR training, should provide hands-on injury assistance as they feel comfortable doing so.
- Keep a record of all households visited on the recording forms on your clipboard.
- If you come across one or more serious injuries and/or hazards radio the information—exact location, address, necessary detail about the injury/hazard—to the Command Team immediately. Non-critical impact information can be made in one consolidated report when you have completed making rounds in your block.
- If a home is badly damaged and clearly uninhabitable—based on the homeowner’s assessment*—instruct the occupants to seek shelter with a neighbor while awaiting evacuation instructions. Recommend that residents with habitable homes stay in them if they feel safe doing so. *Note: BC and ZCs are not qualified to make habitable determinations.
- Stay on your block if it is safe to do so and monitor your block’s activity and condition until the CTH NRG Command Team or the town authorities declare an ALL CLEAR.
- Once the ALL Clear is received proceed immediately to the Command Center for a debriefing, unless you need to turn your attention to your own home, family and recovery effort.

ATTACHMENT 4 - 2-WAY RADIO PROTOCOL

General guidelines:

- Face towards the location of the Command Center so that your body does not block the signal.
- Hold the radio in a vertical position.
- Depress the 'push-to-talk' button before speaking.
- Talk across and not directly into the mike.
- Remain calm and keep your voice modulated.
- Formulate your thoughts and key points before you start to talk.
- Speak concisely and clearly using a normal tone and plain language. Do not shout or raise your voice even when you are in a noisy environment as this will distort the signal.
- You cannot hear others when you are transmitting, and vice-versa. Only when you release the 'push-to-talk' button will you be able to hear others.

TRANSMITTING

- Think about what you need to say before you transmit.
- Focus on who, what, where, when and why.
- Push the transmission or push-to-talk button, wait 1 second and then begin talking.
- Transmit your report in short, clear sentences.
- First say the name/unit you are trying to reach and then identify yourself by your zone and block number.
- Then say '**OVER**' to receive verification that your transmission is being received and thereafter release the transmission button.

Example:

Transmitter: Command Team this is Zone 2 Block 5 reporting, over
Command Team: Zone 2, Block 5, this is IC, read you load and clear, over

- When you have completed your report, say: **Zone 2 Block 5 out.**
- Note that it is the sender who declares the message complete by saying **OUT.**

TROUBLESHOOTING

- Make sure you are on the correct transmission channel.
- Check for low or dead battery.
- Make sure volume is turned up.
- Try an alternate location to improve signal strength.

OTHER IMPORTANT GUIDELINES

- There may be dozens of radios assigned to the ER Team and sometimes you will not receive an immediate response to your initial call. Understand and respect the hectic nature of ER at the Command Center by waiting a few minutes and then trying again. You will or may be one of many trying to communicate with the Command Team.
- If you have an emergency that is clearly more important than the call that is in progress, then, and only then, wait for a break in traffic and say '**URGENT**' or '**EMERGENCY**'.

Urgent means time-sensitive but not life-or-death
Emergency means minutes may count

Wait until the Command Team comes back with '**URGENT TRAFFIC PROCEED, OVER**' and then identify yourself and transmit your message. Be brief and concise.

- Always carry extra batteries.

ATTACHMENT 5 - CTH NRG ER PLAN RADIO RECEIPT

This will acknowledge that the CTH NRG has issued me with a two-way radio for use in emergencies and disasters on CTH on behalf of the CTH NRG Emergency Response Program, for which I am a (check all that apply):

- Block Captain
- Zone Coordinator
- Incident Command Team member
- Volunteer Medical Team member

I hereby agree to:

1. Keep the radio charged and available for use in an emergency in accordance with the CTH NRG Emergency Response Plan Disaster Plan
2. To participate in drills as announced
3. Keep the radio in a safe place and prohibit use by non-authorized persons
4. Report radio loss or theft to the NRG immediately
5. Use the radio only for official CTH NRG business
6. Return the radio and all its components to the CTH NRG should I cease to volunteer as a member of the ER Team

NAME:

ADDRESS:

PHONE NUMBER:

EMAIL ADDRESS:

SIGNATURE:

DATE:

ATTACHMENT 6 - GUIDELINES FOR DELIVERING AN OVERVIEW OF THE CTH NRG EMERGENCY RESPONSE PLAN TO NEIGHBORS IN ASSIGNED ZONES/BLOCKS

To be given by Block Captains and/or Zone Coordinators

Introduction

As a block captain (BC) or zone coordinator (ZC) one of your primary responsibilities is to get to know the residents in the block/zone assigned to you as a way to share and receive of vital information in the event of an emergency or disaster, and to gain their trust and confidence.

A notice has already been delivered to all residents in the CTH NRG area that explained that an emergency response program has been established in the neighborhood. Your next step is to initiate a visit with each residence in your block/zone. Each BC/ZC should decide on the best way to initiate contact. One suggestion is to leave a notice on a resident's door or in the mailbox introducing yourself (name, street address and some form of contact information—either phone or email) and requesting that the resident contact you in the very near future to set a date for a 15 to 20 minutes visit so that you can explain how the program works and will help the resident(s) in the event of an emergency or disaster. If you do not receive a response from certain residents you will have to try a door-to-door approach by simply knocking on doors and attempting to set up meeting times. Continue with such efforts until each home in your assigned block/zone has been visited.

Instructions

- Once contact has been established and a meeting date has been set, calendar the date and time and prepare a package containing:
 - This Guideline
 - A laminated or card stock 'OK/HELP' sign
 - The form for collecting household information
 - A Volunteer Application Form
 - An Emergency Preparedness Resource sheet
 - A copy of the CTH NRG zone/block map

- On the day of the visit make sure you arrive on time if the visit has been pre-arranged, identify yourself by name, show your driver's license as proof of your identity and address, and verify that you have 15 to 20 minutes of time for the briefing.

THE PRESENTATION

We suggest that you practice on a family member before your first presentation. Be sure to adopt a respectful tone and approach that is clear and informative and stresses the importance of the issue, but is not a lecture and does not talk down to people.

1. Thank the resident for agreeing to meet with you. Stress that your visit is motivated out of concern for the resident's safety and a desire to make sure the resident is as prepared as possible for an emergency or disaster. Ask the resident if they have experienced a disaster or have ER experience, if they have, modify your presentation to be sure you do not talk down to people who have more experience than you may have. Be prepared to listen and learn from the resident as well as to inform and share information.
2. Give a very brief one-minute overview of the grass roots CTH NRG initiative, share a copy of the zone/block map and assist the resident to locate their home on the map. Explain that the NRG has divided the area into 7 zones with between 4 and 7 blocks each and has volunteer block captains in place for some of the blocks. Provide the resident with their Zone and Block number and a list (name, address and phone number) of the block captains in the zone.
3. Ask the resident if they may be interested in volunteering, explain the benefits of getting involved, and hand them a Volunteer Application Form.
4. Go over major evacuation routes from the resident's home.
5. Explain briefly that if CTH experiences a major earthquake or fire, authorities in town have warned that residents may be left to fend for themselves anywhere from 3 to 5 days—depending on the scale of the destruction—because first responders may be overwhelmed until state and federal assistance arrives. Point to recent examples of such delays. During such a time neighbors working with the NRG may well be the only assistance available. Emphasize that the NRG program stresses self-reliance; a neighbor-helping-neighbor approach, and has the goal of ensuring that no home/resident is overlooked.
6. Explain that the first job of every resident is to prepare adequately for an incident by taking appropriate action, like storing supplies for 3-5 days, knowing how to shut off gas, knowing where evacuation routes are, etc.
7. Point the resident to the Resource List and the sites listed like GETREADY.ORG to find preparation checklists and guidelines. Encourage the resident to store emergency supplies in a water-proof container (like a clean trash barrel) outside the house and garage. Stress to the resident that if CTH residents are isolated for days on end neighbors will not want to have to share supplies with unprepared neighbors. Urge the resident not to forget about pets and their needs.

8. Take a few minutes to stress the following key earthquake preparation items:
 - Turn off your gas valve if you smell gas. Buy a wrench and leave it in close proximity to the meter (in the event a garage or other tool storage location is inaccessible. Let the resident know that it may take the utility company an extended period of time to turn the gas back on and that shutting off the valve may prevent an explosion. Remind the resident to have an alternate cooking method (grill, etc.)
 - Turn off the faucet bringing water from the street to the house as street lines may become polluted.
 - Turn off the valve on the top of your hot water heater so that you can take clean water out from the tap at the bottom for drinking and cooking.
 - Encourage the resident to stay in their home if at all possible (unless ordered to evacuate). If the house is, in the resident's opinion, uninhabitable, they should evaluate sheltering-in-place with a neighbor or in a tent in the yard. Point out that Redwood High School is an official shelter but that it may reach capacity quickly.
 - Encourage residents to research online lessons learned from recent natural disasters.
9. Give the resident an OK/HELP sign and explain that the sign should be placed in a window facing the street or pinned to the front door. Explain that when you assess the block during or after an incident you will look out for HELP signs first and then radio in hazards and injuries to the CTH NRG Incident Command Team. Tell them that the ICT will try to locate help from sources like: CERT and first responders, or from a Volunteer Medical Team made up of neighbors.
10. Emphasize to the resident the value of the GetReady resource booklet, laying in ER supplies, and taking First Aid /CPR and CERT training.
11. Once you have established some rapport with the resident and they understand the NRG program you have hopefully created some level of trust that you are acting in their best interest, explain the benefits of a confidential community data base to the resident. Explain that the NRG has created a database that only block captains, zone coordinators, and the Incident Command Team has access to. Go over the data base information sheet with the resident but **do not leave the database sheet with the resident as they may never complete it and get 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 **DECLINED TO PARTICIPATE** on the form. If you have delivered a sound and convincing presentation, the vast majority of residents will fill out the sheet.

7. Pet(s) Name(s) and Type(s):

	Name	Type of Pet (dog, cat, etc.)
1		
2		
3		
4		

8. What additional information would be important for rescue workers to know about your household members? (i.e., people with special needs, medical conditions, etc.):

9. Has any adult in your household attended emergency preparedness training?

Training	Yes	No
'GET READY' Class		
CERT Training		
FADR Training		
Other relevant training (please describe)		

10. Does any adult in the household have medical training?

Training	Yes	No
Doctor		
Nurse/Nurse Practitioner		
First Aid		
Other (please describe)		

11. Do you have resources that could be used in disaster recovery?

Equipment	Yes	No
Pick-up truck or 4-wheel drive		
Chainsaw		
Generator		
Other equipment/supplies that could be used (please describe)		

12. Does any adult in the household have armed forces, National Guard, police, or fire training?

Training	Yes	No	If Yes, Who
Police			
Fire			
National Guard			
Armed Forces			
Other relevant training (please describe)			

13. Does any adult in the household have hands-on disaster response/recovery experience?

Type of Experience	Who

14. Is there any other emergency preparedness related information you wish to share with us?

Please notify us if any significant change occurs in the information you have provided to the NRG, or if you plan to move away.

Thank you for submitting your information.

ATTACHMENT 8

CONFIDENTIAL DATA-BASE PRINT OUT*

***See password protected section of the website for data base**

Dear Block Captains and Zone Coordinators,

At some point, you will be provided with or have access to an Excel spreadsheet of the resident household information that you collect. Each Block Captain will receive either a print-out or access to either the entire CTH NRG list or for his/her block only, and the Zone Coordinator will receive print outs or access to of all the blocks in the respective zone.

The space between entries on the spreadsheet is for notes and observations as you make your rounds.

Each spring you will be asked to go door-to-door to update resident information for each residence in your assigned block.

If you have questions about the spreadsheet please contact:

Anita Bock or Al Williams at **CTHNRG@gmail.com**

ATTACHMENT 9

BLOCK CAPTAIN ASSESSMENTS AFTER AN INCIDENT

An important BC responsibility during (when possible) and after an incident is to assess the impact of the incident on the homes in the block, the roads and evacuation routes, block infrastructure (gas lines, electricity, sewers, etc.) and the overall impact of the incident on the block as a whole.

- **Injuries:**

Block Captains are requested to assess injuries and report them to the best of their abilities. Those with first aid training—like First Aid for Disaster Response, “FADR”, offered twice a year in Corte Madera and Larkspur, or American Red Cross First Aid training—or who are CERT graduates so will be better able to assess the degree of injury and may elect to render assistance. All that is expected is that block captains do the best they can and seek help from the Medical Team.

- **Hazards:**

Things to look for:

- Utility wires down. ASSUME ALL DOWNED WIRES ARE HOT
- Gas leak
- Building damage - obvious signs of damage or collapse.

In describing the condition of the homes, infrastructure and block use these terms:

- **None**
- **Light: For example** - small or occasional cracks in walls; trees down but no damage, no structures at risk, no serious personal injury, some vegetation scorched but no active wildfire, no lines down, no known gas leaks, etc.
- **Moderate: For example** - downed power lines, some personal injuries, but not life-threatening, no houses appear to be uninhabitable, no uncontained wildfire, no electricity, etc.
- **Heavy: For example** - moderate plus one or more houses tilted, off foundations or completely collapsed/destroyed, life-threatening injuries to one or more persons, gas leaks/smell, power lines down, no power, uncontained wildfire.

ATTACHMENT 10 CTH NRG INCIDENT/ASSESSMENT REPORT

Block Captain:	
Block:	Zone:
Date:	Time:
Assessment made by (if other than BC):	
Address Surveyed:	

Type of Incident

- Fire/ Wild Fire
 Other (describe)

 Earthquake

ASSESSMENT (briefly describe condition)

Occupants:
Injuries:
Hazards:
Structure:
Access/Road:
Other issue(s) of note:

REPORTED TO COMMAND TEAM/CENTER:

Date:	Time:
-------	-------

DISPOSITION:

- | | |
|--|-------------|
| <input type="checkbox"/> To NRG Medical Team: | Dispatched: |
| <input type="checkbox"/> To Search and Rescue: | Dispatched: |
| <input type="checkbox"/> To 911 Call Center: | |
| <input type="checkbox"/> To CERT: | |
| <input type="checkbox"/> Other: | |

Other Disposition or Comments:

**ATTACHMENT 11
CHRISTMAS TREE HILL (CTH)
NEIGHBORHOOD EMERGENCY RESPONSE GROUP (NRG)
VOLUNTEER APPLICATION FORM**

Please complete the information on this form and email it to:

CTHNRG@gmail.com

NAME:

ADDRESS:

TELEPHONE NUMBER:

EMAIL ADDRESS:

AREA OF INTEREST: I am interested in volunteering to assist the CTH NRG in one or more of the following categories - check all that apply

- Block Captain**
- Zone Coordinator**
- Member of the NRG Steering Committee**
- Medical Team member**
- Administrative assistance**
- Web development**
- Graphic art**
- Drill organization**
- Manning NRG booth at local events**
- Making copies of needed documents**
- Providing supplies like backpacks**
- Fundraising**
- Donating funds for supplies and overhead**
- Other**

Thank you for expressing an interest in volunteering for the CTH NRG!

ATTACHMENT 12 NRG DRILL GUIDE



“EVERY PERSON WHO PREPARES IS ONE LESS PERSON WHO PANICS IN A CRISIS.”

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Special thanks to Lee and John Howard, former Central Marin NRG Coordinators, for providing information contained in the Guide.

CENTRAL MARIN NRG DISASTER RESPONSE DRILL GUIDE FOR NEIGHBORHOOD RESPONSE GROUPS (NRG)

DRILLS ARE HELD IN EACH NRG OF THE TWIN CITIES ON THE DAYS CLOCKS CHANGE. DRILLS RUN FROM 10:00 – 11:00 AM WITH ADDED TIME FOR SET-UP, GOAL SETTING AND DEBRIEFING.

1. STEERING COMMITTEE – ROLES & RESPONSIBILITIES

- Find members to fill the roles of Block Captain Leader (BCL) and Incident Command Leader (ICL).
- The BCL will communicate with the BC Team members as to their responsibilities during the drill.
- The ICL will either run the drill start to finish or be part of a team that takes turns doing so. She/he will communicate and educate all IC members as to their responsibilities.
- If you have Leaders and Teams for Medical or Search and Rescue, invite them to help in the planning process.
- Plans for participation in the drill should begin **2-3 months** before the actual drill date.

2. EQUIPMENT NEEDED FOR DRILLS

A. NEW NRGs

- Start with walkie-talkies for each BC member as well as each Medical and Search and Rescue member. BC keep their radios at home. IC walkie-talkies are kept at the Command Post. Supply them all with batteries. See below under **Established NRGs** for labeling on back of radios.
- The simplest drill for new NRGs is a radio roll call. See **Day of Drill** for roll call procedures.
- The best learning tool is to have your members observe an established NRG conduct its drill. Your NRG Coordinator will tell you where these are located.

B. ESTABLISHED NRGs - CONDUCTING A FULL DRILL

- Each BC, Medical and Search and Rescue member should have a radio that is labeled with your NRG name; the number of her/his cluster; your own channel numbers. Note – the channel numbers for Medical are different from the others.
- Each BC should have 3-4 forms for recording drill incidents. The NRG Coordinator has these forms.

- Each IC Command Post should have labeled radios and fresh batteries.
- Each IC Command Post should have many forms for recording – see NRG Coordinator.
- Each BC should have a paper print out of her/his cluster data. Laminating these papers will keep them dry or use a plastic sleeve.
- Each IC Command Post should have 2 print outs of the entire database of information on the entire NRG. They should be kept in a safe, dry place and used for drills and disasters.
- Each Command Post should have tables and chairs, an awning and large white boards with markers. It takes time and funding to amass these items.

3. THE COUNTDOWN

3 MONTHS BEFORE THE DRILL

- The Steering Committee works with the BC, Medical, Search and Rescue and IC Leaders to prepare.
- Equipment is checked; decisions are made as to the extent of the drill, i.e., just a roll call or an actual drill.

2 MONTHS BEFORE THE DRILL

- BC and IC Leaders send emails to alert their teams of the date of the drill
- If NRG is planning a full drill, members of the Steering Committee work to choose Incidents to plant in clusters/blocks and to find residents willing to act as victims. The NRG Coordinator should have a library of Incidents – both injuries and hazards. We suggest you plant Incidents in half your clusters/blocks for each drill as dealing with them is time-taking. It is a challenge to find victims, even though they are given a script to read. Keep plugging.

4 WEEKS BEFORE THE DRILL

BC Leaders send email to team as follows:

- Date and time of drill. 9:45 – 11:00 AM for the drill itself; 11:30 - Noon for debriefing.
- Coordinate now with fellow BC to decide where you will meet at 9:45 AM on drill day to answer the roll call.
- Once you are together on drill day, wait for the IC Commander to call your cluster/block for roll call. **DO NOT CALL IN YOURSELF.** Clusters/blocks are called numerically and sequentially.

- Once you have answered your roll call, begin to walk your cluster/block looking for OK or HELP signs (not all clusters/blocks may have an Incident). If you find a HELP sign, knock on the door and learn the problem. Radio in the details as succinctly as possible.
- Stay until the problem is solved.

2 WEEKS BEFORE THE DRILL

BC Leaders send email to team as follows:

- Reminder of date and time; roll call procedure; work in cluster/block to find problems.
- Reminder to create a cluster/block email list so they can alert the residents in their clusters/blocks about the date and time of the drill and putting up the OK sign.
- If it is the Spring drill, remind the BC to go door to door after checking for Incidents to update the data base information. Remind them they have one week to complete this task.
- Ask them to wear their vests on drill day.
- Remind them to let the BC Leader know who needs a new OK sign.

1 WEEK BEFORE THE DRILL

BC Leaders send email to team as follows:

- Remind all to change their clocks and have fresh batteries for their radios.
- Remind them of their radio channel and sub-channel.
- Suggest they review Radio Protocol sheet.
- Be sure they know where to meet fellow BC at 9:45 AM with vests on.
- If they find no Incident, they report to IC that there is none.
- Tell them to use their recording form if they find an Incident. After they report the Incident, stay with the problem until IC resolves it.
- One of the BC in each cluster/block sends out a reminder to each resident in the cluster/block to give the date and time of the drill; the need to change clocks; the request to put the OK sign in the window by 9:30 AM.
 - If it is the Spring drill, remind residents that you will be coming to each door on Drill Day and for one week to follow to update data

FOR THE FALL DRILL

- If you have NO Incident OR when you are finished dealing with one, go to the IC

Command Post to take part in the debriefing.

FOR THE SPRING DRILL

- In you have NO Incident or when you are finished dealing with one, visit each house in your cluster/block to update the information on your spreadsheet. If the house has no OK sign in the window, ask if they need a sign. We recommend that you take no more than one week to revisit houses to verify information.
- Your Steering Committee will tell you where to send your updated information so it can be entered in the master database. You will receive updated versions of your cluster database once the information is entered.

4. COMMUNICATIONS WITH THE RESIDENTS OF YOUR NRG

A. STEERING COMMITTEE RESPONSIBILITIES

3 WEEKS BEFORE THE DRILL

- Steering Committee member posts the date and time of drill on Next-door.
- Gives explanation of why the drill is necessary.
- Asks residents to have their OK sign in the window facing street by 9:30 AM on Drill Day.
- Warn them that planted Incident victims will have a HELP sign.

2 WEEKS BEFORE THE DRILL

- If you have enough volunteers, deliver a flyer under each door mat or a door hanger.
- Remind of date, time – with clock change – and OK sign.
- Give member and contact info if folks need a new sign.
- Deliver the scripts to all victims.
- Post again on Next-door.

1 WEEK BEFORE THE DRILL

- Post again on Next Door – date, time, OK sign placement.
- Put-up sandwich board signs (like realtors use) with poster board reminders of date and time of drill.
- Put on private property (only with permission) not on public property.

- Remind victims (some do forget).
- Change clock reminder.

B. INCIDENT COMMAND RESPONSIBILITIES

3 WEEKS BEFORE DRILL

- Leader should check on all materials, batteries, pens, forms; vests; complete data base.
- Leader sends out email to IC members asking them to:
 - Be at Incident Command at 9:30 AM on day of drill
 - Take part in the goal setting at 9:30 AM
 - Prepare to work at the drill until 11:30 AM – or through the debriefing

2 WEEKS BEFORE DRILL

- Send email to team members and ask them to let you know if they will be able to work the drill.
- If you come up short, go to Steering Committee to get help beefing up the team.
- Organize help to set up at 9:00 AM on Drill Day.

1 WEEK BEFORE DRILL

- Send reminder of date and times – remind clock change.
- Urge team members to work the drill.

DAY OF DRILL

- Set up tables, chairs, white boards, forms, writing utensils at 9:00 AM.
- Have vests (if you use them) on tables and have signs to designate who works at each table: medical; liaison; situation (take and record incoming BC calls).
- Work with IC team to establish goals and write them on one white board
- Have Situation Worker open the drill with a roll call of the BCs at 10:00 sharp. Call each cluster/block by number and ask them to report in. If a cluster /block does not respond, note that and call back at end of roll call. If still no answer, record it so you can ask a neighboring BC to check that cluster/block.
- The Situation Workers take the BC calls and record them on paper and white boards.
- These paper forms are either kept on the Situation Table, given to the Medical Team or the Search and Rescue Team.

- The Liaison Worker maintains contact as needed with adjacent NRGs and with CERT radios at the red trailers who can relay the most severe problems to the Sherriff's office.
- One Situation Member records the Incidents on a white board, address and problem.
- That Member returns to Incidents to be sure they have been followed up on and responded to.
- At 11:00 AM, IC declares the drill has ended on the radio and invites all BC to the Command Post for the debriefing.
- At debriefing, the IC Commander checks each Incident for response and each goal to determine if it was met. BC members are invited to share their experiences and problems.

5. POST DRILL ACTIVITIES

3 DAYS AFTER DRILL

- Steering Committee or BC and IC Leaders ask the teams to email in any issues, challenges, observations. Resident data base is updated.
- SC members ensure that all BCs and other volunteers are recognized and thanked for their participation and efforts.

2-3 WEEKS AFTER DRILL

- Steering Committee meets to discuss the successes and challenges from the drill so necessary action can be taken to remedy any deficiencies in drill planning.
- SC members ensure that any Partners (Police, Fire, CERT, Central Marin NRG representative, etc.) that participated or observed are appropriately thanked and recognized.
- SC notes any best practices and sends same to the Central Marin Coordinator, if time permits SC writes up a brief drill overview for the CM NRG Newsletter.

If the NRG has a website, the overview and recognitions can be posted on the website, or shared with residents on Next Door.