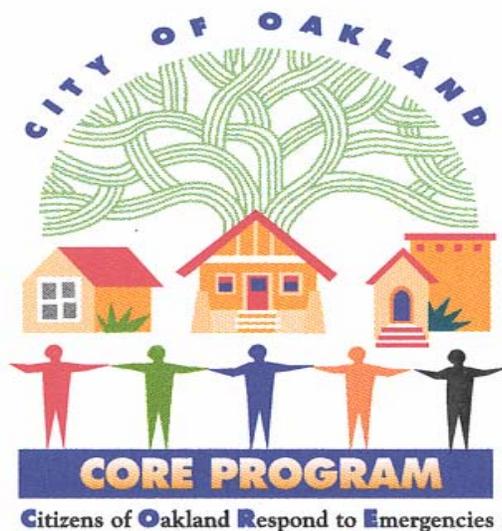


CORE III

Emergency Response Hands-On Training Manual Class C



CORE III

Emergency Response

Hands-On Training

Class C

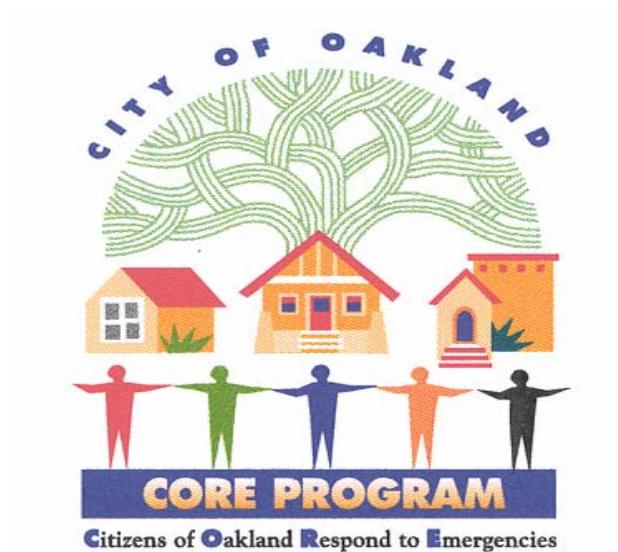


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Section Six

Assisting People With Special Needs



ASSISTING PEOPLE WITH SPECIAL NEEDS

Adapted from “*Needs of Persons with Disabilities and Guidelines for Assisting Them*” by Matthew Wangeman and Jean Nandi

Overview

Disasters create difficult situations for everyone, but for disabled people, the elderly and others with special needs, the difficulties are often magnified by physical limitations. Before a disaster strikes, people with special needs should think about some of their specific requirements and make arrangements for their care that is specific to their needs.

In this section you will learn about:

- Experiences of the disabled in a real disaster
- Needs common to the disabled and elderly
- Specific needs of:
 - The mobility Impaired
 - The visually impaired
 - The deaf and hearing impaired
 - The multiple chemical sensitive
- Guidelines for assisting people with specific disabilities

At the end of this section you will have the knowledge to:

- Understand the specific needs of the elderly and disabled
- Assist people with specific disabilities

Whenever possible, allow the disabled person to guide you in how you can help him or her.

THE EXPERIENCE OF A REAL DISASTER

After the 1994 major earthquake in Northridge, CA, the disabled community had numerous problems in addition to those suffered by the non-disabled population. Trash and glass were everywhere and it was difficult to get around, especially for wheelchair users and for the visually impaired. Many personal attendants were not available and often, people simply had to wait for help.

Many people with disabilities lived in multi-unit buildings that suffered heavy damage during and after the earthquake. Elevators were not functioning and there was very little accessible transportation available, making it nearly impossible for most people with disabilities to get to shelters. Once they did get there, they had difficulty gaining access to restrooms and showers. Guide dogs and service dogs were not allowed in emergency shelters.

People had to stand in line for up to seven hours to receive services, including much needed water. Many disabled people were physically unable to do this. Extra attendant hours for cleanup or in-home support were not available and finding accessible replacement housing was very difficult. Relief organizations did not have adequate plans in place for the disabled at that time.

While some progress has been made to address these issues, it is unlikely that disabled persons can expect to get all of the kind of help that they need immediately after a disaster. Disabled individuals need to plan for their needs before a disaster strikes.

CONSIDERATIONS FOR THE ELDERLY AND DISABLED

Before a disaster

- **Get to know your neighbors** and tell them **now** if you might have difficulty moving or responding in an emergency. Establish a “buddy system” so that someone knows to check on you to see if you need help.
- **Consider getting a medical alert system** that will allow you to call for help if you need it.
- **Team up with a friend or neighbor** who can assist you with standing in lines or obtaining needed resources and services after a disaster.
- **Make a plan** including phone numbers for out-of-area contact, personal care assistants and family. Know at least three places where you will meet your family/housemates after a disaster. Remember that phones, especially TDD’s may not be available.
- **Before a disaster find out the potential locations of wheelchair accessible shelters and those that will accept service animals with their disabled owners.**
- **Prepare an emergency kit for your service animal.** Include food and water, booties for their feet, and vaccination records in case they need to be checked at a shelter.
- In your emergency kits for home, car and work, be sure to **include a five-day supply of medications.** Also include a list of the **make, model and serial numbers of medical devices** such as pacemakers, **names and locations of doctors, diagnosis** if relevant, **special food requirements** or **allergies.** Have oxygen, catheters and other medical or special equipment on hand.
- **Store backup equipment** such as a manual wheelchair at a neighbor’s home, school or workplace.
- **Keep a flashlight** between the mattress and box spring of your bed. Keep shoes, wheelchair, cane or other mobility devices within reach of the bed.
- **Keep a whistle** attached to your flashlight and one in your backpack.

- Keep a portable **radio with extra batteries**. Know the Emergency Broadcast Stations.
- **Keep the shut-off switch for oxygen equipment near your bed or chair**, so you can get to it quickly if there is a fire.
- **Know the safer places in each room** of your home and workplace, such as under a sturdy desk or table, the doorway, or in the corner of an inside wall. Practice getting to these places.
- **Know how to get out** of each room if the doorway is blocked.
- If you live in an apartment, ask the management to **identify and mark accessible exits**.

During and Immediately After a Disaster

- If you are in bed when the shaking begins, **stay there**.
- Once the shaking stops, get the flashlight, clean off the wheelchair seat, find your shoes (clean them out), and find your clothes.
- **Take a deep breath and collect yourself**. If you must leave, grab your backpack with your essentials in it. Be aware that carefully arranged furniture may have moved, making it difficult to maneuver.
- **If you are hurt or cannot get out** of your home, **use your whistle** to attract attention to your location.
- **If you smell gas** and are able, shut off the gas. If you cannot do this yourself, ask the first person on the scene to do so.

SPECIFIC NEEDS OF THE MOBILITY IMPAIRED

Before a Disaster

- If you live in a unit with an elevator, make sure at least one of your neighbors knows how to safely evacuate you and your chair and teach them how to use emergency electrical equipment.
- Secure furniture so that there will be a path available to you after the shaking has stopped.
- Make sure to have more than one wheelchair-accessible exit available in case the primary exit is blocked.
- Keep wheelchair, walker, or other mobility device by your bed at night.
- Have extra wheels for flats from broken glass. If possible, have extra batteries or a manual wheelchair available.
- Store backup equipment such as a manual wheelchair at a neighbor's home, school, or workplace.
- Keep the shut-off switch for oxygen equipment near your bed or chair so you can get to it quickly if there is a fire.
- Try to arrange access to an emergency generator or other source of emergency power for your chair battery and, most importantly if you use one, your ventilator. Know how to use these emergency electrical power sources.
- If you use a personal care assistant obtained from an agency, check to see if the agency has special provisions for emergencies. Determine if the agency provides service at another location if evacuation is necessary. Work out an emergency plan with your own personal care assistants.

During and Immediately After the Disaster

- If you are in a wheelchair, stay in the chair. Move to a safe place away from glass, tall bookcases, etc. Lock the wheels and cover your head with your arms to protect yourself from falling glass.
- Be sure to check the chair seat for broken glass after the shaking has stopped.

Assisting the Mobility Impaired

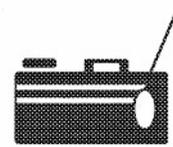
- Many wheelchair users do not depend on others for assistance in daily activities. Environmental modifications and adaptive equipment make it possible for even those with severe mobility impairment to help themselves in almost every way. Offer your services but do not presume that they are needed.
- If the person needs assistance, he or she will appreciate your offer and will tell you exactly what actions will be helpful. Be sure to listen to these instructions carefully.
- Remember that a mobility-impaired person may be able to transfer himself or herself to a car or piece of furniture with little or no assistance. Ask if help is needed.
- In any rescue or evacuation situation, if at all possible do not abandon the wheelchair. The user's mobility depends on the availability of the chair.
- Keep your toes out from under the wheelchair!
- If a conversation will take more than a few minutes, sit down to speak at eye level. It is very uncomfortable for a seated person to look up for a long period of time.
- It is important to remember that a person in a wheelchair may be paralyzed in one or more parts of the body resulting in lost pain perception in those areas. He or she could be unaware of a serious injury.



SPECIFIC NEEDS OF THE VISUALLY IMPAIRED

Before a Disaster

- Make sure you know the **location of the Emergency Broadcast Stations** on the radio. The radio may be your main source of information.
- **Organize your household** so you know where things are. Remember that carefully positioned furniture may move in an earthquake, making it difficult to maneuver.
- **Know where the safer places are in each room.** Practice getting into these spots.
- Instead of, or in addition to the flashlight under your mattress, **Put an extra collapsible cane by the bed. Attach a whistle to the cane** to use to attract attention. Keep an extra cane at work as well.



During and Immediately After the Disaster

- Tune into an emergency radio station for information.
- Be aware that your seeing eye dog may be injured or too frightened to help you.

Assisting the Visually Impaired

- If a blind person seems to need assistance, **identify yourself and offer help.**
- **Speak directly to blind individuals** and **give clear directions** as to what they are to do or where they are to go. Don't shout. Don't avoid words like "look" and "see." There are no reasonable substitutes.
- If you need to leave, **tell the blind person that you are leaving.**
- A guide dog is responsible for its master's safety. **Do not pet or otherwise distract a service animal.**

To guide a blind person:

- Let him or her take your elbow and follow the motion of your body.
- Walk about one-half step ahead and identify steps, curbs or other obstacles as you approach them.
- Pause briefly at steps and curbs.
- Go up or down stairs one step ahead of the person being guided.
- In areas too narrow for walking two abreast, tell the person about the situation and indicate that the blind person should get behind you by bending your arm backward so that your hand is partly behind your back. This position, when held, extends your elbow behind you and automatically puts the person being guided more directly behind you. If circumstances make such a position impractical, improvise by having the blind person hold on to your shoulder.
- When a blind person is to enter a car, guide his/her hand to the leading object --the door handle or edge of the door — and let the person do the rest.
- When helping a blind person to a chair, simply guide his/her hand to the chair arm or back.
- Keep doors closed or wide open. A partially closed door is one of the most dangerous obstacles a blind person can encounter.



SPECIFIC NEEDS OF THE DEAF AND HEARING IMPAIRED

Before a Disaster

- **Have paper and pencil** (or translator if possible) available **for communication** after a disaster. Make sure to have paper and pencil in your backpack.
- Have **extra hearing aids and batteries** in your backpack if you use them.
- Work with your local Cable TV and Broadcast stations to make sure that they will have **closed-captioning and signing available** after a disaster. Communication is the biggest problem for people with hearing impairments.
- If there is power available, on-line services could be an excellent resource for the hearing impaired. If you use a laptop computer, you might consider having an extra battery.



Guidelines for Assisting the Deaf or Hearing Impaired

- The hearing impaired need to **communicate face-to-face** with you. Face the person directly and get as close as you comfortably can.
- **Maintain eye contact** when speaking to a deaf person. If you look away, the individual will think that the conversation is over.
- **Do not position yourself directly in front of a light source**, such as a window or lamp, as your face will be difficult to read if silhouetted in a bright light.
- **Keep your hands away from your face when talking.** Eating, smoking or adjusting your eyeglasses obscures your mouth and makes your speech difficult to understand.
- **Don't hesitate to use paper and pencil.**
- **Keep your language simple and draw pictures** if necessary. When the deaf person responds in writing, be aware that he/she may use unusual sentence structure and syntax.

If a deaf person is with an interpreter, **speak directly to the deaf person**, not to the interpreter.

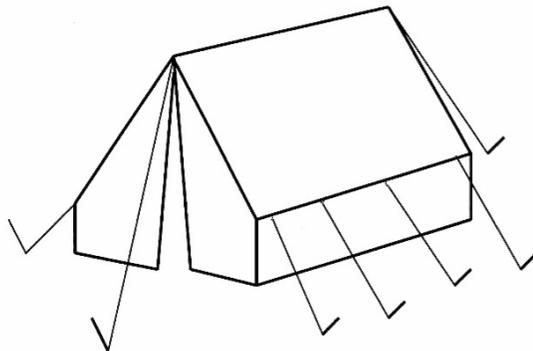
SPECIFIC NEEDS OF THE MULTIPLE CHEMICAL SENSITIVE

Before a Disaster

- As with other disabilities, make sure that one or more of your neighbors are aware of the nature of your sensitivities.
- Make sure to keep enough supplies to take care of your specific sensitivity needs. Chemical free food and water may be extremely hard to obtain after a disaster. Try to link up with other people with similar needs and pool common supplies.
- Team up with a neighbor or family member who can stand in line for access to services for both of you.
- Some people cannot tolerate compressed (bottled) oxygen. Find out where there is a central supply of oxygen and how you might be able to access this central supply.
- The best solution may be to “shelter in place” in your own backyard. Have camping equipment ready.

During and Immediately After a Disaster

- The best solution may be to “shelter in place” in your own backyard. If you are in no immediate danger, stay where you are.



SUMMARY



People with special needs have their own unique sets of challenges depending on the nature of their disability. It is important to make extra preparations to address those needs before a disaster.

It is important to let someone else know the nature of your disability and plan for a “disaster buddy” who will check on you after a disaster.

The mobility impaired should have back-up equipment.

The visually impaired should keep an extra cane at hand as your seeing-eye dog may not be able to help you. Listen to the radio for information.

The deaf and hearing impaired will need paper and pencil to help communication. Closed captioning of television programs is essential.

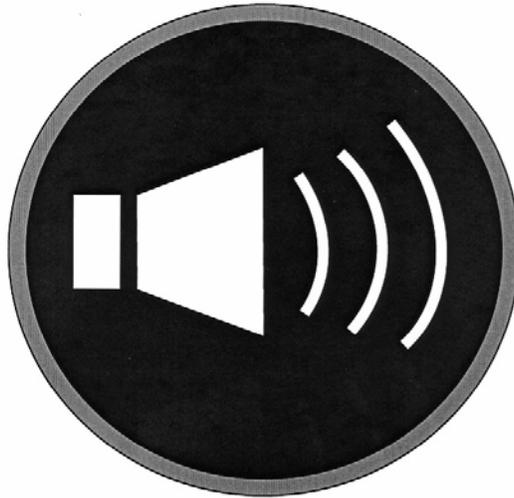
The multiple chemical sensitive will probably want to shelter in place.

It is important to remember that a person with a disability is not necessarily helpless.

Whenever possible, allow the disabled person to guide you in assisting him or her.

Section Seven

Neighborhood Emergency Communications



NEIGHBORHOOD EMERGENCY COMMUNICATIONS

Overview

The ability to communicate effectively and accurately within the neighborhood, and to get help from outside of the neighborhood, is vital in an emergency.

The primary method of communication within the CORE neighborhood will be dedicated runners, but your neighborhood may choose to supplement its Emergency Communications with two-way radios.

Learning how to use two-way radios within standard protocols will enhance your ability to communicate both within your neighborhood and with other nearby neighborhoods.

Two-way radios will only be helpful if you take the time before a disaster to learn how to use them properly, and to practice with them regularly.

In this section, you will learn about:

- Features of FRS (Family Radio Service) and GMRS (General Mobile Radio Service) radios
- Operating a two-way radio
- Radio protocol and etiquette
- Setting up an emergency communications network within your neighborhood
- Connecting with a large area network

At the end of this section, you will have the knowledge to:

- Purchase a pair of two-way radios
- Operate a two-way radio
- Understand basic two-way radio protocols
- Set up a small neighborhood communications network
- Connect with a large area network

RADIO EQUIPMENT

Before you purchase a radio, it is important to understand the differences in the radios that are available, and what the Federal Communications Commission (FCC) requirements are for the different systems. The fundamental features of the radios are as follows:

FRS (Family Radio Service):

- A low power FM handheld walkie-talkie
- Uses 14 dedicated channels and up to 38 “privacy codes”

The FCC allows completely unrestricted use of Family Band Radios.

GMRS (General Mobile Radio Service):

- A higher power FM handheld walkie-talkie
- Uses 15 channels, 7 of which are shared with FRS radios, and have up to 38 “privacy codes”.

The FCC requires purchase of a family/entity license (currently \$80) that is good for 5 years. The use of these radios is regulated by the FCC. Due to regulations, it is prudent to check with the FCC to ensure that GMRS radio use is in compliance with the law before purchase.

Combination FRS/GMRS radios have access to 22 channels, both FRS and GMRS. **It is important to understand the FCC rules before using these radios.**

If you are using a combination FRS/GMRS radio with an FRS system in your neighborhood, be sure to only use the FRS compatible channels.

The FCC does check the airwaves regularly. **Do not attempt to use a GMRS radio without a license.**

Range

FRS radios have a range of up to 2 miles, limited by terrain and buildings rather than absolute power. FRS radios generally have enough range to function effectively within a neighborhood.

GMRS radios have a range of less than 5 miles, with the same limitations. These radios may be able to function between neighborhoods with a properly designed network.

Amateur Radios

Amateur Radio Operators are an essential component of emergency communications worldwide. The use of amateur radios requires specific training and is strictly regulated by the FCC. Amateur radio operators, or “hams,” **must** be licensed by the FCC.

The Amateur Radio Emergency Service/Radio Civil Emergency Service (ARES/RACES) provides assistance in municipal communication efforts.

Currently ARES/RACES has an office at the Oakland Emergency Operations Center (EOC) and amateur radio equipment has been installed at all Oakland fire stations.

Why not cell phones?

Can cell phones be used for emergency communications?

The capabilities of cell phones and FRS/GMRS phones differ significantly.

- Cell phones are point to point, while FRS/GMRS radios are point to multipoint. In other words, you can only talk with one person at a time using a cell phone, while using the FRS/GMRS radios allows you to talk to many people. This feature can be very helpful in an emergency.
- Cell phones rely on fixed infrastructure that is susceptible to damage and overload in an emergency. By comparison, FRS/GMRS radios are completely independent of any fixed infrastructure; they can function when cell phones may not be working.

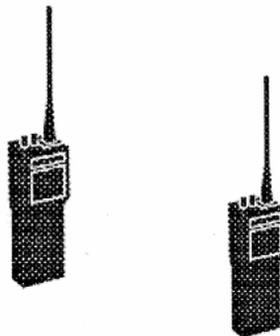
FRS/GMRS radios can be an enormously useful technology that until recently was simply not available to the general public. If people learn how to use the radios, and practice regularly, this is a technology that can improve the ability of neighborhoods to respond to emergencies.

OPERATING A TWO-WAY RADIO

Each brand of radio has slightly different features, so be sure to read the instructions and become familiar with your radio.

- Put **fresh batteries** in your radio and keep an extra set of batteries with you.
- **Press the Power button** to turn your radio on or off.
- **Set the Channel and Privacy Codes** according to the directions for your radio. For a simple neighborhood network, set the channel to the same number on all radios operating within your network.
- If you have a **monitor button**, hold it down to check activity on the channel before you start transmitting. If you hear static, the channel is clear and you can send a message. You can also hold down the monitor button to check and adjust the volume.
- For clarity, hold the radio 1 to 2 inches from your mouth.
- Press the “Push to Talk” button and hold it down while you speak into the radio.
- Release the “Push to Talk” button when you are finished talking or to receive messages.

Note: Privacy Codes do not prevent others from hearing your conversations, but limit what **you** can hear. Without these codes, you may hear communications that interfere with what you really want or need to hear. Ensure that the radio you purchase has the 38 privacy codes and that you set them properly.



RADIO ETIQUETTE

Unlike cellular and fixed telephones, an FRS/GMRS radio is a simplex rather than a duplex device. This means that only one person can speak at a time. In order to use an FRS/GMRS radio effectively, one must understand the basics of radio communication:

- Only one person can be talking on a channel at one time. If more than one person talks at the same time on a given channel it is likely that no one will be heard.
- Normally in a disaster response you will wait to be contacted by Net Control and then respond, clearly identifying who you are. If you are attempting to initiate a discussion, it is essential to identify who you are and who you are calling.
- Use the words “**copy**” or “**roger**” to indicate that you understand what the other person has said. Repeat the information back to the other person and ask for confirmation that you got it right. The terms “**affirmative**” and “**negative**” mean “**yes**” and “**no**” to a specific question.
- When you finish a period of talking, make it clear by saying “**over.**”
- To temporarily put a conversation on hold say, “**please stand by.**”
- To end, or “sign off” of a conversation, say “**out.**”
- If there is more than one person in the group it is extremely important to say to whom you are directing your communications, and for the respondent to clearly indicate that they are who you are talking to.
- If you need to interrupt an existing conversation for real emergency (use 9-1-1 guidelines), start your communication with the words “**Break, break.**” Identify yourself, say who you are calling, and relay your message.

Communicating with FSR/GMRS radios is very different from a regular telephone. When you **practice** with your radio, always use standard protocol and radio etiquette so it becomes familiar.

All members of your CORE group should **practice** with the radios in order to be comfortable with their operation. Regular **practice** among your CORE group members will greatly enhance your ability to communicate the status of emergency conditions in your neighborhood and to monitor the response.

SETTING UP A SMALL NEIGHBORHOOD NETWORK

If your neighborhood CORE group has walkie-talkies, the **Communications Team** will want to set up a small **Neighborhood Network** in order to facilitate the flow of information between the Incident Command Center (ICC) and the teams in the field.

As information comes in to the ICC, the **Communications Team members** will relay it to the **Incident Commander**, who will then be able to prioritize the response.

Contact an **ARES/RACES Amateur Radio Operator** at your nearest local Oakland fire station to relay neighborhood status reports to the City's Emergency Operations Center, EOC.

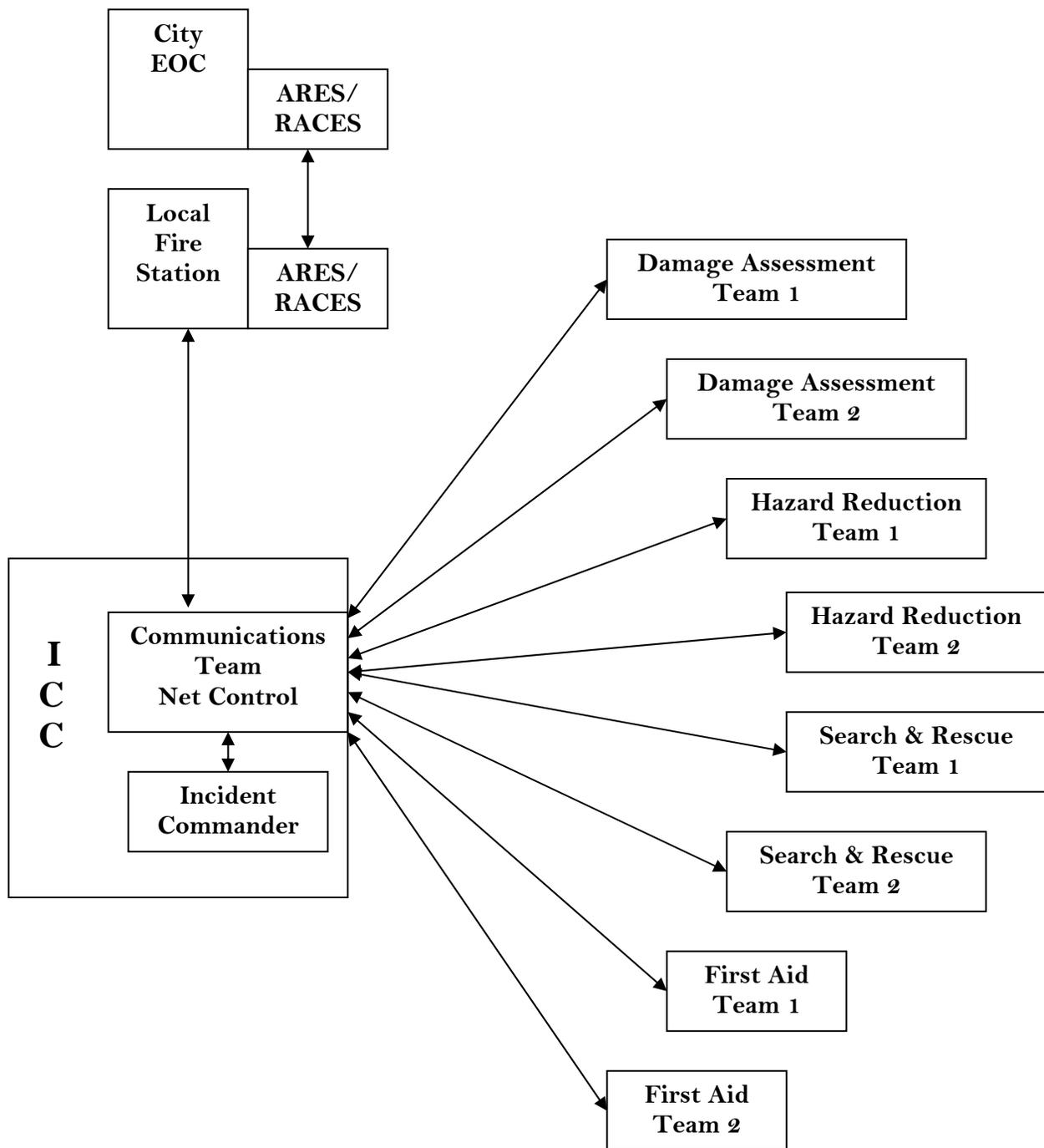
Before a Disaster

- In practice sessions, test your network to determine the range of the radios in your neighborhood, and then try using them under various weather conditions to see if they will work under adverse conditions.
- Clearly label the radios as follows: Net Control (ICC), DA (Damage Assessment) Team # 1; HR (Hazard Reduction) Team #1; SR (Search & Rescue) Team #1; FA (First Aid) Team #1, etc.
- Pre-set the frequency and privacy codes to the same settings on all radios. (For a larger network, you may need to add more people at the ICC and use multiple frequencies).
- Have a large supply of extra batteries at the ICC. Radio users should carry extra batteries with them.
- Keep a sign-out sheet for the radios. Write down who is taking which radio. When the use of the radios is suspended, the people who signed radios out should sign them back in.

If you and your CORE group regularly practice setting up and operating your radio network, it will be much easier in the event of a real emergency.

The following two pages show a diagram of a Neighborhood Communications Network and a sample conversation between the Net Control person on your Communications Team and a Damage Assessment team in the field.

Example of a Neighborhood Communications Network



Be sure to set all radios to the same frequency and privacy code. For a small network such as the one pictured above, you can use 1/1 or 2/2 for all of the radios.

Each team will consist of at least two people.

Emergency Net Operations Protocols

The following is a sample exchange between "NET," the person operating from the Neighborhood Command Center (NCC) and acting as "net control" at the allocated frequency, and "TEAM 1," the team of at least 2 people deployed to do damage assessment in this example. "Team 1" operates the radio with the corresponding frequency in the field.

Net 1: *"Team 1, this is Net 1. Do you copy?"*

Team 1: *"Net 1, we copy you."*

Net 1: *"Team 1, do you have anything to report at this time?"*

Team 1: *"Net control (Net 1), so far we have found the following: a downed power line at Exx and Wye Streets; don't know if wire is live or not. Detected odor of gas near 2345 Xerxes; not able to see gas line. House off foundation at 5678 Jones, sounds like people still inside. Did you copy, Net 1?"*

Net 1: *"That's affirmative, Team 1. copied downed power line at Exx and Wye Streets; the odor of gas near 2345 Xerxes, house off foundation; people still inside at 5678 Jones. Do not touch power line, mark area with chalk and light reflective tape. Mark area of smelled gas both with chalk and light reflective tape. Mark house 'Uninhabitable'; evaluate whether the people inside can be evacuated without outside assistance. Do you copy?"*

Team 1: *"That's affirmative, Net 1. We will mark the power line and the area of the suspected gas leak with chalk and light reflective tape. We will go back to the house and mark it as 'Uninhabitable' and complete evaluation on people inside if can be evacuated without outside assistance. Do you copy?"*

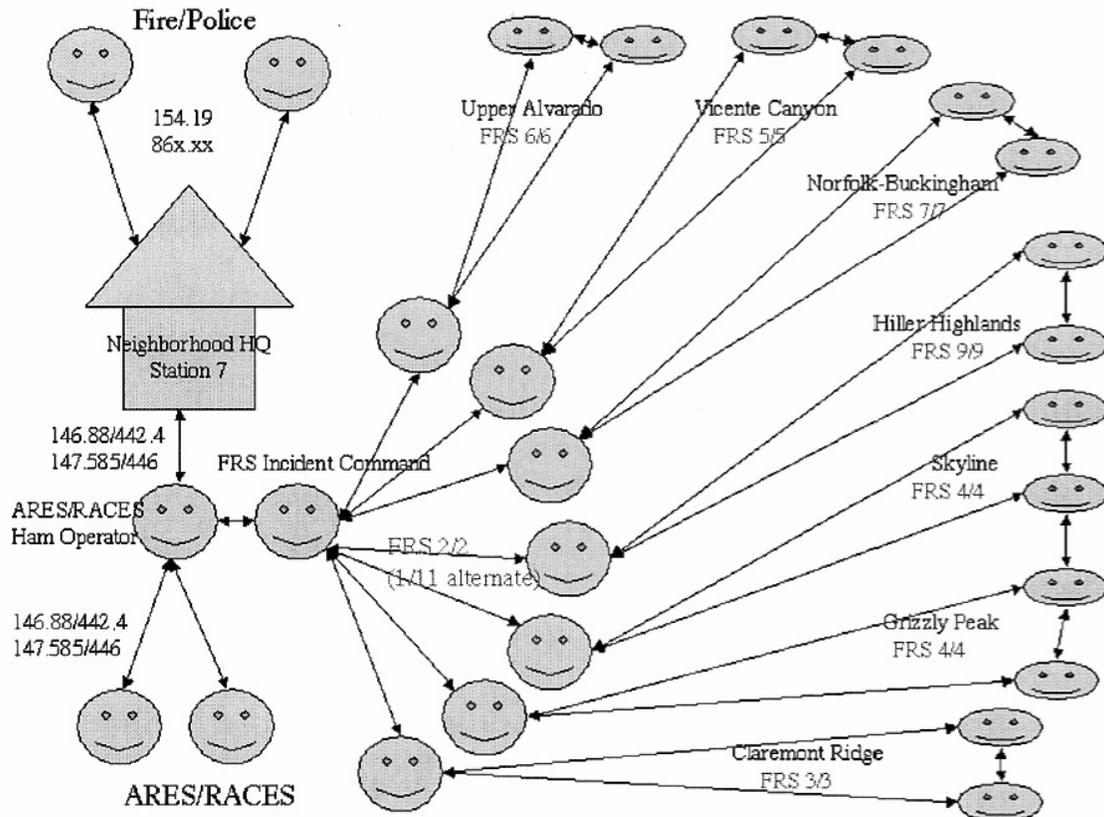
Net 1: *"Affirmative, Team 1. Standing by for your report on damaged house with trapped people."*

Team 1: *"We copy that. Team 1 in route to power line, gas leak and damaged house. Team 1 still on frequency."*

When the Team(s), and Net(s) are notified by the Neighborhood Incident Commander (NIC) that activities are to be suspended, the Net (s) will notify the Team (s) to return to the NCC.

Keep your radio communications clear and concise. At the end of activities, Team 1 signs out by saying: "This is Team 1 returning to NCC." Net 1 replies by saying, "Copy that, Team 1." Net 1 will continue to monitor this frequency until you return to NCC.

EXAMPLE OF AN FRS/GMRS NETWORK IN THE OAKLAND HILLS



Important features of this network are that:

- It is arranged in a hierarchy
- Channels/privacy codes are clearly defined
- The network works

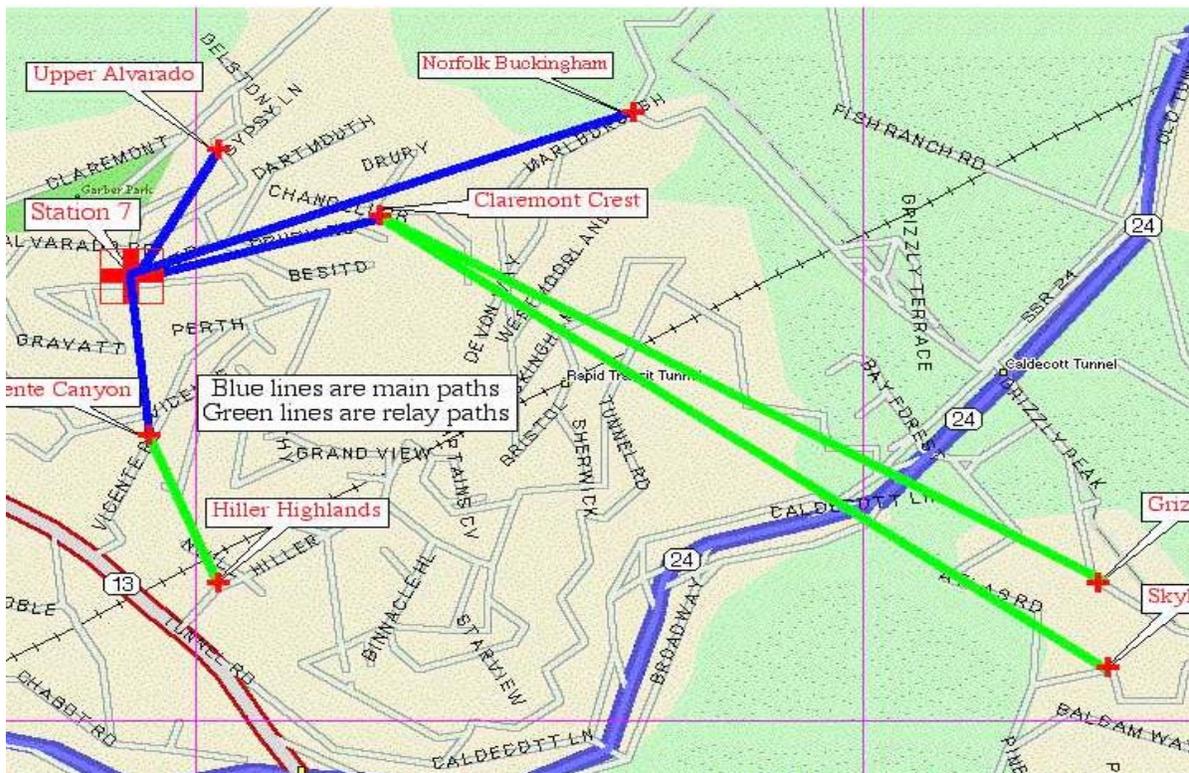
Understanding the Network

On the right side of the diagram on the previous page are the actual neighbors within a neighborhood. Each of these neighborhoods has a designated channel/privacy code (in the case of Upper Alvarado it's 6/6) for "chatting" within the neighborhood and up to the next level of the hierarchy, the neighborhood coordinator. Typically there would be fewer than 10 people operating radios within each neighborhood, providing status and receiving direction from their neighborhood coordinator.

Toward the left of the neighborhoods, the 7 neighborhood coordinators are talking to each other and the Incident Command on the same channel/privacy code. In this way there is no interference with the discussions going on within the neighborhood, while ensuring that a higher-level status is available for Incident Command (the next level to the left).

By constructing the network in this manner there is minimal risk of interference, while ensuring that communications going up the line becomes increasingly succinct and useful to the outside world.

As indicated in the diagram, the Incident Commander has direct access to the Amateur Radio community, ARES/RACES. They are well organized with capability to communicate directly with the City's emergency personnel. This system facilitates communications within the neighborhood, outside the neighborhood, and to the greater public.



SUMMARY



FRS/GMRS radios can be reliable tools for neighborhood emergency communications. These radios have enough range to function within a neighborhood and between neighborhoods.

An FRS/GMRS radio is a simplex device which means only one person can speak at a time. Learn, use and practice standard protocols.

- **“Copy”** or **“roger”** confirms that you understood what was said.
- **“Affirmative”** and **“negative”** mean **“yes”** and **“no”** to a specific question.
- **“Over”** means you are finishing a period of talking.
- **“Stand by”** means there is no active communication but the line is still open.
- **“Out”** means you are finished talking completely.
- **“Break - Break”** is used to interrupt an existing conversation if you have a life-threatening emergency.

You must be on the same frequency and channel to talk to one another. Keep all communications clear and concise. Practice the same way that you will speak in a real disaster so you become comfortable with the language.

A simple communications network can be set up in your neighborhood using one frequency and privacy code.

It is possible to set up networks that encompass large areas, with relays for outlying areas. A properly designed network for neighborhood emergency communications should include clearly defined channels/privacy codes for minimal risk of interference, designated positions/responsibilities, and regularly scheduled practice sessions for all identified users.

The ARES/RACES or ORCA amateur radio operators located at local fire stations will likely be the best way to communicate with the City EOC. They will also be able to transmit requests for police, fire and ambulance services, should they be available.

It is vital that you convey information to the City EOC via standard communications protocols about the extent of damage and the number of injured people in the neighborhoods. This information will help to establish the need for disaster declarations and outside assistance from government agencies such as FEMA.

CONCLUSION



We know that natural and human-made disasters will occur at some time in the future; we just don't know when they will occur. Our best defense is to know what to do and to gather the supplies that we will need before a disaster strikes.

Now that you've completed basic emergency prevention, preparedness and response training through CORE, you have information and skills that will help you to:

- Minimize hazards in and around your home
- Develop a family emergency/disaster plan
- Assemble an emergency preparedness kit and store emergency supplies
- Develop a home and neighborhood evacuation plan

- Set up and manage a neighborhood command center
- Establish emergency response teams
- Coordinate a neighborhood response to an emergency
- Organize a neighborhood practice drill

- Size up an emergency and evaluate safety of the situation
- Extinguish a small fire
- Conduct damage assessment and document findings
- Conduct a search and rescue operation
- Perform triage and prioritize treatment
- Treat life-threatening conditions and common injuries
- Assist people with special needs
- Provide emotional support to team members and survivors
- Use two-way radio communications

With this training you are better prepared to respond to disasters. You know how to protect yourself, your family and home, coordinate your neighborhood response and augment professional emergency responders. You are a key participant in the overall emergency response operations network.

The effectiveness of CORE training lies in your commitment to practice your skills, conduct annual neighborhood drills, take refresher courses, and get family and neighbors involved in CORE training.

In any major emergency or disaster, professional emergency responders will be overwhelmed. Remember, in whatever capacity you utilize your CORE training, the objective is to do the greatest good for the greatest number of people in the shortest amount of time.

Appendix

EXERCISE

CORE III Emergency Response Hands-On Training culminates in an exercise to practice your emergency response and management skills in a safe environment. The exercise takes place at the Fire Training Center. It will be observed and monitored by firefighters.

To make this a positive learning experience and ensure your safety, please wear or bring personal safety items such as:

- Helmet or cap
- Work gloves
- Dust mask
- Sturdy shoes
- Long-sleeve shirt/jacket
- Comfortable clothes that can get dirty

The exercise scenario is a simulated 7.0 earthquake on the Hayward Fault. Think about the impact of an earthquake of this magnitude. Expect a range of incidents to occur as a result of the earthquake. You and your classmates are to respond as a neighborhood and report to the Command Post. You are to manage this disaster as if it were occurring in your neighborhood.

- What decisions will you and your neighbors make?
- Who will make them?
- How will they be carried out?
- What resources will you need?

The more you think through these questions in advance, the more valuable this learning experience will be for you.

At the end of the exercise, you and your neighbors will regroup to debrief. The firefighters will offer their observations and suggestions that may help you in your emergency preparedness and response activities. You will be given the opportunity to share your observations and help critique the experience. You will also be asked to complete a written feedback form.

NOTE: You are encouraged to organize annual exercises to practice your emergency response skills in your own neighborhood. CORE staff and volunteers will work with you to help plan, implement and evaluate these exercises. Remember, **preparedness is a process, not a single event.**

Triage Tag

Comments/Information

Patient's Name

RESPIRATIONS
R Yes No

PERFUSION
P + 2 Sec. - 2 Sec

MENTAL STATUS
M Can Do Can't Do

Move the Walking Wounded ➔ **MINOR**

No Respirations After Head Tilt ➔ **MORGUE**

Respirations - Over 30 ➔ **IMMEDIATE**

Perfusion - Capillary Refill Over 2 Seconds ➔ **IMMEDIATE**

Mental Status - Unable to Follow Simple Commands ➔ **IMMEDIATE**

Otherwise ➔ **DELAYED**



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PERSONAL INFORMATION

NAME
ADDRESS
CITY ST ZIP
PHONE
COMMENTS RELIGIOUS PREF.

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MORGUE
Pulseless/Non-Breathing

IMMEDIATE Life Threatening Injury	IMMEDIATE Life Threatening Injury
DELAYED Serious Non Life Threatening	DELAYED Serious Non Life Threatening
MINOR Walking Wounded	MINOR Walking Wounded

CONTAMINATED

EVIDENCE

Personal Property Receipt/ Evidence Tag *1138608*

Destination _____ *1138608*

Via _____ *1138608*

TRIAGE TAG *1138608*

S L U D G E M
 Salivation Lacrimation Urination Defecation G.I. Distress Emesis Miosis

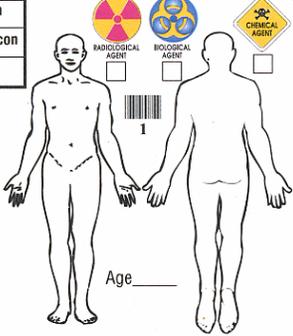
AUTO INJECTOR TYPE _____ 1 2 3

AUTO INJECTOR TYPE _____ 1 2 3

Yes No	Primary Decon
Yes No	Secondary Decon

Solution

Blunt Trauma
Burn
C-Spine
Cardiac
Crushing
Fracture
Laceration
Penetrating Injury



Age _____

Male Female

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Other: _____

VITAL SIGNS

Time	B/P	Pulse	Respiration

Time	Drug Solution	Dose

MORGUE

IMMEDIATE *1138608*	IMMEDIATE *1138608*
DELAYED *1138608*	DELAYED *1138608*
MINOR *1138608*	MINOR *1138608*

1138608

EVIDENCE

RESOURCES

Amateur Radio

Oakland Radio Communication Association (ORCA)
Amateur Radio Emergency Service (ARES)
Radio Amateur Civil Emergency Services (RACES)
Oakland ARES/ RACES – www.gsl.net/orca
American Radio Relay League – www.arrl.org
W5yi - www.w5yi.org

Hazardous Materials

Alameda County Household Hazardous Waste – www.stopwaste.org
Oakland Facility – 2100 East 7th Street off 23rd Avenue –(800) 606-6606
Call first for days/hours of operation.
Local hardware stores – some stores have boxes near cash register to drop off used batteries for proper disposal.

CORE Website

www.oaklandnet.com/fire/core/index.html

SOURCE PUBLICATIONS

Community Emergency Response Team (CERT) Manual, Human Technology, Inc., McLean, VA, Department of Homeland Security United States Fire Administration Emergency Management Institute, 2003

CORE-3 Advanced Hands-On Training for Oakland Residents City of Oakland, CA, 1993, 2000

The Disaster Preparedness Handbook, City of Berkeley, CA 1998

Disaster First Aid, What To Do When 911 Can't Come, V. Chames, EMT, EDT, Oakland, CA, 2004

Field Manual for Mental Health Workers in Major Disasters, Department of Health and Human Services, Pub. No. ADM 900-537, Deborah J. De Wolfe, PH.D, M.S.P.H., 2000

San Francisco NERT Website – www.sfgov.org/site/sfnert_index.asp

