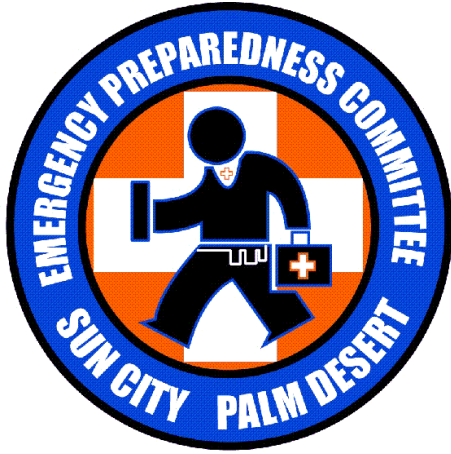




Sun City Palm Desert
**Emergency
Preparedness**
**District Operations
Manual**

Block Captain Coordinator

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 Coordinator 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 Coordinator. 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. 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 if there is an emergency.

At the time of activation, you will be asked to report and set up your assigned Command Post (CP) within your District. As assigned volunteers assemble, your task will be to distribute equipment and resources used by the Block Captains as they begin their home checks throughout the community. First Aid Stations (FAS), the Pet Rescue Team, the Search and Rescue Team 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 Coordinator and hope you find your experience rewarding.

Emergency Preparedness Committee 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, the teams that you will work most with include the following:

- First Aid Stations (FAS): These are set up at or near the Sun City Palm Desert (SCPD) clubhouses and are staffed by retired 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 others 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.



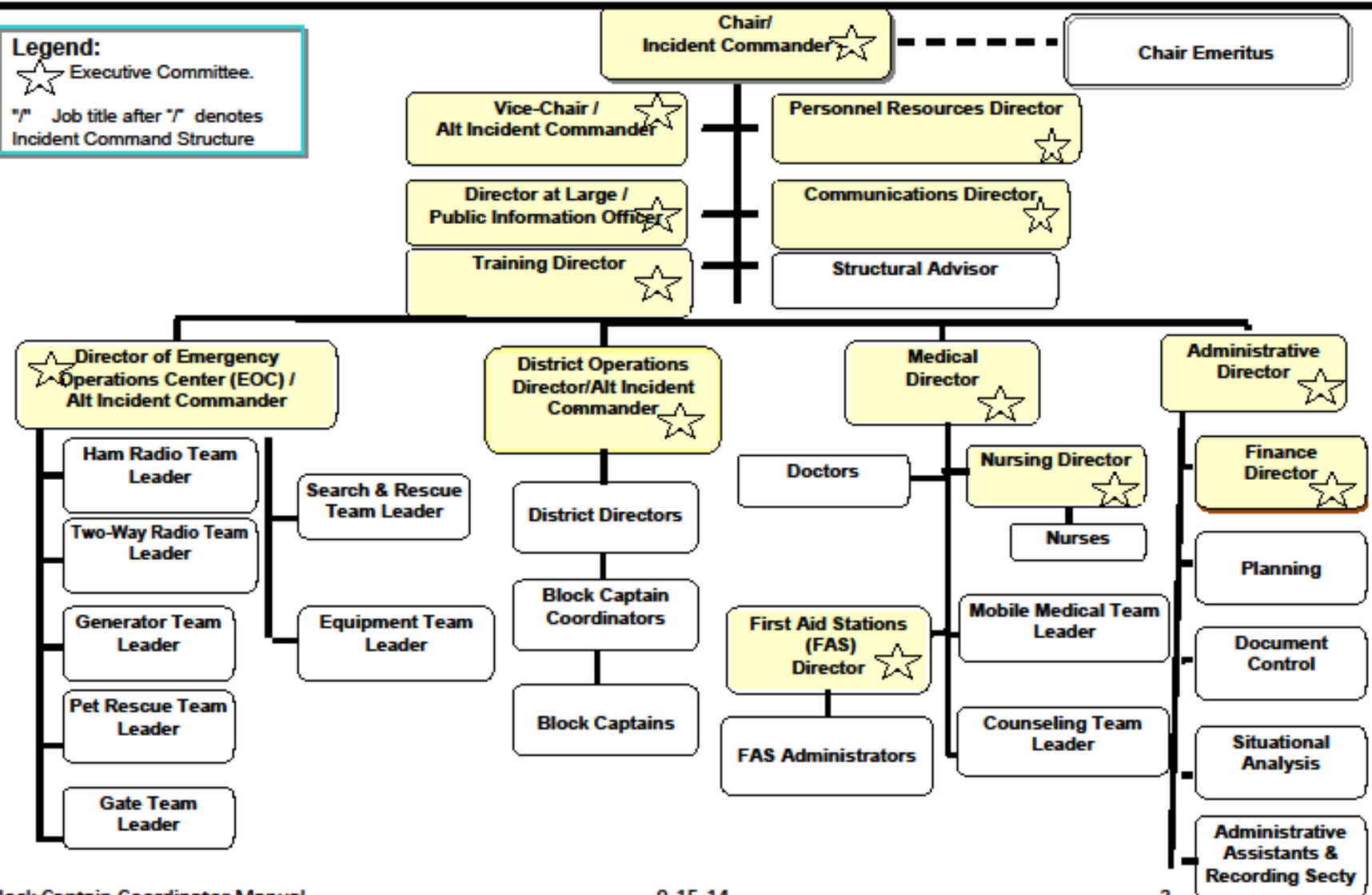
Emergency Preparedness Organization Chart Includes Incident Command Structure 9/10/14

Legend:



Executive Committee.

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





Block Captain Coordinator Duties

As a Block Captain Coordinator (BCC), you will work with your District Director (DD) to help recruit and train other volunteers from your neighborhood to assist residents in the event of an emergency. You will be one of the first people on the scene. As a valued member of the Emergency Preparedness Committee (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. These include:

1. Review your list of volunteers with your DD and contact each person to be certain that they are still willing to help if there is an emergency or drill.
2. Consider recruiting a BCC Alternate to help you. This person will stand in for you if you are not in Sun City Palm Desert in an emergency and can also assist you during a drill or emergency. A BCC Assistant, along with Command Post (CP) Assistants, are needed to help with set up and operation of the CP.
3. With help from the EPC Personnel Resources Director and your existing Block Captains (BC), talk with your neighbors to recruit needed Block Captains.
4. As you recruit BCs ask them to help you recruit other BCs and assistants for each position needed on your EPC team.
5. Keep your EPC volunteer list up-to-date. Submit any changes to your DD and the EPC Personnel Administrative Assistant.
6. Attend training sessions when they are available so that your skills are up-to-date and you have the most recent knowledge about EPC procedures.
7. Work with the EPC Training Director and your DD to provide training for your EPC volunteers.
 - The EPC and DD will provide you with training resources.
 - Become familiar with the BC manual and their duties, including conducting home checks within their assigned neighborhoods.
 - Meet with your EPC volunteers at least twice a year to keep them fully informed of SCPD emergency plans and to provide training when necessary.
 - Learn how to use the walkie-talkie and the two-way radio to communicate with EPC volunteers, First Aid Stations and Emergency Operations Center during an emergency or drill.
 - Learn how to access the EPC Website for resources.

Block Captain Coordinator Duties (continued)

8. Confirm or select the Command Post (CP) location in your neighborhood.
 - The CP is generally set-up in a garage or driveway of a resident in your area.
 - Good reception for the walkie-talkie and 2-way radio is critical. Your District Director or Director of District Operations can assist with testing communications from your CP locations.
 - The CP should have a folding table and several chairs.
 - If during a drill or emergency the CP needs to be moved, leave a sign indicating the new location.
9. Become familiar with the Emergency Operations Center (EOC), the location of the First Aid Station (FAS) assigned to your district, and the contents and location of the Red Bags for your Command Post (CP). There is a sample of the Red Bag Inventory Sheet on page 7 of this manual.
10. Become familiar with the jobs of the volunteers in your EPC team including District Director (DD) and Block Captain (BC), so that you could fill in and perform those duties if needed.
11. Represent your Block Captains in EPC District Operations Meetings.

During an emergency or scheduled drill, the Block Captain Coordinator (BCC) has additional duties. Those are briefly listed below and further described on the next few pages, “Disaster or Drill Procedures” and “Command Post Checklist”.

12. Open your assigned Command Post and establish communications with the EOC and assigned FAS.
13. Contact your DD and report that the CP is set up, two-way radios and walkie-talkies are working, and that communication is established with the EOC and FAS.
14. Log Block Captains in/out together with equipment.
15. Assist Block Captains wherever necessary.
16. Monitor aftershocks following an earthquake.
17. Be sure that all volunteers have safely returned after a drill or emergency.
18. Be aware of the location of all emergency equipment.



Command Posts During a Drill or Emergency

Command Posts (CP) are the “nerve centers” of our neighborhood volunteer Emergency Preparedness Committee (EPC) teams.

Most EPC districts will have 2-3 Command Posts. A Command Post can be set up in a garage or common area and is staffed by a Block Captain Coordinator (BCC) and a BCC Assistant. The purpose of the CP is to provide centralized locations within each EPC district that volunteers know to go to in the event of a disaster. Since communication is critical to the success of the EPC operation, selection of a command post location should also consider good reception for the walkie-talkies and 2-way radios. Your District Director or Director of District Operations can assist with testing communications from your CP locations.

The CP becomes the meeting place for EPC volunteers and residents within each neighborhood. They know that it is a location that is staffed and can assist with radio contact for obtaining first aid, search and rescue teams and pet rescue assistance.

Each CP should have a table and several folding chairs. The table will facilitate the distribution of BC packets, walkie-talkies, clipboards and other equipment. It is also useful as a place to fill in the CP Message Log and other paperwork that will need to be completed.

It is helpful to have extra supplies available at the CP, including water, flashlights, writing pads, pencils or pens and a first aid kit.



Disaster or Drill Procedures for the Block Captain Coordinator

If an emergency occurs or a drill is scheduled, the Emergency Operations Center (EOC) has an automated system which places phone calls to all EPC volunteers. It is very important that phone numbers for all volunteers are current to be able to notify everyone. This automated system will work only if the phone systems 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.

START	• Drop, Cover & Hold On – if an emergency & not a drill.
	• Check your family, home, friends and pets first.
	• Move all vehicles from the garage & park them away from objects that might fall or collapse in an emergency.
	• Go to your Command Post (CP) location and open the location.
DURING	• Assign someone to pick-up tags for the Red Bag, two-way radio and CP banner from the designated clubhouse or EOC
	• While waiting for volunteers and equipment, review Block Captain (BC) procedures, including use of walkie-talkie and home-check procedures.
	• When the two-way radio arrives, call the First Aid Station (FAS) and Emergency Operations Center (EOC) to ensure radio communication has been established and advise that the CP is open.
	• Distribute equipment to Block Captains
	• Monitor two-way radio and walkie-talkie channels to locate and solve problems.
	• Call the FAS and EOC on two-way radio to relay information of residents in need of assistance. FAS is contacted for medical needs. EOC is contacted for Search & Rescue, Pet Rescue or other non-medical needs.
	• Make sure all Home Checks have been completed by BCs and that in the case of an emergency, any victims have been found and helped.
FINISH	• In a drill, shut down CP and return all equipment and the Red Bag to the correct location.
	• Make sure all volunteers are accounted for.
	• Turn all communication devices OFF. DO NOT put the two-way radio into the Red Bag.



RED BAG INVENTORY SHEET

Command Post # _____ # of Block Captains _____

Checked by: _____

BLOCK CAPTAIN (BC) ITEMS:	# Items	# Needed
Clip Boards (1 per BC plus 1 for BCC)		
(for Home Check Sheet and Injury Report)		
Packets (1 per BC). Contents (5 Items):		
Duct Tape, Head Lamp, Pen, Orange Vest, Whistle		
Walkie-talkies (1 per BC plus 4 extra)		
<u>COMMAND POST (CP) ITEMS:</u>		
CP Banner		
CP Forms (in envelopes)		
CP Check List		
CP Message Log		
Block Captain Log		
Home Check Sheets - (1 set Drill, 2 sets Emergency)		
Injury Report (optional)		
Maps:		
SCPD		
District		
Red Bag Inventory Sheet		
Two-Way Radio (delivered from Emergency Oper Ctr)		
<u>OTHER ITEMS:</u>		
Batteries		
AA (Walkie-talkie extras)		
AAA (Head Lamp extras)		
Duct Tape, Red - extra rolls (3)		
Head Lamps - extras		
Pens - extras		
Vests		
Blue- BCC & DD		
Orange - extras (3)		
Whistles - extras (3)		



Command Post (CP) Check List

START	Command Post (CP) Set-Up
	• Give 1st person to arrive at CP pick-up tags for the Red Bag, two-way radio and CP banner from the designated clubhouse or EOC
	• While waiting for volunteers and equipment, review Block Captain (BC) procedures including use of the walkie-talkie, how to check homes for injuries, gas leaks, and how to complete the Home Check Sheet.
	• When two-way radio arrives, call EOC to report your CP is open • Display the CP banner when it arrives
DURING	Block Captain (BC) Check Out
	• Record BC assignments and hand out equipment, walkie-talkie and clip board with Home Check Sheet • Turn on walkie-talkie to make sure it works and is on correct channel. Have each BC use walkie-talkie, for example: BCC (Pat): "Nancy, this is Pat OVER" Nancy responds: "Pat, this is Nancy OVER" BCC: "Nancy, this is Pat. Report your status OVER" Nancy responds: "Pat, this is Nancy. All clear OVER" BCC responds: "Nancy, this is Pat. OVER and OUT"
	• CP maintains BC Sign In Sheet
	• BCs complete Home Check Sheets for neighbors in need
	During Home Checks by BC
	• BCC monitors progress of Home Checks thru calls with BCs
	• BCC monitors/initiates calls on two-way radio to EOC and FAS
	• BCs may be asked to complete another Home Check if needed
FINISH	After Home Checks are Completed
	• BCs return to CP with completed Home Check Sheets
	• After a drill, volunteers discuss how to make the next drill better
	• If disaster, BCs will keep the walkie-talkies in hand until it is over
	• CP stays open until "all clear" is given by EOC. Call EOC when CP is closing
	End of Emergency/Drill
	• Make sure all volunteers are accounted for
	• Collect and inventory all equipment used and put in Red Bag • Return equipment to proper clubhouse or EOC • Keep 2-way radio out of Red Bag when returning equipment



Block Captain (BC) Log

CP# _____ Date _____

BC AREA	Block Captain (BC) or Volunteer Name	Equip Issued	Time Out	Time In	Comments
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					

PICK UP	BC or Volunteer Name	Time Out	Time In		RETURN	BC or Volunteer Name	Time Out	Time In
Red Bag					Red Bag			
2-Way Radio					2-Way Radio			
CP Banner					CP Banner			



Command Post (CP) Message Log

CP# _____ Date _____

<i>BC on walkie-talkie to CP</i>		<i>BCC records BC information & forwards to EOC or FAS on two-way radio</i>		
BC / TIME	Address: Repeat address twice!	Problem: State nature of help needed	TO: EOC/FAS	BY: Initials

USING THE 2-WAY RADIO

The EPC Team uses the term “2-way Radio” for the longer range hand-held radios that are used by the Block Captain Coordinators and the District Directors at the Command Posts (CP), to communicate with the First Aid Stations (FAS) and the Emergency Operations Center (EOC).



On/Off and Volume:

Use the on/off knob to turn the 2-way radio on/off. The volume knob is to the immediate right. When you turn the radio on, you should hear a beep. If you get a static-like sound, turn the volume down.

Operation:

Be sure you are on the correct channel, which is specified on the front of the 2-way Radio.

Hold the radio with the markings and speaker facing you about 2-3 inches from your mouth. **Firmly** 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 the 2-Way Radio:

Block Captain Coordinator (BCC) at Command Post (CP) # 13B calling First Aid Station (FAS)

- FAS, this is CP 13B. OVER
- CP 13B, this is FAS. OVER
- FAS, this is 13B. I need medical help at 12345 Del Webb. **Repeat**, 12345 Del Webb. OVER.
- CP 13B, this is FAS. Medical Assistant will be sent to 12345 Dell Webb. OVER AND OUT.

BCC at Command Post (CP) # 13B calling Emergency Operations Center (EOC)

- EOC, this is CP 13B. OVER
- CP 13B, this is EOC. OVER
- EOC this is 13B. I need Search & Rescue at 12345 Del Webb. **Repeat** 12345 Del Webb OVER
- CP 13B, this is EOC. Search & Rescue will be sent to 12345 Dell Webb. OVER AND OUT.

REMEMBER:

- Since calls on the 2-way radio are for the purpose of requesting assistance, it is important that you first identify who you are calling – FAS or EOC. Then use your CP# as an identifier on all radio calls. Use of personal names is discouraged as it may be confusing.
- Medical Reporting: Calls needing medical assistance are placed directly to the FAS.
- Search & Rescue and Pet Rescue calls are made to the EOC.
- Repeat the address requiring help; the responder will repeat the address to confirm.

TROUBLESHOOTING:

- No answer? Facing the direction of the call will often result in better reception. Weather and buildings can cause “dead spots”. Try moving locations.
- No answer? Remember to release the PUSH TO TALK bar after you are finished talking.
- No answer? Batteries may need replacing; a fresh supply of batteries is in the EPC Red Bags.



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.



Walkie Talkie Channels

District Command Post List of Walkie Talkie Channels

The locations and personnel of the Command Posts are updated as needed and communicated to all District Directors and Block Captain Coordinators. The radio channel assignments listed below do not change.

Walkie-Talkie Channel Number		
District	Channel	Sub Ch
1-A	13	1
1-B	13	2
1-C	13	3
2-A	11	1
2-B	11	2
2-C	11	3
3-A	14	1
3-B	14	2
4-A	12	1
4-B	12	2
5-A	10	1
5-B	10	2
5-C	10	3
5-D	10	4
6-A	9	1
6-B	9	2
7-A	8	1
7-B	8	2
7-C	8	3
7-D	8	4

Walkie-Talkie Channel Number		
District	Channel	Sub Ch
8-A	8	1
8-B	8	2
9-A	9	1
9-B	9	2
9-C	9	3
10-A	10	1
10-B	10	2
11-A	11	1
11-B	11	2
12-A	12	1
12-B	12	2
12-C	12	3
13-A	13	1
13-B	13	2
13-C	13	3
15-A	14	1

To Re-Program/Change Channels

1. Check the "lock indicator". If "Lock" is showing the channels are locked. To unlock channels hold down the "Menu Button" until you hear a "Beep", then release the Menu Button. Now repress (do not hold down) the Menu Button and the large channel number will start flashing. You can raise or lower the number by pressing the "+" or "-".
2. To set the sub-channel, press and release the Menu Button while the large number is flashing. The sub-channel number will flash and can be set by using the "+" or "-".
3. Relock the channels by holding down the Menu Button until it "Beeps" and the "Lock Indicator" light is on.



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 quake. Block Captains 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. The Incident Commander may instruct Command Posts to complete a reassessment of all areas.

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. 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 Command Post 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 for assistance.