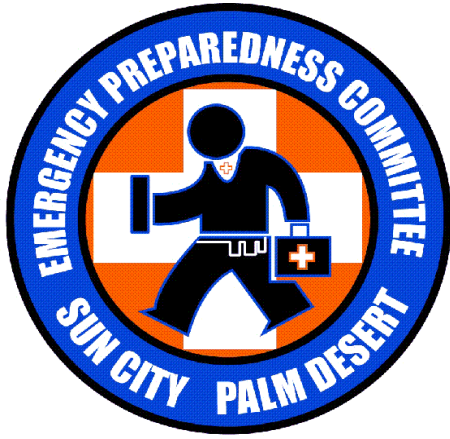




Sun City Palm Desert

Emergency Preparedness

District Operations

Block Captain Manual

This manual is for the use of our SCPD Emergency Preparedness Committee (EPC) volunteers. Please return when it is no longer used for EPC activities.

Revised September 2014



Block Captain Manual

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WELCOME ! ! !

The Emergency Preparedness Committee (EPC) of Sun City Palm Desert (SCPD) is pleased to welcome you as a Block Captain. You are a valuable member of our team. We thank you for volunteering your time and experience to help our community be ready for an emergency or disaster.

HOW THE EPC WORKS

The EPC is an all-volunteer committee within SCPD. The EPC was formed to train, inform and assist SCPD residents and staff in the event of an emergency or natural disaster. You and your neighbors have many different areas of expertise that benefit all of us in case of an emergency. In addition, we have residents who just want to help their neighbors in an emergency.

The EPC network is divided into 14 geographical districts that closely correspond to the 15 neighborhood districts within SCPD. Each district is headed by a District Director (DD), then segregated into subdivisions, each headed by a Block Captain Coordinator (BCC). Each BCC has between 7 and 15 Block Captains (BC).

In the event of an emergency, a decision to activate the entire EPC network within SCPD is made by the Executive Committee of the EPC (see page 3) who have long-term experience in emergency preparation.

At the time of activation, you are asked to report to your assigned Command Post (CP) within your District. As available volunteers assemble, equipment is distributed and home checks begin throughout our community. First Aid Stations (FAS), Pet Rescue Teams, Search and Rescue Teams and others begin working to help residents in need.

SCPD has its own emergency radio network which is part of the emergency broadcast radio system. At the time of an emergency, information and instructions will be announced on our station at 1620 AM. When the radio station is broadcasting, the signs on Del Webb Boulevard will flash.

Our EPC has worked hard to set-up a workable program and locate volunteers who want to help their neighbors in an emergency. Once again, we welcome you into the role of Block Captain and hope you find your experience rewarding.

Emergency Preparedness Committee (EPC) Often Used Abbreviations

District Titles:

DD: District Director
DD Alt: District Director Alternate
CP: Command Post
CP Asst: Command Post Assistant
BCC: Block Captain Coordinator
BCC Alt: Block Captain Coordinator Alternate
BCC Asst: Block Captain Coordinator Assistant
BC: Block Captain
BC Alt: Block Captain Alternate
BC Asst: Block Captain Assistant

First Aid Station Personnel:

FAS: First Aid Station
MD: Medical Doctor
RN: Registered Nurse
MMT: Mobile Medical Team
CT: Counseling Team

Other:

EPC: Emergency Preparedness Committee	PET: Pet Rescue Team
EOC: Emergency Operations Center	SRT: Search and Rescue Team
ICS: Incident Command Structure	SCPD: Sun City Palm Desert

The Emergency Operations Center (EOC) is the nerve center for central operations during a drill or emergency. The EOC is located near the outdoor swimming pool at the Mountain View Clubhouse and contains radios, supplies and an emergency generator. In addition to the EOC staff, these are some of the teams that you will predominately be working with:

- First Aid Stations (FAS): These are set up at or near the Sun City Palm Desert (SCPD) clubhouses and are staffed by medical personnel. The FAS provides minor medical care such as splints and bandages. There are no hospital beds or facilities. The FAS is called to ask a Mobile Medical Team (MMT) to assist residents in their homes.
- Mobile Medical Teams (MMT): Basic first aid is provided within a neighborhood by MMTs. These teams are staffed by doctors, nurses, Emergency Medical Technicians (EMT) and other professionals traveling to homes as needed.
- Search & Rescue Teams (SRT): This team is called to a home for heavy lifting, removing residents from debris or limited fire suppression.
- Counseling Team (CT): This team is able to offer short term counseling and support to those who need it.
- Pet Rescue Teams (PET): This team is available to retrieve pets and to provide a safe shelter for them. Lost pets are sheltered at the pickle ball courts at the Mountain View Tennis Complex.



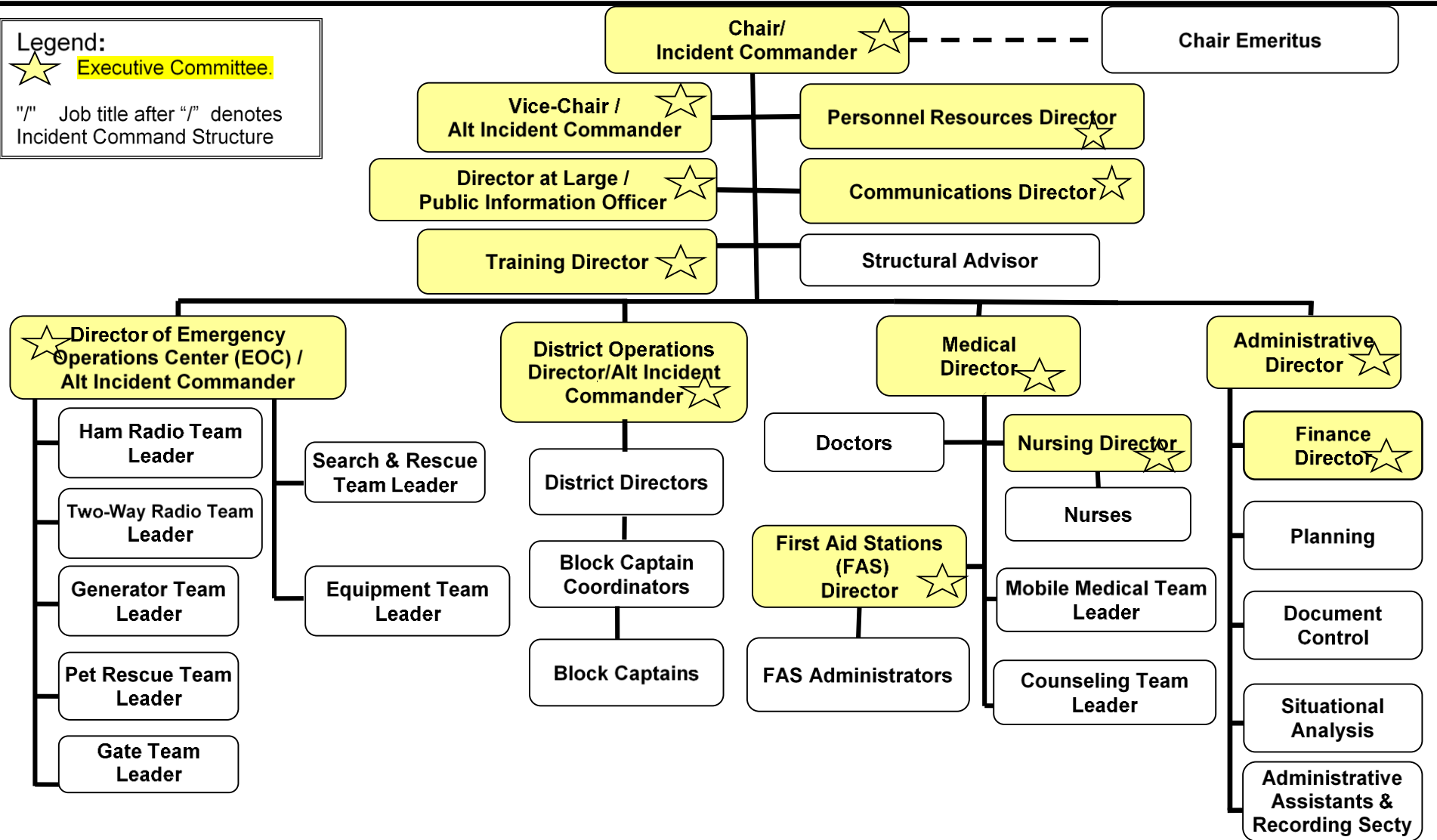
Emergency Preparedness Organization Chart

Includes Incident Command Structure 9/10/14

Legend:

★ Executive Committee.

"/" Job title after "/" denotes Incident Command Structure





Block Captain Duties

As a Block Captain (BC), you will be one of the first people to assess the damage and needs in your neighborhood when there is an emergency or natural disaster. You will work with your District Director (DD) and Block Captain Coordinator (BCC) and other Emergency Preparedness Committee (EPC) volunteers to assist your neighbors and friends at that time. As a member of the EPC team, there are certain tasks you will need to become familiar with to help make sure that the EPC will be effective in your neighborhood when it is needed. These include:

1. Consider recruiting an assistant or alternate to help you. Ask your neighbors if they know someone on your block who would help you if there is an emergency or drill.
2. You will receive a list of homes in your neighborhood that will be your BC assignment area. This is where you will conduct your home checks.
3. Introduce yourself to each of the residents in your assigned area and let them know that you are the EPC Block Captain. Provide them with 4 handouts (pages 6-9): The EPC Contact List for Residents, the Resident Grab-N-Go Bag, the Resident Do's & Don'ts, and the Utilities Shut-Off Procedures for Residents:
 - Complete the *EPC Contact List for Residents* on page 6 and give a copy to each of your residents so that they have your name, the location of the Command Post (CP) in your neighborhood as well as names and locations of other important EPC team members and resources.
 - Give your neighbors a copy of the printed resource materials on Pages 7-9 and encourage them to prepare for emergencies:
 - Resident Grab-N-Go Bag (page 7)*
 - Resident Do's & Don'ts (page 8)*
 - Utilities Shut-Off Procedures for Residents (page 9)*
 - It is helpful to make a note of which residents in your assigned area who live here full-time, and those who are part-time.
 - Let your neighbors know that our emergency program includes a specially trained "Pet Rescue Team" that is available to retrieve pets and provide a safe shelter for them. Registering their pet/s with the Association and having an ID tag is an important step in being prepared.
4. Communicate with your neighbors in your Home-Check-Area at least on an annual basis, especially before or during scheduled drills.

Block Captain Duties (continued)

5. You are not required to provide First Aid. However, if you are willing, you may be able to help save the life of a neighbor. Before providing first aid, you should ask their permission.
6. Prepare a “Block Captain Bag” (page 13) so that you have basic supplies that might be needed in the event of an emergency.
7. Become familiar with the locations of the Command Post (CP) and First Aid Station (FAS) for your neighborhood.
8. Know the location where the red CP equipment bags are stored. If after 2 people arrive at the CP and there is no BCC present, one person should immediately go to the Red Bag Storage location to pick up equipment and return to the Command Post.
9. Familiarize yourself with the equipment you will be using, especially the walkie-talkie (page 14).
10. Become familiar with the duties of the BCC, your DD and the CP workers so that you can fill in if needed.
11. Attend training sessions so that your skills are up-to-date and you have the most recent knowledge about EPC procedures.

During an emergency or drill the BC will have additional tasks. Those are briefly listed below and further detailed on page 10, “Disaster or Drill Procedures”:

12. Go to your Command Post (CP) and take your Block Captain Bag. You will be given equipment, such as a reflective vest, whistle, head light, a clipboard with a Home Check Sheet (page 11) and a walkie-talkie to communicate with the CP and other BCs.
13. Complete your Home Check Sheet and communicate with the CP when you have a resident in need of medical assistance, the Pet Rescue or Search & Rescue teams.
14. Remember to always protect yourself! We understand that you are a volunteer helping your neighbors and other residents in our community. The last thing that we would want is to have you become injured or placed in danger!
15. Always keep in contact by walkie-talkie or return occasionally to your CP so that the Block Captain Coordinator knows your location and that you are safe!



Emergency Preparedness Committee (EPC) Contacts

This list is the names and contact information of the EPC volunteers who live in your neighborhood. It is current as of _____ (date).

Block Captain: This is the person who is assigned to conduct Home Checks in your neighborhood during an emergency and to make sure that you are okay.

Name: _____

Address: _____

Phone: _____ E-mail: _____

Block Captain Coordinator: This is the person who helps all of the Block Captains in your neighborhood and provides them with training.

Name: _____

Address: _____

Phone: _____ E-mail: _____

District Director: This person oversees all of the Block Captains and the Block Captain Coordinators in your district.

Name: _____

Address: _____

Phone: _____ E-mail: _____

The First Aid Station for your district is _____

This is where you can go for minor first aid help.

The Command Post for your district is _____

This is where you can go to get help or to help others.

The Pet Rescue Area is at the pickle ball courts at the Mt. View Tennis Complex.

This is where rescued or lost pets are kept.

The EPC maintains a website that has a wealth of information to help you prepare for an emergency at:

<http://scpdcaclubs.com/epc/welcome-epc>

If you do not have access to the internet, contact your Block Captain, your Block Captain Coordinator or your District Director and they will assist you in getting the written resources you need.



Resident “Grab N Go” Bag

A Resident “Grab 'N Go” Bag is an organized duffel bag, suitcase, other container that you can quickly and easily “grab and go” in an emergency situation. It should have items that you will need such as:

- Cash in small bills
- Drinking water
- Emergency phone contact list
- Extra clothes and hard soled shoes
- Extra pair of reading glasses
- First aid supplies
- Flashlight with extra batteries or wind-up flashlight
- Hygiene supplies
- Leather gloves
- Medications that you or your pet takes
- Non-perishable food; energy or protein bars, nuts, etc.
- Pet Supplies (if needed) e.g. food, water, collar, leash, vaccination records
- Portable radio with extra batteries
- Rain poncho or jacket
- Sun block
- Survival blanket for warmth

In addition to the Resident “Grab 'N Go” Bag, please review the *Resident Do's and Don'ts* on page 8. This handout lists essential items that you should store in your home to use over a two-to-three week period. ***Do not count on anyone else but yourself to have the necessary drinking water, food and supplies you will need if the “big one” comes!*** The Homeowner’s Association and the Emergency Preparedness Committee (EPC) cannot provide food, water, power or gasoline to residents. The EPC is a volunteer organization and is limited in the services it can provide you. Please prepare yourself, your home, your pets and your family for an emergency!

If you need help organizing this bag, please contact your Block Captain, Block Captain Coordinator or District Director. The District Directors names are in the *Sun City Palm Desert News and Views magazine*. Others are listed on the EPC Contact List that should have been provided by your Block Captain. These names are also listed on the EPC website: <http://scpdcaclubs.com/epc/welcome-epc>



Residents Do's and Don'ts

Use as guidelines before, during and after an emergency takes place.

DO

- **DO** know the location of your utilities and how and when to shut them off.
Never turn the gas meter or the electricity back on once they have been turned off. Call the utility company.
- **DO** have 14 to 21 days of food, water and medications stored for an emergency. Rotate for freshness. Remember essentials for your pet/s as well.
- **DO** know what immediate steps to take during and after an emergency happens.
- **DO** have a "Grab N Go" Bag ready at all times.
- **DO** have your golf cart charged and plenty of gas in your automobile at all times.
- **DO** know how to operate your garage door manually.
- **DO** move your vehicle to the driveway if possible and away from falling objects.
- **DO** have fire extinguishers ready for use. Have them checked annually.
- **DO** learn first aid for your family's sake.
- **DO** provide your pet/s with proper identification tags and place a ASPCA sticker in your front window. Your Block Captain can obtain a sticker for you.
- **DO** have a family plan with phone contacts.
- **DO** make "mutual aid" arrangements with a friend or neighbor to check on each other (buddy system).
- **DO** know where your district Command Post and First Aid Station are located.
- **DO** be aware of earthquake after-shocks.

DON'T

- **DON'T** use candles for light. After-shocks can tip them over. Natural gas leaks could be ignited from candles and cause an explosion.
- **DON'T** use a portable generator or BBQ inside your home. Use it only outside with proper ventilation.
- **DON'T** turn utilities back on once they have been turned off. Have a licensed professional do this for you.
- **DON'T** leave your garage door open. If you are able, open the door, remove your vehicle and close the door. Beware of theft.
- **DON'T** leave Sun City Palm Desert. You will be safer here.



Utilities Shut-Off Instructions

Resident Handout #4

This handout is to assist you in turning off the utilities in your home in the event of an emergency. This includes your water service, water heater, electricity and gas service and how to manually open your garage doors.

Water Service: The water service shut-off to your home is normally located on the walkway leading to your front door. There are 2 valve handles. The upper handle shuts off the service to the house. The lower one turns off the irrigation system. To turn the water service OFF, turn the top handle 90 degrees to the right (clockwise). The handle must be perpendicular to the water pipe to be off. It is recommended that after a major earthquake, the water to your home be turned off until it is determined that the water system has NOT been contaminated.

Water Heater: Most hot water heaters in Sun City are located in the garage. They hold 40-60 gallons of fresh water which you may use in an emergency. To access this water, turn off the gas supply to the water heater, and turn off the input water supply. Once the gas and water input are turned off, open the pressure relief valve on the top of the tank. You are now able to open the drain valve at the bottom of the water heater to access the water. There may be sediment in the first few gallons of water from the drain valve. A dishtowel or clean t-shirt can be used to filter this water for use.

Electric Panel: Locate the electric service on the outside of your home. This is a metal circuit breaker box next to the electrical meter. Inside the box you will see the main circuit breaker labeled "SERVICE DISCONNECT 200 AMPS". If you see or hear sparking, turn off this breaker. This will shut off all power to your home. DO NOT restore power yourself. Seek the assistance of a licensed electrician or the power company to determine if it is safe to turn the power back on.

Gas Meter: If you smell natural gas or hear gas leaking and you do not have an automatic shut off, you may want to turn off your gas at the meter outside of your home. This is normally located on the same wall as your electrical meter. If possible, turn off at the location closest to gas leak. Look for a small pipe leading out of your gas meter with a valve. When the valve is in-line with the pipe, it is on. To shut off the gas, turn the valve 90 degrees (perpendicular) to the pipe. DO NOT turn your gas back on yourself. Ask the gas company to restore your service.

Garage Doors: During a power outage, garage doors can be operated manually. Pull down on the red cord. This will disengage the automatic mechanism. You will hear a click and then the door can be lifted up from the bottom. To restore the door's automatic system, pull the red cord back towards the door lifting motor; you will hear a click. Having the mechanisms serviced regularly will help its easy and safe operation.



Block Captain Duties During a Drill or Emergency

When an emergency occurs or a drill is scheduled, the Emergency Operations Center (EOC) has an automated system which places phone calls to all Emergency Preparedness Committee (EPC) volunteers. It is very important that phone numbers for EPC volunteers are current to be able to notify everyone. This automated system will work only if the phones are working and the person receiving the call answers and says "hello". If phone systems are down, runners will be used to notify DD, BCCs and BCs in that order. If in doubt, report to your Command Post (CP) for further instructions.

START	Drop, Cover & Hold On – if an emergency & not a drill!
	Check your family, home, pets & friends first!
	Move all vehicles from the garage & park them away from objects that might fall or collapse in an emergency.
	Take your BC Bag with water and snacks and go to your Command Post (CP)
	If after two people arrive at the CP and no BCC is present, one person should go immediately to the Red Bag storage location to pick up the equipment for your CP.
DURING	- While waiting for equipment, review BC procedures: - how to use walkie-talkie - how to check homes for injuries, gas leaks, etc - how to complete Home Check Sheet
	When equipment arrives, pick up your BC items including your clipboard with your Home Check Sheet and walkie-talkie.
	Make a test call to ensure that your walkie-talkie is working.
	Sign out on the BC Log when you leave the CP.
	- Check each home on your Home Check Sheet. - call the CP on your walkie-talkie when you need medical, search and rescue or pet rescue assistance. Repeat the address TWICE.
	Call the CP on your walkie-talkie to let them know you are okay or if you observe something out of the ordinary.
	When your Home Checks are completed, return to CP to see if other areas need assistance in completing the Home Checks.
FINISH	Return to CP to assist in shutting down and returning all equipment and Red Bags to their correct location when the drill is complete.
	Remember the walkie-talkies go into the Red Bag. Check that they are OFF .
	DO NOT put the two-way radio into the Red Bag. Check that they are OFF.



Assignment #01A 01
Radio Channel 13-1

DISTRICT 01 A

HOME CHECK SHEET (SAMPLE)

BLOCK CAPTAIN ASSIGNED: _____

RESIDENCE ADDRESS TIME | NH | OK | UT | COMMENTS / ACTION NEEDED

37948 BREEZE WAY	_____	_____	_____	_____	_____
37970 BREEZE WAY	_____	_____	_____	_____	_____
37992 BREEZE WAY	_____	_____	_____	_____	_____
38014 BREEZE WAY	_____	_____	_____	_____	_____
38036 BREEZE WAY	_____	_____	_____	_____	_____

78264 RAINBOW DR	_____	_____	_____	_____	_____
78274 RAINBOW DR	_____	_____	_____	_____	_____
78284 RAINBOW DR	_____	_____	_____	_____	_____
78294 RAINBOW DR	_____	_____	_____	_____	_____
78304 RAINBOW DR	_____	_____	_____	_____	_____
78261 RAINBOW DR	_____	_____	_____	_____	_____
78271 RAINBOW DR	_____	_____	_____	_____	_____
78281 RAINBOW DR	_____	_____	_____	_____	_____
78291 RAINBOW DR	_____	_____	_____	_____	_____
78301 RAINBOW DR	_____	_____	_____	_____	_____
78311 RAINBOW DR	_____	_____	_____	_____	_____
78321 RAINBOW DR	_____	_____	_____	_____	_____

This is a representative sample of the Home Check Sheets contained in the EPC Red Bags that are delivered to the Command Posts during drills and emergencies. Each Home Check Sheet is customized with specific addresses and specific Radio Channels that correspond to each Block Captain Assignment.

TIME = time home inspected NH = not home OK = no problems noted UT = utilities checked
COMMENTS / ACTIONS TAKEN = was any action taken? Resident sent to First Aid Station, Requested Medical Assistance, Search & Rescue called, Utilities shut off, etc.



Home Check Steps

As part of your Home Check responsibilities, you will need to determine if the resident(s) are at home. We recommend that you follow these steps:

1. Knock loudly on the front door and call out "Is anyone home?"
2. Listen for a response. A response can be a voice, tapping, groaning or just movement.
3. If you still hear nothing, knock again and repeat steps 1 and 2.
4. If you still hear nothing, try knocking on windows and call out as you do.
 - **DO NOT** go into the back yard or attempt a forced entry. There might be pets or a resident protecting their home.
5. Check the gas and electrical service.
 - If you smell gas, use your wrench to turn off the service.
 - If there appears to be electrical problems, turn off that service.
6. If you still have no response, ask a neighbor if they have any information. Mark on your Home Check Sheet (page 11) NH for "Not Home" and move to the next house on your list. You can also write "no answer" in the comment section.
7. Remember to call your Command Post (CP) on your walkie-talkie if you need medical, search and rescue or pet rescue assistance.
8. Often neighboring residents are available to help.

First Aid During an Emergency

As a Block Captain, you are not required to provide First Aid. However, if you are willing, you may be able to help save the life of a neighbor. Remember to ask the person's permission prior to helping. First aid might include applying pressure to stop bleeding or treating an injured person for shock until medical help arrives. You are not expected to be a trained Emergency Medical Technician. The Mobile Medical Teams (MMT), the First Aid Stations (FAS) and Search and Rescue Teams (SRT) have trained personnel for responding.

We do recommend that all EPC volunteers have basic first aid training through the American Red Cross or similar organization. Basic first aid training can help save a life of a family member, neighbor, friend or stranger. It is just very good training to have.

First aid resources are available at the EPC website described on page 15.



Block Captain Bag

A Block Captain Bag should contain items that will be useful to you when completing your home checks. Items such as gloves, sturdy shoes, dust mask and bottled water can help protect you from broken glass, dust and dehydration. First aid supplies are useful to respond to emergency situations during a natural disaster.

It is suggested that the Block Captain Bag contain a minimum of the following supplies:

- Bottled Water
- Cloth Strips for Slings or Bandages
- Face or Dust Mask
- First Aid Kit
- Flashlight
- Gas Shut-Off Tool or Adjustable Wrench
- Gloves - Leather
- Gloves - Vinyl or Latex
- Hand Wipes or Wet Ones
- Scissors
- Snack Food
- Sturdy Shoes
- Utility Knife

Some Block Captains use a golf cart to travel to the Command Post and complete their home-check assignment. If you do not use a golf cart, consider having your Block Captain Bag on wheels. This bag can also double as an emergency kit in your car when you are away from home.



USING WALKIE-TALKIE



On/Off Volume: Use on/off knob to turn walkie-talkie on/off and to adjust volume. If you get a static sound turn the volume down until the static stops.

To Use Walkie-Talkie:

Do not change the channel and sub-channels. Hold walkie-talkie 2 or 3 inches from your mouth. Press the PUSH TO TALK bar on the left side. Release the bar when you are finished talking. If you do not release the bar no-one else can talk.

Example of Using Walkie-Talkie:

Block Captain (BC) to Block Captain Coordinator (BCC)

- Pat, this is John Smith. OVER. (Continue to call until BCC replies)
- John, this is Pat. OVER.
- Pat, this is John. I am at 12345 Del Webb Blvd, repeat 12345 Del Webb Blvd in need of medical help. Resident has broken arm. OVER.
- John, this is Pat, 12345 Del Webb Blvd needs medical help for broken arm. OVER.
- Pat, this is John. That is correct. OVER and OUT.

REMEMBER

1. Listen to be sure someone else is NOT talking before you start your message.
2. If you cannot get an answer from your Command Post (CP), change locations. Move out from a garage, house, tree, golf cart etc. Face the CP.
3. Be sure to hold down firmly on the PUSH TO TALK bar. You should hear a "beep" ONLY when you release the bar!
4. Speak Loudly.

TROUBLE SHOOTING

1. No Power? Does it need new AA batteries? Does volume need to be turned up?
2. No Answer? Release the *PUSH TO TALK* bar after you are finished speaking.
3. No Answer? Weather, clouds & buildings can cause "dead spots". Try moving locations.



Aftershocks

After a major earthquake such as predicted for our area, there will be multiple aftershocks several of which could be major earthquakes of as much as one Richter Scale smaller than the main quake. This means a 7.8 earthquake could produce a 6.8 aftershock which is the size of the 1994 Northridge Earthquake.

If the aftershock occurs shortly after the main earthquake, Block Captains (BC) may be in the process of conducting their house-check assignments from the first earthquake. BCs should follow normal procedures for an Earthquake to "Drop, Cover and Hold", being especially cautious not to stand or drop near a roof edge as loose tiles could be dangerous. BCs and BCCs will have the best feel for the intensity of the aftershock for their area and should determine if a reassessment of the assigned residences is needed to find any new injuries or problems. If the BC assignment has been completed, the BC should conduct the reassessment using the same Home-Check Sheet from the first time. The BCC shall inform the EOC that a reassessment is being conducted. The Incident Commander may instruct Command Posts (CP) to complete a reassessment of all areas.

Block Captains should continue their door to door assignment noting the homes that were checked after the first aftershock. This process may have to be done several times depending on the severity and duration of the aftershocks. The completed Home Check Sheets should remain at the CP to be used for the rechecks if needed.

Using the EPC Website

<http://scpdcaclubs.com/epc/welcome-epc>

The "Publications" tab under the EPC Menu has a large inventory of resources available to help our volunteers and residents prepare for an emergency or a natural disaster. In addition to the information documents, the website also includes:

- A Calendar of EPC related events
- Contact information for EPC members
- Up-to-date EPC Training Materials and Manuals
- Helpful links to other emergency preparedness related websites.

If you do not have access to the internet, contact your District Director or BCC and they will assist you in getting the printed resources you might need.