



Neighborhood Emergency Response Plan

Organize Your Neighborhood for Emergencies

Objective:

The central goal of creating a Neighborhood Emergency Response Plan is to ensure that Laguna Beach communities have the resources to prepare their neighborhoods, homeowner's associations and businesses for unexpected disasters. Developing a comprehensive Neighborhood Emergency Response Plan provides the necessary foundation to organize your family, a neighborhood or business.

*Thank you for taking the important step
of helping get your neighborhood organized.*



PHOTOS COURTESY LBPD

Step One—Find People Interested in Neighborhood Disaster Planning

It takes a group of dedicated community members to put a neighborhood plan into place. One volunteer cannot do everything; a team approach is needed.

Engage other neighbors to assist with plan development. Formalize a preparedness committee within your neighborhood with a commitment to learn, practice, promote, and fund this initiative over a set timeframe. A Laguna Community Emergency Response Team (CERT) member can help you once you have your team in place.

- 1. Knock on doors:** Introduce yourself! Consider staging a block social of some kind (potluck, block party or BBQ). See page 5 for sample invitation.
- 2. Connect with neighbors** interested in disaster preparation to help you organize.
- 3. Establish a Planning Team:** Engage other neighborhood members to assist with plan development. Formalize a preparedness committee within your neighborhood with a commitment to learn, practice, promote, and fund this initiative over a set timeframe. A Laguna CERT member can help you once you have your team in place. See page 6 for a sample resident contact list.

TOPICS FOR THE FIRST MEETING

These topics are suggested to help you run the first meeting with your neighbors to talk about preparedness. This outline targets a typical neighborhood audience that needs some convincing to do their own preparation. This document also provides a suggested way to get started and explains how to prepare a neighborhood disaster plan. Your neighborhood may be more ready and eager to go—adjust accordingly.

Introduction

Thanks for coming and taking the time to discuss emergency preparedness. Let's start with introductions. Please provide your name and address, how long you've lived there, and whether any members of your household might need special assistance in an emergency (including pets). We will then discuss why we

need to prepare for disasters and how you can start the process.

Disaster preparedness is hard to talk about because no one really wants to think about bad things that might happen. We do live in a beautiful community, but that comes with several hazards and there are simple things we can all do to be prepared. Tonight we're just going to talk about the first phase of getting your own household prepared so you can take care of your family. FEMA-trained Laguna Beach CERT members and I are here to help – we're part of a neighborhood network that has prepared material and resources that can help you. One possible conversation depending on your neighborhood: how do you feel about this topic?

A first step is getting information that enables us to communicate during an emergency. Please share whatever information you are comfortable sharing on the "Resident Emergency Information Form we've provided for each attendee. List any major equipment or tools you have as well as any special skills such as first aid or medical training, construction skills, etc. This information will only be shared with neighbors and only be used for communication about disaster prep. See page 7.

Supplies

We've listed some supplies you should gather for your home and car, and instructions about storing and treating water. It may be possible to receive discounts if you buy supplies as a group. See pages 14 and 17. Also, check Emergency Supply websites such as:

Ready America <http://www.readyamerica.com>
 SOS Survival <https://www.sosproducts.com/>
 Mayday Products <https://www.emergencykits.com/>

Resources

Finally, below is an additional list of online resources you can access to help you get

prepared. It's also very important that you have people in the neighborhood who have some training. A CERT class is a good way to get that training. CERT offers first aid, light search and rescue, disaster preparedness and fire suppression. The information about CERT classes is on the handout and it is highly recommended that you take the free class offered by the City of Laguna Beach.

CERT Training: <http://www.lagunabeachcity.net/cityhall/police/emergprep/cert.htm>

CERT Handbook: <http://www.lagunabeachcity.net/civica/filebank/blobdload.asp?BlobID=19126>

City of Laguna Beach Emergency Backpacks: <http://www.lagunabeachcity.net/news/displaynews.htm?NewsID=1894&TargetID=1>

Other items to discuss

Are there any other items that you want to discuss at this meeting? Open forum of discussion, but don't let it go on too long.

FIRST MEETING FOLLOW-UP

Congratulations! You had your first meeting. It was a lot of work and you probably got fewer people than you wanted or expected, but it's a start. Now, don't lose momentum. Here are some easy follow-up items to do:

1. Send an email to everyone who provided one and thank them for coming.
Copy the links from the "online resources" page into the email (so they can be easily accessed with a click)
2. Schedule the next meeting via email, perhaps suggesting two dates to choose from.
3. Copy the roster sheets to hand out or scan them and email to participants.

Ask your neighbors to sign up for a CERT class and CPR/AED-First Aid courses

Provide a list of the next available dates and a link to online sign-ups. Suggest that neighbors sign up early for these courses, as they fill up fast. Check out the following link for upcoming class schedules. <http://www.lagunabeachcity.net/cityhall/police/emergprep/cert.htm>

Our Recreation Department offers CPR/AED classes. First Aid, CPR/AED classes are also available through the Red Cross or local hospitals.

Topics for the next meeting

OK, why don't we talk about setting up another meeting? I think 4-6 weeks from now might make sense. I'm happy to host again.

Here are some things we could do at the next meeting:

- Talk about how people are progressing with assembling their emergency supplies
- Hear from anyone who took a CERT class
- Review basic instructions for how the neighborhood can organize after a disaster
- Form committees for first aid, fire suppression, and search and rescue (led by those who are willing to take the lead in an emergency)
- Identify sub-groups in the neighborhood and appoint "captains" for each group to help gather information and personally get neighbors involved
- Identify and name your neighborhood and know your evacuation management zone

Second meeting preparation

If you invite someone from the city to your second meeting, it may be possible to attract a larger audience. Our Emergency Operations Coordinator, Jordan Villwock, is the point of contact to start the process: (949) 497-0389 or jvillwock@lagunabeachcity.net

When you call to invite one of our officials, explain you are hosting a neighborhood meeting and would like someone to talk to your group. Be specific about topics, confirm date(s) and set an agenda and a time limit to allow for advance scheduling.

SECOND MEETING

While there are no specific plans for a second meeting, a lot depends on how much progress people have made towards getting prepared themselves, their interest in neighborhood organization or taking classes. A second neighborhood or group meeting would be scheduled by the neighborhood group. A CERT member could join further meetings if requested.

PLEASE JOIN LBPD

Neighborhood Emergency Preparedness Meeting



PHOTO COURTESY LBPD

Come and meet your neighbors.
Learn some basic steps for getting prepared for emergencies.

Date: _____

Time: _____

Location: _____

Refreshments will be provided.

Resident Emergency Information Form

Information provided on this sheet will be used only for emergency preparedness in our neighborhood; you are not obligated to provide the information requested on this form.

NOTE: There will need to be one form printed for each household.

Address:		Home phone:	
Adult 1 Name:		Adult 1 email:	
Adult 1 Work:		Adult 1 Cell:	
Adult 2 Name:		Adult 2 email:	
Adult 2 Work:		Adult 2 Cell:	
Child 1 Name, birth mo./yr.		Child 2 Name, birth mo./yr.	
Child 3 Name, birth mo./yr.		Child 4 Name, birth mo./yr.	
Out of area contact		Out of area phone #	
Pets, other info		Permission to enter & search, Yes/No	
List disaster equipment, tools, crowbars, ladders, fire extinguishers, etc.			
List medical, construction, military, law enforcement, first responder or management skills, etc.			
Other Notes:			

Step Two—Conduct a Neighborhood Assessment

Hazards:

One of the first team objectives is to identify the primary hazards in your neighborhood. See Neighborhood Hazards Form on page 10.

Resources (see page 11):

1) Who is trained in disaster preparedness?

You do not have to be trained as a CERT member to participate or lead a neighborhood disaster group but it would be helpful. Take a CERT class and encourage your neighbors to join you. The CERT course offered by the city of Laguna Beach will train you in first aid, fire suppression, and search and rescue. For more information about CERT, contact Emergency Operations Coordinator, Jordan Villwock at (949) 497-0389 or visit the website: <http://www.lagunabeachcity.net/cityhall/police/emergprep/cert.htm>

2) What supplies are on hand in your neighborhood?

Neighbors should address what they need and what they can provide from individual homes first. Consider buying equipment, tools and supplies to create a disaster cache. It's a good idea to contact another neighborhood that already has purchased supplies to determine what items are recommended.

3) What are your communications resources?

The Planning Team should identify any RACES (Radio Amateur Civil Emergency Services) volunteers or CERT Communicators, and licensed HAM radio operators within their neighborhood to assist with communications between the neighborhood and First Responders.



STEP TWO

Step Three—Put your Plan in Writing

No Neighborhood Emergency Response Plan will be the same, since each will be tailored to meet the needs of each individual community. Neighborhood Emergency Response Plans are living documents that should be updated and revised on a yearly basis. The hardest part is initially writing a plan that can be built upon over the years. Your written Neighborhood Emergency Response Plan may start with the basics of what residents should do at their homes before and immediately following the unexpected disaster, but should move quickly to where and how the neighborhood responds together. Those guidelines should include the following:

1. Home Response: take care of yourself and family first, then neighbors; check your utilities (gas, electric and water); everyone should gather their own emergency preparedness supplies. See pages 14 and 17 for suggestions.



2. The Neighborhood Response: How would you like your neighbors to respond to any type of disaster? What should they do? Where shall they meet? Is there a system to check on all residents within the community? See Family Emergency Plan, page 15.

3. Neighborhood Meeting Place: Deciding where you want your neighbors to go to check in should be one of the decisions addressed in the written plan. Your neighborhood-meeting place and the organizational structure you would like to use also should be in the written plan.

4. Communication Plan: This will establish how you communicate both within our neighborhood and with First Responders.

- a. All residents in the neighborhood should have a working communications plan (see pages 15-16) so they may contact family members, loved ones and neighbors. Neighborhood residents should have FRS or GMRS radios AND cell phones to communicate with each other and have the capability to call 911 if needed. Residents are urged to get a cell phone charger for their vehicle(s).
- b. General communication protocols and how to deal with social media are on pages 24-25.

5. Google Maps: A map will help you visualize your neighborhood. To create one, you can hand-draw one or go to <http://maps.google.com> and search for your address. Zoom in and make sure you are in "Map" mode, not "Satellite". You should see the outlines of each house plot. On Windows computers, press the Print Screen button (this makes a copy of your screen). Now click on the Start button, choose Run/ then type "pbrush" and hit OK. When the paint program loads, choose Edit/ Paste. On the left hand side, you will see a tool bar with a dotted rectangle. Click on this, then click and drag a rectangle around the area of the map you want to appear on the Search & Rescue form. Choose Edit Copy. Switch over to Word and choose Edit Paste. You may need to select the picture in Word and crop it or rotate it to get it to fit. See sample on page 21.

6. Sample Operations Plan: The sample plan is an outline that you can use to get started on your own neighborhood disaster group plan. See page 22-27.

7. Practice Your Plan: Practice, practice, then practice some more! See page 27.

Home Response: Suggested Emergency Supplies for Your Home

NOTE: This is only a partial supply list and it should be used only as a guideline. Add or subtract items as you see fit for you and your family's personal needs.

By the bed:

Flashlights (one for each person) Crowbar (in case your bedroom door gets stuck) Emergency radio Sturdy shoes & clothes, work gloves for each person

Emergency water for 7 days:

A minimum of ONE gallon per person and pet per day (TWO gallons are preferable) stored in food-grade water containers.

Emergency Water Storage and Bleach

When storing water, it is best to keep it in food-grade water containers. They can be purchased in many sizes from 5 gallons to 55 gallons. It is important to add unscented bleach to your stored water as a sterilant in the amounts listed below, or add water treatment liquid per the amount of water to be treated according to the manufacturer's instructions. Make sure to follow the directions carefully and change stored water at recommended intervals. Some products allow water to be stored up to five years. This water should be changed every 12 months with fresh, unscented bleach added to the fresh water. An easy way to remember to change your stored water is to do it the same day that daylight savings time takes effect in the spring. Check your smoke detector batteries the same day.

Amount of Water	Amount of unscented bleach
1 quart	4 drops
1 gallon	¼ teaspoon (16 drops)
4 gallons	1 teaspoon
8 gallons	2 teaspoons
16 gallons	4 teaspoons (1 1/3 tablespoons)
32 gallons	2½ tablespoons
55 gallons	4 1/3 tablespoons

Emergency food:

Manual can opener for canned foods (label with date & rotate annually); peanut butter, candy, nuts, raisins, and soups are a good source of calories and nutrition. If you have a camping stove, include freeze-dried foods. (You will need extra water for these.)

First aid kit:

- Band-Aids, roller bandages, gauze, pads, scissors & adhesive tape, antibiotic cream, Q-tips, cotton balls, anti-bacterial soap (like Dial), latex gloves.
- A two-week supply of your prescription medications (Rotate these annually)
- Non-prescriptive items such as aspirin, antacids, diarrhea medicine, acetaminophen, laxatives, vitamins

Fire Extinguishers (ABC types only):

Keep one on each floor of your house and a smaller one in each car.

Lights (you cannot have too many):

Flashlights, light sticks, camping lanterns with extra bulbs & batteries, emergency plug-in lights that go on when there is a power outage.

Put a note on your calendar to check the batteries every 6 months.

Cooking Equipment:

Camping stoves with propane tanks, barbecues and pots for cooking, utensils, plastic or aluminum dishes, cups, dish soap for cleanup.

Sanitation supplies:

5 gallon buckets with lids and plastic liners, plastic toilet seat, kitty litter, hand sanitizer wipes or gel, toilet paper, paper towels, chlorine bleach & eyedropper for purifying water, large and small trash bags

Other supplies:

Waterproof tarps, tent, sleeping bags, blankets, towels, plastic sheeting (comes in rolls) to cover broken windows. Staple gun, miscellaneous tools, ax, shovel, broom, screwdrivers, hammer, work gloves, masks, goggles, duct tape, plastic garbage bags, roll of quarters for pay phones, \$200-\$300 in small bills (banks may be closed for days and ATMs may be inoperable), extra eye glasses & hearing aid batteries, toothbrush, toothpaste and comb

Supplies list continues on page 17.

Prepare Laguna Beach

Taking Steps to be the Most Prepared City in Orange County



Family Emergency Plan

Basics

Out-of-Town Contact: _____

Out-of-Town Contact Phone #: _____

Neighborhood Meeting Location: _____

Evacuation Routes: _____

Family Information

Name: _____

Name: _____

Mobile #: _____

Mobile #: _____

Date of Birth: _____

Date of Birth: _____

Email: _____

Email: _____

Social Media Handle: _____

Social Media Handle: _____

Important Info: _____

Important Info: _____

Name: _____

Name: _____

Mobile #: _____

Mobile #: _____

Date of Birth: _____

Date of Birth: _____

Email: _____

Email: _____

Social Media Handle: _____

Social Media Handle: _____

Important Info: _____

Important Info: _____

Workplace & School

Name: _____

Name: _____

Address: _____

Address: _____

Emergency/Hotline #: _____

Emergency/Hotline #: _____

Website: _____

Website: _____

Offsite Pick-up Location: _____

Offsite Pick-up Location: _____

Lagunabeachcity.net/getprepared

Workplace & School Continued

Name: _____

Address: _____

Emergency/Hotline #: _____

Website: _____

Offsite Pick-up Location: _____

Name: _____

Address: _____

Emergency/Hotline #: _____

Website: _____

Offsite Pick-up Location: _____

Emergency Meeting Places

Indoor: _____

Instructions: _____

Neighborhood: _____

Instructions: _____

Out-of-Neighborhood: _____

Address: _____

Instructions: _____

Pets

Name: _____

Type: _____

Color: _____

Age: _____

Medical: _____

Name: _____

Type: _____

Color: _____

Age: _____

Medical: _____

Important #'s and Info

Doctors Info: _____

Pediatrician Info: _____

Medical Insurance & Policy #: _____

Homeowner/Rental Insurance & Policy #: _____

Hospital Info: _____

Veterinarian: _____

To-do Checklist

Register in AlertOC - www.alertOC.com

Register in Nixle - Text 92651 to 888-777

Sign-up in Nextdoor.com

Make the promise to prepare at www.lagunabeachcity.net/getprepared

Make a 72-hour Kit

Follow us on Facebook & Twitter

Lagunabeachcity.net/getprepared

Supplies for pets:

Water – 8 ounces per animal pound per day, a week’s worth of food and medicine, an extra leash; pet carriers.

Storage suggestions:

Store your supplies with care. They will do you little good if you cannot get to them or they are destroyed or damaged during the disaster. One method of storage is to place supplies in a large, covered trash container or plastic trunk with wheels that can be stored outside in a cool, sheltered location. Put contents inside moisture-proof bags before placing them in the container. Lock the container with one (or two) combination locks. (You don’t want to have to look for a key after a disaster.)

Car/Work Mini-Survival Kit:

- Water
- Snack food
- Small first aid kit with essential medications
- Mylar space blanket
- Flashlight with extra batteries and light sticks
- Battery operated AM/FM radio
- Comfortable shoes
- Zipper bags and toilet paper
- Heavy work gloves
- Pocket knife
- Notepaper and pencil or pen

For some online resources, see page 3.

Neighborhood Response

When you think your neighbors are ready, it’s time to move to this phase.

It is now time to prepare to work together and practice how to respond after a disaster. We have included forms that you can use or modify for your neighborhood. In a future meeting, you can review these instructions and decide where these forms can be stored in hard plastic containers along with other basic supplies (e.g. walkie-talkies) for neighborhood use.

After a disaster, each household should assess its own situation, following the family’s own checklist. Your first priority should be your own household. Ensure that your young children, family members with special needs or injuries

and pets will be cared for before you volunteer to help the neighborhood.

The first person to arrive is in charge.

That person is the **Disaster Response Leader**, staying put at the Neighborhood Meeting Place and making decisions. Leadership can be transferred when someone arrives who is more knowledgeable or capable.

As others arrive:

1. The next person to arrive after the Disaster Response Leader will be the **Volunteer Tracker** and will use the Personnel Tracking Form on page 18 to track what tasks people are doing at what time, which is leaving the area, and what has happened. Make sure you know where all your people are at all times. Check in with them regularly.
2. Send other new arrivals in pairs as **Search and Rescue Teams** to inspect house-to-house using the Damage Assessment Form on page 20 (form instructions are on page 19). Make sure that each team has cell phones or working walkie-talkies set to the correct channel (FRS channel seven). We DO NOT USE sub-channels. Perform a radio check prior to starting search. Additional channels will be assigned to you and your neighborhood/area as needed. Monitor the walkie-talkie communications (channel 7 and others if assigned) and give status updates to the Disaster Response Leader.
3. **Assign more tasks** as more people arrive. These tasks may include helping injured people, clearing debris from the street and helping set up the central meeting place. If someone brings a canopy, generator or first aid supplies make sure to log the equipment and help him or her get the equipment set up.
4. **Monitor emergency radio** and weather channels as needed for information and post notes for the neighborhood. If your location does not allow reception of the local radio station, KX-93.5, move to another location or higher ground. Alternatively, try the radio in your vehicle and locate a station that is broadcasting emergency information. As other neighborhoods become involved, it may be possible to set up a “relay” to communicate between groups.

Search and Rescue Instructions

(Print one page per neighborhood search group)

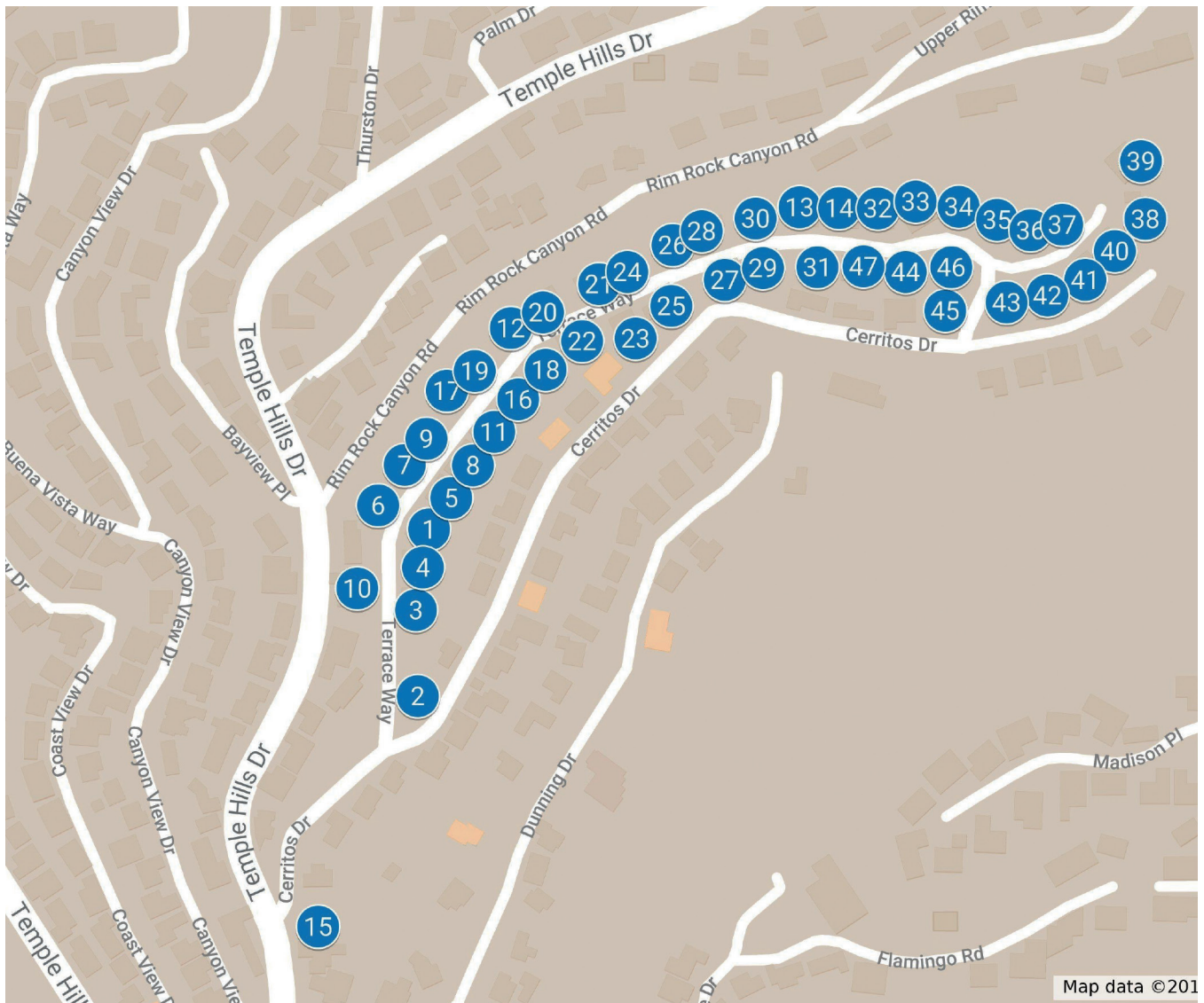
Inspect house to house in pairs, using the Damage Assessment Form on page 19, have cell phones or walkie-talkies with you. Never enter a structure that is on fire or structurally damaged. Always search in teams of two—never alone—and make sure your group knows where you are at all times when conducting damage assessments.

1. Make an assessment of damage to the house and record it on the Damage Assessment Form
 - a. Major damage (collapsed, twisted or gaping walls, structural failure). **Do Not Enter**
 - b. Minor damage (broken windows, minor buckling of walls or floors)
 - c. No apparent damage
 - d. Not able to evaluate (i.e.-behind gates/walls/fences or otherwise cannot see home adequately to determine damage. **Do Not Enter**
 2. If you can smell gas, shut off the gas valve. Note the address where any gas valve is turned off on the Damage Assessment Form. If you have turned off the gas, DO NOT turn it back on. The Gas Company will turn on the gas after inspecting the property, gas service and appliances.
 3. If you see a fire:
 - a. Call 911 immediately and let the Communications Coordinator know by walkie-talkie, cell phone, landline or text.
 - b. If there is an available hose or extinguisher and you are confident you can suppress the fire, and it is SAFE, try to do so.
 - c. REMEMBER, suppress SMALL fires only (Think trashcan size); for all others, call 911 immediately.
 4. If the house is severely damaged, **Do Not Enter**. If you hear someone calling for help or they are trapped, call 911 or use other means to alert First Responders. Report this information to Incident Command by text, cellphone or walkie-talkie. **NEVER go into a house or building by yourself.**
 5. If the house is not severely damaged, knock loudly/ring doorbell and call out.
 - a. If someone answers, ask if there are injuries or problems; let them know the location of the closest evacuation place or Incident Command in the neighborhood.
 - i. Communicate severe injuries to Communications Coordinator by walkie-talkie or cell phone and call 911. Provide what assistance you can.
 - ii. If you observe minor injuries, report these when you return to the central meeting-place after search.
 - iii. Record the number of people and injuries on the Damage Assessment Form
 - b. If no one answers, try loud knocking or calling out at the back (or alternate) door
 6. Check the Resident Emergency Information Form to see if the homeowner has approved a search of their property. Use good judgment: i.e., is someone likely to be home and injured? If so, find a way to gain entry to the house and search it. Go to the next house and repeat search, noting conditions on damage assessment form. Stay in your assigned search area. Notify Incident Command or Disaster Response Leader if you leave an assigned area. When you complete the last home on your map, return to the central meeting place.
- 7. Never Compromise Your Safety or the Safety of Others and Never Work Alone.**

Damage Assessment Form

NEIGHBORHOOD NAME:						TIME			DATE						
EVACUATION MANAGEMENT ZONE:															
SIZE UP, NOTE WHAT YOU SEE <small>(check if applicable)</small>															
FIRES		HAZARDS				STRUCTURE		PEOPLE			ROADS		ANIMALS		
BURNING	OUT	GAS LEAK	H2O LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING
OBSERVATIONS															
NAME:										PAGE ____ OF ____					

Sample Map



Google Maps: A map will help you visualize your neighborhood. To create one like the sample in this kit, you can hand-draw one or go to <http://maps.google.com> and search for your address. Zoom in and make sure you are in "Map" mode, not "Satellite". You should see the outlines of each house plot. On Windows computers, press the Print Screen button (this makes a copy of your screen). Now click on the Start button, choose Run/ then type "pbrush" and hit OK. When the paint program loads, choose Edit Paste. On the left hand side, you will see a tool bar with a dotted rectangle. Click on this, then click and drag a rectangle around the area of the map you want to appear on the Search & Rescue form. Choose Edit Copy. Switch over to Word and choose Edit Paste. You may need to select the picture in Word and crop it or rotate it to get it to fit.

1. Sample Operations Plan

The following plan is an outline. The acting Disaster Response Leader will adjust it depending on the nature of the emergency and the resources available.

1.1 Activation:

After an earthquake, flooding, tsunami (or warning) or other major event, it may or may not be obvious that we should activate the neighborhood team. Ensure the safety of your family, home and immediate neighbors. **DO THIS FIRST.** If it's not obvious, establish contact by phone, SMS text message or radio and decide if the neighborhood team should be activated. If you have an FRS or GMRS radio or are on the Laguna Beach CERT team, monitor the Laguna CERT communication channels, (GMRS 15, 462.5500 MHz; GMRS 16, 462.5750 MHz; and Motorola channel FRS 7, 467.7125 MHz) announce your call sign and listen for others to respond. Repeat at five-minute intervals. Make sure your cell phone is turned on and watch for text messages sent via SMS. Monitor the City of Laguna Beach website, Twitter, Facebook and social media platforms. Monitor other CERT members and neighbors Twitter, Nextdoor and social media accounts. Once it's obvious that you need to activate and you have checked that your family is okay, go to your pre-determined Neighborhood Meeting Place location. If you drive, drive slowly to the staging area and note any issues along your route as a preliminary damage assessment.

1.2 Organize the Team:

The first step is to organize the team with whatever resources are available, assign roles, and begin preliminary operations. The first team member to arrive at the neighborhood staging area will be the **Disaster Response Leader** until he or she is ready to hand off the role. If multiple team members arrive simultaneously, one team member should be selected to be the Disaster Response Leader.

The Disaster Response Leader shall:

- Ensure the safety of volunteers, first responders and disaster workers. Always work in pairs; no one should work alone. No one deploys without being assigned.

- Contact team members by radio or text message (Use social media such as Twitter, Facebook, Nextdoor, etc. if radio communications, phone or text do not work. Remember, only official social media accounts should be relied upon for current, factual and correct emergency information.
- Gather and organize shared neighborhood supplies
- Set up a sign-in log to keep track of who is involved
- Establish boundaries for the staging/meeting area
- Assign resources and provide job descriptions to each team member
- Establish communications with your neighbors, Laguna Beach CERT personnel and Neighborhood Meeting Place via FRS/GMRS radio, SMS text message, Twitter, social media or cell phone.
- Prioritize search and rescue operations

The key roles to be filled on the team include:

- Operations: damage assessment, search and rescue, first aid
- Logistics: gather supplies and begin setting up the Neighborhood Meeting Place
- Communications: establish contact with team members via radio, text or phone
- Documentation and planning: keep track of who's available and what they are doing

1.3 Operations:

Team members will be assigned to conduct operations to help the community as necessary. Obviously, the specifics will depend on the nature of the emergency, but should follow this general outline.

1.3.1 Damage assessment:

You will need to get a picture of damages to the whole neighborhood community so the Disaster Response Leader can further prioritize operations and report the most serious situations to the First Responders and request their help and resources, if available. Team members (in pairs) should be assigned to survey each street in your neighborhood noting damage to houses by house number (if possible) and street. If house number isn't visible, mention

its proximity to the closest house where the address is visible. Any fires or obvious first aid situations should be reported immediately to First Responders by calling 911 or relaying the information to Incident Command by radio. All neighborhood structural damage should be logged and reported back to Incident Command at the completion of the street survey.

The documentation team should set up a map or log to record assessments as they come in from the survey teams, marking high priority issues. Fires and other obvious emergencies should be reported to 911 immediately. Less critical situations should be prioritized by the Disaster Response Leader to be reported later based on monitoring radio, text and twitter traffic.

Write down which streets are in your Neighborhood disaster group:

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

Your focus should be on your Neighborhood disaster group area but emergency issues observed on other properties or neighborhoods should be reported to 911 immediately and to your Incident Command.

1.3.2 Emergency Operations:

Obviously, the details of the team operations will depend on the nature of the emergency and the availability of city resources. If city resources seem likely to be available in an appropriate time, the neighborhood assessment team should hold back, monitor the situation and await more qualified individuals and resources to arrive. The observation team should be prepared to deliver all information to First Responder or City resources/personnel as they arrive and render whatever assistance is requested.

In a major emergency when the team lead believes that city resources are not likely to be available in an appropriate time, the lead should assign volunteers as available and match skills to needs. Operations teams should always be in pairs, preferably in larger groups if resources permit.

Potential operations may include the following:

1. Fire Suppression
 - Fight small fires
 - Shut off utilities
 - Isolate hazardous materials
2. Medical
 - Set up treatment area for injured
 - Triage: assess injuries of those affected and provide first aid and comfort
 - Transport victims to a safe area
3. Search and Rescue
 - Conduct search: NEVER enter a burning structure or one that has major damage, Call 911
 - Rescue victims: only if that does not endanger you or your team
 - Evacuation: be prepared to evacuate immediately if conditions change or if directed by First responders

1.3.3 Access and Functional Needs Community

Establish a list of elderly and otherwise vulnerable residents. Once damage assessment and emergency operations have been addressed, teams should attempt to contact everyone on the neighborhood list door-to-door or by other available means. Successful contacts should be logged.

1.4 Logistics and Shelter Operations:

The logistics team is responsible for:

- Allocating and keeping track of supplies.
- Setting up physical facilities: tables, canopy, food, water, medical supplies, etc.
- Gathering additional supplies from the community as needed.
- Establishing a shelter location for people who seek shelter and/or information.

1.5 Communications and Communication Protocols:

All residents in the neighborhood should have a working communications plan so they may contact family members, loved ones and neighbors. The neighborhood residents should have FRS or GMRS radios AND cell phones to communicate with each other and have the capability to call 911 if needed. Residents are urged to get a cell phone charger for their vehicle(s). (Refer to Resident Contact List and Resident Emergency Information Form on pages 6-7)

The point of using radios is to communicate. Do not worry about saying exactly the right thing. Push the talk button and say what you need say. However, experience has shown that certain patterns of communication are more likely to be understood. We recommend that you practice using a hand-held radio so you can become familiar with speaking in a way that can be understood. A hand-held radio can be less reliable than talking on a cell phone. If the network is down or overloaded a hand-held radio is your next best communications

option. There are limited FRS and GMRS radio channels available to use so choosing a primary and backup channel BEFORE an emergency is important. Practice communicating with your neighbors to determine which communication approach works best in your neighborhood. Physical obstacles like a building or hill may reflect or block your signal. **Hand-held radio communications should be:**

- Brief
- Precise
- Directed

Identify yourself:

A handle is just a name that identifies you to anyone listening when you press the talk button. For neighborhood communications, we recommend that you just use your name or nickname as in: "This is Jim" so other team members will recognize you. The communicator who is working directly with the Disaster Response Leader should adopt a handle that identifies your group as in "This is" (Neighborhood name). If you are a licensed GMRS user, you may use your GMRS call sign but your team members are not likely to recognize it, so you should still use your name so everyone listening knows who is speaking or your team needs to identify you.

How it works:

Using a radio is different from using a cell phone. With a cell phone, you are talking to one other party and both parties know with whom they are talking. With a radio, you are broadcasting. Many people will hear your transmission and may not recognize your voice. Without some rules or protocols, an attempt to communicate would be difficult.

The way to avoid this is to centralize communications so the Disaster Response Leader or his or her communicator can manage or direct the communications. See the graphic on the next page for the proper way to communicate with a hand-held radio.

Proper way to communicate on a hand-held radio:

Message	Action
“Jim this is Terrace Way”	The Disaster Response Leader initiates handshake
“Go ahead Terrace Way”	complete the handshake
“Have you completed the survey on Terrace Way and Cerritos Dr.?”	Disaster Response Leader requests information
“I’m just finishing Terrace Way, I am on my way to Cerritos Dr.	Supply requested information with precise details
“OK. On your way to Cerritos Dr. Terrace Way out.”	Confirm key details and end the conversation.

Communication must be brief, precise and direct. If you need to get in touch with the Disaster Response Leader or another neighborhood member, request permission to speak before proceeding:

Message	Action
“Terrace Way this is Jim”	Initiate the handshake
“Go ahead Jim”	Complete the handshake
“I have a partial building collapse at XXXX Terrace Way. Do you want us to initiate a search?”	The member supplies urgent information
“Partial collapse at XXXX Terrace Way. Hold off on the search until we can send someone to help you.	Repeat the key details and sends new information
“OK. Holding off on the search. This is Jim out.”	Repeat the direction and ends the conversation.

1.6 Social Media

Make sure you have a Twitter account; follow the Laguna Beach Police Department Twitter account (@LagunabeachPD) to stay informed as well as the FEMA and CalOES Twitter feeds. You can follow the individual social media accounts of your neighbors and friends for communication, but use the official Twitter feed as the source of your emergency information. Stay with official news feeds for emergency information! Social media platforms such as Nextdoor and Facebook may not have pertinent, correct and/or current information. If you feel it is important, re-post messages so all of our followers can see them.

Establish a Twitter account using a computer or smartphone.

1. Go to <https://twitter.com/> and find the sign up box.
2. Alternately, go directly to <https://twitter.com/i/flow/signup> and follow directions.
3. Click Sign up for Twitter.

4. Twitter will send you an SMS text message with a code. Enter the verification code in the box provided.
5. Once you’ve clicked Sign up for Twitter, you can select a username (usernames are unique identifiers on Twitter) — type your own or choose one we’ve suggested. Twitter will tell you if the username you want is available.
6. Double-check your name, phone number, password and username.
7. Click Create my account. You may be asked to complete a Captcha to let Twitter know that you’re human.

1.7 Documentation:

Establish a check-in table at the pre-determined area in the neighborhood. The assembly area will be where residents check in, receive and report neighborhood information, log the comings and goings of neighborhood team members, supplies, residents seeking help and CERT members.

2. Sustaining Operations Plan

After the preliminary operations are complete, the team will transition to a sustaining role depending on the nature of the emergency. There may be no need for this, a need for a few hours or, in an extreme event, days or weeks.

Our role is to ensure the health and well-being of the community. The specifics of what we need to supply will depend on the emergency, but might include information, water, shelter, food and/or medical support. Ideally, these services will be provided by the city or other outside agencies such as the Red Cross or FEMA, but in a major disaster, these outside services may take days or even weeks to become available. Part of our communications with the City of Laguna Beach and first responders will be to ascertain what services are available and use them when they are more complete than what the neighborhood can provide. Again, in any kind of major emergency, the city is likely to be overwhelmed for a while.

2.1 Information and Moral Support:

After a major earthquake, tsunami or other disaster, we are likely to lose electricity. We will lose telephone landlines, internet and TV as well as any services that depend on electricity. (Alarm systems, medical, equipment, lighting, etc.) People are likely to be dazed and confused. An important part of the neighborhood team is to attempt to replace some of these services so people in our community don't feel

abandoned and anxious from the lack of information. Portable generators should be considered for neighborhood use for lighting, charging laptops and cellular devices and maintaining a neighborhood refrigerator to keep medications and essential food or medical items cool. The neighborhood group should attempt to activate standby power and re-establish communications for people so they can make contact with family or friends outside the immediate area. The neighborhood group should attempt to provide ongoing news information via AM and FM radio, television if possible or Internet so people can understand what's happening outside our community.

2.2 Water:

During an earthquake, water pipes may break; but even if they don't, we may still have no city water as our water depends on electrically powered pumps. These pumps have some level of backup power but only for a few hours. Without power, the pumps will soon stop and there will be no more water from the city. Everyone is supposed to keep enough water at their homes to sustain their families for several days. Not everyone will do this. Part of our role is to teach people that they have water they may not know about and show them how to use water from sources like water heaters, toilet tanks and swimming pools if those are not damaged by the earthquake. In those cases, we may need to distribute existing water and develop new supplies of safe water by filtering water. Pool water should only be considered if there are proper and safe filtration methods available.

2.3 Shelter:

Houses may be damaged by an earthquake, forcing people to relocate. In addition, people may feel unsafe if they suspect damage or fear aftershocks. Alternate sheltering locations should be considered prior to any emergency. You may be asked to help people relocate to existing undamaged houses; only do so if you are certain that the structure is safe. Undamaged vehicles are a good sheltering option. The neighborhood group can help people set up tents or other makeshift shelters near their existing houses in extreme cases or on a temporary basis.

2.4 Sanitation:

With no water, the toilets will only flush one time and then stop working. We may need to teach people how to use pool, creek or ocean water to fill their toilet tanks. We may also need to demonstrate how to construct pit toilets. Sanitation is CRITICAL; each household should have a five-gallon bucket with a toilet seat and plastic bags to line the bucket to contain the waste. Kitchen trash bags work best for this.

Note that our sewers also depend on electricity. With no electricity, the sewers will either back up or overflow into the ocean.

2.5 Food:

Most neighborhoods will not have the capacity to provide food. The neighborhood group may need to help develop a food-sharing process to help provide basics for all via people willing to share with others. Ideally, every resident should have on hand one gallon of water per person per day along with a 72-hour food supply for you and your family and pets.

2.6 Medical Support:

After providing first aid, if necessary, there may be a need to shift to a sustaining role for medical services. Ideally, people with urgent needs will be serviced by the first responders as they become available. Part of your role will be to connect people in need of medical attention with the many healthcare providers who reside in our community. We also may need to find medical supplies for people who have run out or lost them due to damage. Your “Go Bag” should contain extra medications you may need should you have to leave your home quickly. (*NOTE—this is sometimes difficult, as doctors are sometimes not allowed to provide more than a limited number of doses at any one time. Individuals may want to ask their doctors for 90-day supplies of their medications based on having sufficient supply available should an emergency strike.

First Aid:

Knowing CPR/AED and medical skills like First Aid is a valuable asset to helping your family and neighbors. Consider taking a CERT class in which you will learn minor first aid, fire suppression, search and rescue and other valuable emergency skills.

Alternately, you could take a Red Cross CRP/AED-First Aid class or sign up for a CPR/AED class taught by the Laguna Beach Fire Department the Red Cross or local hospitals. Any medical training that you can get is valuable.

2.7 Search and Rescue:

Never enter a structure that is on fire or structurally damaged. Always search in teams of two, never alone and make sure your group knows where you are at all times when conducting damage assessments. What you ultimately decide to do depends upon your safety and those around you. Always attempt to

have people and pets “Self-extricate” whenever possible. Have them come to you as opposed to you entering an unsafe condition. If that is not possible only enter a structure if it is safe to do so, if not, CALL 911.

2.8 Fire Suppression

You are not a trained firefighter. If you see a small fire (think trash can size) and you have the proper equipment and knowledge, suppress or extinguish the fire. If you cannot extinguish the blaze, move to a safe location and call 911 immediately.

3. Practice Your Plan

Once your neighborhood is prepared with supplies, training and a plan, it's time for a full practice drill. Send out flyers to advertise the drill. Get maximum participation from the neighborhood.

1. Simulate a predetermined emergency (Earthquake, flood, tsunami, fire)
 2. Meet at the designated central meeting place
 3. Designate an Incident Command location
 4. Designate a Communications Coordinator
 5. Assemble Search and Rescue teams. Make sure they are properly equipped and trained
 6. Set up the Incident Command, especially the medical clinic
 7. Clear simulated debris from the streets, if desired
 8. Have simulated wounded victims, if desired, and work on treating them
 9. Assess your response, then plan and cover lessons learned
 10. Improve your response plan and fine-tune your operations
 11. Identify which streets are a part of your neighborhood disaster group
 12. Know how to evacuate your neighborhood
- Have an exercise once a year, ideally at the same time so people will expect it and plan on participating.



Jordan Villwock, Emergency Operations Coordinator
(949) 497-0389

<http://www.lagunabeachcity.net/cityhall/police/emergprep/cert.htm>