



San Francisco Fire Department

**Neighborhood
Emergency
Response
Team**

Field Operations Guide

October 2019

.....
“Don’t Panic”

Douglas Adams, The Hitchhiker’s Guide to the Galaxy

*The San Francisco Fire Department and the
Neighborhood Emergency Response Team
Program are grateful
to the Woodside Fire Protection District Citizen
Emergency Response Preparedness for allowing us
to use their Field Operations Guide as a model,
to Bob and Lynn Jacklevich of Potrero Hill
for revising, writing, and research,
and to all the readers and reviewers
for their time and suggestions.*

*This field operations guide is not a complete
instructional manual for neighborhood emergency
response. It should be used as an aid for trained
NERT members as they perform their duties. It is
not meant to replace training and field experience.*

*It is also a work in progress.
We invite your comments and encourage
volunteers to submit content for any chapter to
the NERT Program Coordinator.*

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CHAPTER 1 RESPONSE OVERVIEW

1.1. NERT'S MISSION

Beginning with ourselves, we will be prepared and work as an individual or together as emergency response teams to assist our families and neighbors in time of disaster and to be prepared to make decisions that do The Most Good for The Most People.

1.2. A DISASTER – LEVELS AND NERT

An activation level is defined as an organization's readiness to carry out its mission during an emergency. The Emergency Response Plan (ERP) for San Francisco defines three levels of emergency activation for the Emergency Operations Center (EOC) that correspond with the event's need for field response. Activation levels and procedures are scalable based on the changing needs of an event.

Level 1 = all city services are responding normally;

Level 2 = EOC increases staffing and Department Operation Centers (DOC) may activate.

Level 3 = Full activation of EOC, DOCs and potential for Regional, State and Federal assistance.

In a **Level 2** event, NERTs may be called up by text or email by the San Francisco Fire Department (SFFD) to assist in the response¹. In a **Level 3**, such as a significant earthquake, NERT team members self-activate to your pre-designated neighborhood Staging Area. First actions to take are:

- take care of self and family
- assess damage to your building

¹ Make sure your current email and phone number is always on file with the NERT office. Log in to www.regroup.com to update your profile.

- assist your immediate neighbors

1.3. NERT RESPONSE OVERVIEW

After taking care of themselves and their immediate neighbors, NERTs begin team response:

- Walk to staging area, observing and recording (writing down) incidents and conditions en route
- assemble and set up NERT Command Post (NCP)
- report team is active to your assigned Battalion
- report incidents observed en route to NCP
- report actions already taken
- decide on what actions your team will take in response to incidents and conditions reported
- record all team and command post activities

NERT teams should continue to respond to incidents and requests from the Battalion until the need for action no longer exists. At that time, the teams should request permission from the Battalion to demobilize.

1.4. APPROACHING DANGER

When a hazard is approaching a NERT neighborhood, such as an incoming winter storm or an out-of-control fire, NERT team members should remain alert to the situation, make necessary preparations, take precautionary actions for themselves and their families, and check with their immediate neighbors about their readiness. If you must evacuate, refer to Chapter 16.

1.5. PUBLIC AND PRIVATE AGENCIES AREAS OF RESPONSIBILITY

- SFFD – fire, rescue, emergency medical service (EMS)
 - NERT supports the SFFD response
- San Francisco Sheriff (SFSF) and San Francisco Police (SFPD) Departments – law enforcement
 - Auxiliary Law Enforcement Response Team (ALERT) supports the SFPD response
- Department of Emergency Management (DEM)

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- Division of Emergency Communications (DEC) – communications and warning
 - Division of Emergency Services (DES)
 - o Auxiliary Communications Service (ACS) supports DEM
 - Department of Human Services (DHS) – care and sheltering
 - Animal Care and Control (ACC)
 - Recreation and Parks (RPD)
 - American Red Cross (ARC)
 - Salvation Army
 - Schools (SFUSD)
 - Department of Public Health (DPH) – health & medical
 - Municipal Transportation Agency (MTA) – MUNI, transportation, parking and traffic enforcement
 - Department of Public Works (DPW) – construction, engineering, debris removal
 - Medical Examiner (ME) – mass fatality
 - Administrative Services – volunteers, community programs
 - Community Agencies Responding to Disaster (CARD)
 - Volunteer Center of San Francisco & San Mateo
 - .

CHAPTER 2 INITIAL EARTHQUAKE RESPONSE

2.1. YOUR OWN FAMILY AND RESIDENCE

- Remain calm.
- Call out to family members to let them know where you are and that you're OK.
- Put on protective clothing and sturdy shoes.
- Put your earthquake plan into action.
- Locate your flashlight if it is dark.
- Smell for gas or smoke. If detected, evacuate.
 - If you smell gas, open doors and windows, turn off the leaking appliance or main gas valve, get everyone outside quickly, then call 9-1-1.
- Check doors for heat before opening them.
- Check for fires, fire hazards, fallen objects and debris, and other hazards.
- Shut off other **damaged** utilities.
- Give first aid and rescue assistance for injured or trapped members of the household.
- Attempt to report life threatening injuries and fires by calling 911, though 911 may not be able to respond.
- Check your building for structural damage.
- Confine or secure your pets.
- Turn radio on to an Emergency Alert Station (EAS), 740 AM (KCBS) or 88.5 FM (KQED) for announcements from City/County agencies concerning casualty treatment, extent of damage, sheltering and safety information.
- Call your out of area contact person and check in
- Mark your home with the "X" (section 13.6).
- If you must evacuate, refer to Chapter 16.
- Consider that you yourself may be injured or your home seriously damaged. You should have provisions for this in your family disaster plan with family, friends, neighbors and your NERT team.
- Hang your HELP/OK sign in the window

2.2. YOUR NEIGHBORS

- Check on your immediate neighbors

- Conduct scene size-up (section 9.2); smell for smoke and gas; look for smoke and fire.
- Check the structural state of the residence.
- If it is safe, approach the building and contact your neighbors.
- Give first aid and rescue assistance to injured or trapped neighbors.
- Attempt to report serious injuries and fires by calling 911, if you know 911 is available.
- Help your neighbors shut off **damaged** utilities.
- Help your neighbors with fire suppression **only** if safe to do so: remember your training.
- Help your neighbors evacuate to a safe distance if the structure is not safe or there is danger from fire.
- Mark the building with the “X”.

2.3. IF NOBODY IS HOME AT YOUR NEIGHBORS

- Check the outside of the building for damage.
- Shut off utilities **if there is structural damage**.
- Mark the building with the “X”.

2.4. AFTER CHECKING IMMEDIATE NEIGHBORS

- Record all the actions you’ve taken as well as the conditions of your residence and your neighbors’.
- Calm neighbors; enlist their help caring for the block.
- Put on safety gear, collect Response Go Kit, and proceed to your neighborhood staging area.
- Note conditions on your way to the staging area using NERT damage assessment form if possible.
- Follow the action plan beginning in Chapter 4.

2.5. BLOCK CAPTAINS

Responsibilities

- Perform steps 2.1 through 2.4
- Report incidents and damage assessment to the Neighborhood Command Post (NCP) (section 4.4). You may assign a neighbor to deliver the message.
- Assist in the neighborhood response

CHAPTER 3 SEMS/NIMS INCIDENT COMMAND SYSTEM

3.1. BASIC ICS PRINCIPLES

Single point of command

- Someone is in charge at each level.
- Each person reports to only one supervisor.

Manageable span of control

- The span of control for any supervisor is 3 to 7 people, 5 being the ideal.

Modular organization

- At its smallest, every incident has a command function - *someone is in charge!*
- As the incident warrants and resources are available, the Task Force Leader can expand the organizational structure by delegating responsibility for other functional components.

Common terminology

- We agree on what things are called.
- We communicate in plain English without using codes and obscure acronyms.

Integrated communication

- Communications networks are structured so that multiple groups and agencies can send messages to one another.
- Communications networks are structured like the overall organization.
- Networks are separated to avoid an overload of message traffic.

Designated incident management facilities

- SF City/County Emergency Operations Center (EOC)
- Department Operations Centers (DOC)
- Emergency Response Districts (ERD)
- Battalions (BATT)
- NERT Neighborhood staging area Command Post (NCP)

3.2. ICS FUNCTIONAL COMPONENTS

Command and Policy

- Sets objectives and priorities
- Has overall responsibility at the incident
- This is called the Incident Commander
- In the NERT ICS group, this is the **Task Force Leader (TFL)**. The NERT team is part of the SFFD ICS and there is already an SFFD IC.

Planning and Intelligence Section (PLANS)

- Develops the Task Force Response Plan (see section 5.2) to accomplish team objectives
- Directs and maintains communications with the Battalion
- Maintains situation status and map of
 - what has happened
 - where incidents are
 - what is damaged
 - who is injured

Operations Section (OPS)

- Conducts tactical operations to carry out the Task Force Response Plan (see section 5.2, below)
- Develops and directs all tactical resources (called **Field Teams**)

Logistics Section (LOGS)

- Maintains resource (personnel and materials) status
 - what resources are committed and available
- Provides or seeks out support to meet team needs
 - personnel
 - communications
 - transportation
 - operational shelter, food, and water for NERTs²

² NERT members do not sleep at the Staging area. note that team members may need to be “broke” to obtain food and water on their own

- tools and equipment
- medical for incident personnel

Finance and Administration Section (ADMIN)

- Identifies and tracks property loaned or borrowed
- Collects and files all documentation that results from the NERTs actions during the incident
- May support Operations in tracking field teams

Safety Officer

- Reports to the TFL
- Monitors safety in the staging area
- Assesses and corrects hazards
- Develops safety procedures
- May stop or prevent unsafe acts on own authority

Public Information Officer

- Assembles information which can be given to media
- Releases information only as directed or approved by the TFL
- Provides local information to neighborhood residents
- Escorts news media if in staging area

Staging Area Gatekeeper

- Unofficial role used to control and direct access to the staging area
- May function as de facto security³
- Directs people to appropriate section
 - people reporting incidents: to PLANS; may request additional details
 - people volunteering donate equipment or supplies: to LOGS
 - representatives from responding agencies (i.e., SFFD or Red Cross): to TFL
 - people needing assistance: to information station for shelter and medical information

³ Notify Battalion of ongoing or emergency security threats

CHAPTER 4 INITIATE ICS

4.1. AT THE STAGING AREA

NERT staging areas are located throughout the City. They are listed in your student manual, and on the on the NERT website Neighborhood Teams page.

Initiate Incident Command as soon as you arrive at the staging area. The first NERT at the staging area becomes the TFL. See Chapter 3 for a review of ICS.

- Collect the staging area command kit
- Initiate Incident Command
 - select ICS section leaders
 - determine resources
 - set up the physical layout of staging area to include each ICS section, communications, team member medical and break areas, and a neighborhood information area adjacent
- Inform your Battalion using available means, once the NERT team is set up at the staging area
- Section heads may be replaced by more qualified persons whenever they may become available
- Relieve section heads after a maximum of 12 hours, but 6 or 8 is better.

4.2. GENERAL INSTRUCTIONS FOR OPERATING ICS

- Check-in at Logistics on arrival; all must be accounted for including NCP section leads and support roles. It is equally important to check out.
- Receive briefing from immediate supervisor
- Acquire work materials
- Organize and brief subordinates
- Complete forms and reports required for the position
- Respond to staging area shut down (demobilization)
- Brief subordinates regarding demobilization

Reminder for all: Only the TFL or a delegated Public Information Officer is authorized to speak to media concerning NERT activities.

4.3. TASK FORCE LEADER CHECKLIST

Person in charge; has overall responsibility for team's response

- Initiate response
- Delegate/assign roles when personnel available
 - ICS Section leaders
 - Public Information Officer
 - Safety Officer
- Prioritize responses based on **available** information and resources
 - create Task Force Response Plan with section leaders
- Provide status updates to Battalion as needed or requested

4.4. PLANNING SECTION CHECKLIST

Collects and assesses information from NERTs, Block Captains and neighbors; maintains communications and status information for the NCP.

- Get section staff from LOGS; scribes, map keeper
- Prioritize and assess incidents reported
 - confirm role of Gatekeeper with volunteer
 - make every effort to get firsthand reporting from any neighbor bringing information to the NCP
 - note incidents on neighborhood map
- Communicate assessment to TFL and to Battalion per TFL guidelines
 - major injuries
 - immediate fire
 - urgent, widespread utility needs
 - impending danger
 - response capability
 - street closures/route blockages
- Set up broadcast radio, tune to EAS
 - listen for official announcements (locations of shelter and medical facilities)
 - extent of disaster
 - confirm information through Battalion as needed

- Coordinate with LOGS to request communicators
- Set up radio; tune radio to Emergency Alert System station - KCBS 740AM or KQED 88.5FM

4.5. LOGISTICS SECTION CHECKLIST

Provides facilities, personnel, material, equipment, and services in support of the emergency

- Get section staff; scribes, supply “getters”
- Determine team and neighborhood resources
 - Personnel and skills
 - Equipment
 - Water and food
 - Sanitation and shelter
- Priority NCP roles are, staging area gatekeeper, runners and communicators
- Establish injury triage and treatment area for NERT team. NOTE: The triage and treatment area in staging area is for **NERTs only**

4.6. OPERATIONS SECTION CHECKLIST

Coordinates response of all field operations in accord with policies and decisions of the Task Force Leader

- Assign **staging area manager** who:
Establishes layout of the staging area; posts area identification and traffic control; requests logistical support for personnel and equipment in response to requests from TFL or OPS Section leader.
- Get tasks/tactical assignments from PLANS or TFL
- Brief Field Teams (assembled by LOGS) and give a Safety Message. They may perform tasks including:
 - neighborhood damage assessment
 - injury triage and disaster medicine
 - utility shutoff
 - search and rescue
- Dispatch teams as instructed
- Report actions taken and/or additional needs to PLANS

4.7. ADMINISTRATION SECTION CHECKLIST

Collects records and receipts; assists in monitoring field team dispatch/return times in Operations section.

- Establish procedures for record keeping and collection with section leaders
- Set up incident files
- Check records for completeness
- Track receipts in case items become reimbursable

4.8. SET UP STAGING AREA

If personnel are available, assign a staging area manager to set up and monitor physical staging area.

- Set up perimeter
 - Post staging area “gate keeper” at entry
- Establish staging area layout
 - Set up each ICS section
 - mark them for easy identification
 - keep Command Post away from major activity
 - two means of access/exit
 - Locate OPS and LOGS near enough for best exchange of information
 - Determine areas and identify support needs for volunteers, equipment, supplies, sanitation, security, and medical
 - Set up areas for teams to:
 - assemble and wait for dispatch
 - rest and refresh
 - get first aid

4.9. RECORD EVERYTHING

- If you didn't write it down, it didn't happen!
- Use NERT forms if available; any piece of paper can become a form if you know what information it should contain.

4.10. FIELD TEAMS

- Field Teams will be formed in the LOGS Section
- Select a team leader
- Select a safety person

- The Field Team Leader must get a briefing from the OPS section for any deployment.
- Make sure everyone on the team understands the plan before you act. Each team member must know what he/she is to do.
- Refer to the following guide sections for field team tasks
 - Damage assessment Chapter 10
 - Utility Control Chapter 11
 - Fire Suppression Chapter 12
 - Search and Rescue Chapter 13
 - Disaster Medical (triage and treatment area) Chapter 14

CHAPTER 5 PRIORITIES AND TASK FORCE RESPONSE PLAN

Incidents are ranked by priority. NERT priorities and the Task Force Response Plan objectives are based on our cardinal rules:

- Don't be a victim.
- Do the most good for the most people.

The highest priority incidents should be the first ones addressed. NERT responds based on **available information and resources**. Use the NERT Incident Status form to list and prioritize incidents.

5.1. INCIDENT PRIORITIES

“L” = Life (*people*)

- causing death or serious injury
- imminent threat of death or serious injury

“I” = Incident Stabilization

- potential threat of death or serious injury
- unstable incident or property

“P” = Property (*potential*)

- potential or actual damage to property
- potential or actual damage to the environment
- Only after other priorities are addressed

“R” = Routine

Requests for information, such as shelter locations or where to send volunteers should be prioritized as well, based on the impact on people, property, and response capability.

5.2. THE TASK FORCE RESPONSE PLAN

- A plan to focus your team response in chaos
- sets priorities and directs the response
- assigns responsibility and monitors task completion
- reflects changing conditions (update during event)

Participants in planning sessions are the TFL and the Section leaders (OPS, LOGS, PLANS, ADMIN).

Decision-making

- NERT consensus is considered, but the TFL has final decision. Chain of command is in effect during a response.
- All participants must understand decisions made and agree to support them.
- Decisions are based on the information and resources available at the time.
- Any safety concerns should be voiced

Task Force Response Plan Outline

1. Collect and assess information **before** acting (apply scene size up (section 9.2.) to the whole response. Develop a strategy to respond to conditions.
 - address incidents by priority (LIP)
 - response shall be within the scope of NERT training
 - plan is based on available resources
 - be aware that the response could last for days
2. Determine the resources needed based on
 - actual incidents
 - current information
3. List personnel assignments at each level – NCP, ICS Section, Field team
4. Keep a map in Planning of the neighborhood noting activity
5. Communications plan
 - determine who authorizes messages; the means for getting information **to** the Battalion
 - manage messages **from** the Battalion
 - may need plans for communication with dispatched field teams and within the NCP
6. Weather
 - plan for conditions that may affect response
7. Create Safety messages for team members
 - list any known hazards
 - remind the team about precautions to take

5.3. TASK FORCE RESPONSE PLANNING CHECKLIST

- Notify those who need to participate
 - Task Force Leader
 - Section Leaders
- Meeting
 - chaired by TFL
 - lasts no longer than 30 minutes
 - conducted in quiet area with necessary materials
- Agenda
 - Planning Section Leader presents draft/incident status report or incident briefing summary
 - Group determine objectives
 - Make/revise assignments
 - Establish operational period (usually 12 or 24 hours)
 - Set next meeting time
 - Determine who needs to have the plan
 - Each Section leader should have a copy of the plan
 - Set procedures for revising and updating the plan

Go to Chapter 6 for actions and timelines that you can use as a base for your response plan.

CHAPTER 6 BASIC RESPONSE PLAN

This chapter describes a generalized set of objectives and a timeline for the Task Force Leader and Section Leaders to follow. These are for guidance only and must be modified according to the nature and severity of the damage in your area as well as to the characteristics of your neighborhood.

The Task Force Leader and Section Leaders should avoid becoming involved in responding to individual incidents. Delegate! Create and keep to the Task Force Response Plan. Respond based on **available** information and resources.

ALL team members must be officially checked in with the LOGS Section to participate. Team members must check out when leaving the team response for breaks, or for good.

6.1. FIRST FOUR HOURS

- Establish a Neighborhood Command post at your Staging Area with an Incident Command structure sized to match the situation and resources available.
- Set up Command Post within the staging area.
- Develop the Task Force Response Plan (see 5.2).
- Check in by radio or runner with your Battalion.
- Obtain an overall sense of the damage your neighborhood has sustained (Damage Assessment).
 - Send out Rapid Assessment Survey field teams (see Chapter 10) and/or use reports from neighbors arriving at the staging area.
 - Make decisions about evacuations if necessary.
 - Identify specific incidents that are threats to life.
 - Identify specific incidents that are rapidly developing threats to the environment/property.
- Prioritize the specific incidents you have identified.
- Respond to the incidents where you have the resources and ability, in **priority** order.

- Report to your Battalion all incidents that involve an immediate or rapidly developing threat to life, where your teams are unable to control or eliminate the threat. Examples include spreading fires, ongoing landslides, and hazardous material situations, gas leaks with inaccessible shutoffs.
- Monitor Emergency Alert System (EAS) (section 4.8) for official announcements and extent of disaster.
 - confirm information as needed such as shelter locations with Battalion before directing people

6.2. FOUR TO 12 HOURS

- Continue responding to incidents as you have resources and ability available.
- Continue reporting status to your Battalion by ham radio or runner. Include numbers of injured or deceased, number of uninhabitable residences, major infrastructure failures, and a summary of other significant incidents. Follow radio protocols for communicating confidential information (Chapter 8).
- If your area has sustained heavy damage, consider requesting a call out of NERTs from other areas to assist through your Battalion by ham radio or runner.
- Ask neighbors to check on vulnerable residents
- Establish triage and medical care stations in the field as needed (Chapter 14).
 - Staging area first aid section is for **NERTs only**
- Identify and rope off hazardous areas if it is safe to do so.
- Begin a more systematic house-by-house check of the neighborhood.
- Work to clear road blockages as directed.
- Assign Public Information Officer.
- Continue to monitor EAS.
- Direct people to temporary shelters and medical facilities.
- Make plans to relieve your field teams and command post staff with fresh personnel.

- Assess need for security for your staging area.
- If resources and time allow, provide a public information/resource station (Chapter 15) where people can listen to news and exchange information.

6.3. 12 TO 24 HOURS

- Continue responding to incidents as you have resources and ability available.
- Continue reporting status to your Battalion. Include numbered of injured or deceased, number of uninhabitable residences, major infrastructure failures, and a summary of other significant incidents.
- Conduct a more systematic house-by-house check of the neighborhood as directed or needed.
- Continue to identify and rope off hazardous areas if safe to do so.
- Relieve your field teams and command post staff with fresh personnel.
- Direct people to temporary shelters and care facilities.
- Continue to monitor EAS.

Many of the rapidly developing and life-threatening incidents may resolve themselves in the first 24 hours. Some difficult rescue situations or problems like fires may continue and new incidents may be discovered.

Attention will eventually shift to sheltering and feeding people who have been displaced from their homes and caring for the seriously injured.

6.4. 24 TO 72 HOURS

Each neighborhood has different hazards and resources, which will be affected by the type and severity of the disaster. The SFFD may begin to shift the requests for assistance to different tasks as needed.

- Maintain the staging area operations, as described in previous sections, until you receive instructions from the Battalion.

- Plan for staging area shut down (Section 6.6)
- Continue to monitor EAS.

6.5. DOCUMENT YOUR ACTIVITIES

If it isn't written down, it didn't happen! Record all NERT activities as soon as possible. This will be critical for San Francisco to receive State, or Federal funds. It will also be critical for the future of the NERT program.

- At the end of response, TFL reviews documentation.
- Administration section leader assigns someone to take it to the Battalion after staging area shuts down.
- Use NERT forms if available
- Don't get hung up on forms – recording information is the goal
 - use anything if you don't have forms
 - keep at least one set as a guide
- Document:
 - decisions made
 - actions taken
 - supplies and equipment donated or purchased
 - names of NERTs and **accurate time in/out**
 - Any injuries to NERT volunteers

NERT Forms

- **Volunteer Information Card**
Used by ALL members of the NERT team to report in at the LOGS section.
- **Damage Assessment**
Used by any NERT member or field team to record damage to an area they are surveying
- **Incident Status Record**
Master list used in Planning section to document all incident information brought to the NCP. Assign each incident a number on the Status Record.
- **Incident Report Form**
An NCP Internal tracking form used by PLANS and OPS to dispatch field teams to NERT incidents. Do not send this form out with the field team

- **Unit Log (ICS 214)** ICS form kept by each NERT leader at every level to document major activities and the time they occurred.
- **Message Form (ICS 213)**
Official ICS form to convey any message IN WRITING to ensure accuracy
 - within the NCP
 - for the radio communicators to transmit
 - to the Battalion Station by runner
- **Message log**
Used by communications to log all messages sent
- **Treatment Area Log**
Used by any Field Team that establishes a Treatment Area to record details about survivors.
- **Task Force Response Plan**
Written paper to document the NERT team's plan of action. Section leaders write this plan (section 5.2)

6.6. DEMOBILIZING THE STAGING AREA

The Task Force Leader authorizes shut down after confirming with the Battalion.

Staging Area Manager works with the Sections Leaders to create check-out procedures and to coordinate shut-down activities. The plan addresses timing, people, resources, documentation, and physical environment.

Timing

- check with PLANS Section for incident status
- check with OPS Section for resource needs
- check with LOGS Section to identify surplus resources and release them

People (NERTs)

- injury reported/to report
- reports completed and given to ADMIN section
- contact information recorded

Resources

- equipment/supplies to be returned, given away, destroyed

- ❑ receipts and value information given to ADMIN

Documentation

- ❑ documentation collected throughout
- ❑ records checked for legibility and completeness
- ❑ records organized in a logical order
- ❑ person assigned to bring all records to the Battalion

Physical Environment

- ❑ all equipment/supplies removed
- ❑ garbage pick-up arranged/completed
- ❑ public information station closed or handed over to area residents
- ❑ area returned to previous condition

6.5 72 HOURS +

NERT NCPs in areas with extreme damage may continue to operate. Hours may vary.

Post the initial emergency, the SFFD will evaluate needs and request support from NERT volunteers as needed. The SFFD may also make requests to support our City partner agencies. This can include tasks in which we currently provide training. IT may also be a new request, in which case Just in Time Training (JITT) will be provided by the requesting agency.

NERTs should never self-deploy to an assignment outside of the structure of NERT for your protection. In the case you accept an assignment outside of SFFD direction, be sure to remove your NERT “hat” and affiliate with the supervising entity making the request.

NERT currently provides training to support⁴

- DPH
- SFPUC

⁴ Subject to additions or changes

CHAPTER 7 REPORTING TO THE BATTALION

7.1. MESSAGES

Messages are sent to your assigned Battalion station by any means possible: runners, trained or untrained volunteers, or via ham radio or telephone. Your assigned Battalion is determined by the geographical location of your neighborhood.

The Auxiliary Communications Service (ACS) volunteer ham radio operators will staff the Battalion stations as quickly as possible and will work with the on-duty Chief to relay information.

If your team is unable to reach the ACS operator at the Battalion, consider sending an FCC licensed NERT radio operator to the Station to receive communications from NERT teams. (section 8.4)

TFL determines what incidents to report. PLANS section writes the message or dictates it to communicator. Radio operators may revise the message to meet emergency messaging needs but must take care not to change the meaning of the message.

The message should:

- be limited to essential information, 25 words
- be written legibly (preferably capital letters)
- use common language and terms
- avoid codes, uncommon acronyms, unusual abbreviations

Use this guide to organize and prioritize messages.

Description

Brief description of the situation or incident; e.g. building on fire, 20 people injured or hospital power failure.

Report only what you **know**. Descriptive words are not

necessary; change “street collapsed with fissures and crumbling pavement” to “street collapsed”.

Location

Briefly state the location of the incident, using street names, address numbers when possible, and use cross streets. Do not assume the person receiving your message has any knowledge of your neighborhood.

Reported By

If possible, state if report is from an eyewitness or is a second- or third-party report. Always give the name of your neighborhood team (i.e. Marina NERT Staging).

Date and Time Reported

Record when the incident was reported to your NCP.

Priority

Report incident in order by the priority the Task Force Leader has given to them; you do not need to report what that priority is. See section 5.1 for priorities.

Message Number

Assign a number to each message. This number does not need to be reported to the Battalion.

Message Log

Record all messages sent by any means on a message log in the communications section.

7.2. COMMUNICATION PRIORITIES

Team communication resources may be limited. When establishing a communication plan, keep in mind:

- **Most important:** communications between Battalion and staging area. Establish this communication means first. Teams need to get information to the Battalion quickly and clearly
- **Secondary importance:** communication between Field teams and the staging area. This kind of communication will require at least two radio operators at the staging area; one to communicate with the Battalion and a second to receive messages

from the dispatched field teams on the tactical (tac) channel.

- **Helpful but not essential:** communications within the search and rescue team, e.g., from the searchers to the outside safety people, or from inside a building to the incident triage area.

7.3. METHODS

NERT staging areas report only to the assigned Battalion (or the nearest Battalion if yours is not functioning) which limits the methods available:

- **Runner** - written message physically delivered in person, by any vehicle that can safely travel to the Battalion as well as by bicycle or by foot
- **Amateur (ham) radio** – relaying information through ACS operators in the Battalion station (see Chapter 8)
- **Twitter** – if capable Twitter users are available, they may deliver messages to Battalion using the same rules and considerations as ham radio from within the Communications section. This method requires a Twitter user being assigned at the Battalion Station to scribe using the message form and using the ACS system to pass messages to the Chief. Skilled operators may also help get emergency information about the neighborhood by searching on Twitter

When determining how to communicate, Section leaders and Task Force leaders need to consider:

- Resources - what's available
 - people, equipment, vehicles
- Environment - what's working
 - power, roads, Battalion station, Wi-fi
- Information – priority and content
 - sensitivity, accuracy, speed

CHAPTER 8 HAM RADIO COMMUNICATIONS

NERT team members who are licensed amateur radio (ham) operators by the Federal Communications Commission (FCC) will be needed to communicate with the Auxiliary Communication Services (ACS) volunteer ham radio operators in the Battalion stations. The station operator is **Net Control** for the Battalion

Unlicensed personnel can assist with scribing, logging and tracking messages and may transmit during a disaster only under the supervision of a licensed ham.

8.1. EMERGENCY MESSAGING

Principles for message content are in Chapter 5. Keep in mind that communications channels may be crowded, and you may be asked to wait. Respect and comply with Net Control.

8.2. RADIO COMMUNICATIONS

NERT radio communications use simplex frequencies set in advance for each Battalion station. Confirm as soon as possible that you can reach the Battalion from the staging area. If not by radio, send runners.

- **WRITE** the message **BEFORE** transmitting. Use common words and terms; avoid acronyms, nicknames, unusual abbreviations, codes.
- Planning Section/Task Force Leader will prioritize incidents (section 5.1). Send the most urgent first, followed by the less urgent. If time and the situation permit, you may also pass routine messages **after** confirming with ACS operator.
- make each emergency report a separate message.
- Read and think through your message before you start talking.
- Use **tactical** call signs (NERT Potrero Hill Staging Area) to contact the Battalion.
- **Wait for acknowledgement** and respect the operator's instructions: Net Control may be handling messages from multiple NERT teams.

- If you have many emergency incidents, tell the ACS operator so s/he can manage radio traffic.
- Speak slowly and clearly enough so that the operator can understand and write the information.
- Break up long messages into short, precise, logical segments of 5-7 words. Between each segment say “stop” then unkey the radio and wait for the operator to tell you to continue.
- Confirm that the message was understood.
- Make it clear when you have finished your message by giving your **personal** call sign and saying “clear”.
- You may get questions or instructions from Battalion
- Report when you are out of service or closing the staging area. Report again when you return to service. In case of a move, re-establish communications as quickly as possible.

8.3. HAM RADIO OPERATOR KIT/SUPPLIES

Ham radio operators are responsible for bringing minimal equipment:

- radio
- battery or power source
- antenna
- headset/microphone
- necessary cables, charging equipment
- Message forms, log sheets and pencils

8.4. BATTALION COMMUNICATIONS OPERATOR

In the case that ACS does not have an available operator at the Battalion, an experienced NERT ham operator should set up in front of the station and act as net control for NERT teams in the Battalion, taking messages for the Chief. You will need a scribe.

This operator should be equipped with their own radio and antenna. They will need to operate from in front of the station. If access to ACS equipment is granted, the operator can switch to this equipment inside the station.

8.5. BATTALION FREQUENCIES

NERTs assigned simplex frequencies only. **Do not publicize or share these frequencies with non-NERTs.**

2 Meter Band Width Frequencies		
Location	Frequency	Tone
Batt1 (Sta 2)	146.415	100
NERT tactical (TAC)1	147.495	100
Batt2 (Sta 36)	147.510	100
TAC2	147.570	100
Batt3 (Sta 8)	146.460	100
TAC3	146.475	100
BATT4 (Sta 38)	146.550	100
TAC4	146.430	100
BATT5 (Sta 21)	147.405	100
TAC5	*147.585	100
BATT 6 (Sta 11)	147.435	100
TAC6	147.555	100
BATT7 (Sta 31)	147.540	100
TAC7	146.445	100
BATT8 (Sta 40)	147.450	100
TAC8	147.480	100
BATT9 (Sta 15)	146.505	100
TAC9	147.585	85.4
BATT10 (Sta 9)	146.595	100
TAC10	147.525	100
BATT4B (Presidio)	147.435	85.4
TAC4B	146.490	85.4
BATT3B (Treas.Isl.)	147.465	100
TAC3B	146.535	100
*Low Power Only		
Red Cross Mass Care Shelter Frequency - Monitor ONLY: 147.420		

Updated May 2018. Subject to change.

CHAPTER 9 RESPONSIBILITIES AND SAFETY

9.1. COMMON TEAM MEMBER RESPONSIBILITIES

All individuals participating in NERT disaster response activities share the following responsibilities:

- SAFETY!
- Carry out the tasks you are assigned **safely**. Be aware of the safety of those you supervise and help.
- Understand the task you are asked to perform. Be aware of **your** ability and available resources.
- Acquire the tools and materials needed.
- Organize and brief team members
- Always record actions taken and report to Operations after completing your task.
- Always operate WITHIN THE SCOPE OF NERT.

9.2. SCENE SIZE-UP

The cardinal rule for NERTs is “don’t become a victim.” Safety must always come first. “Size-up” **before** acting.

1. **Gather the facts** – look, listen, and smell for potential hazards in the area as well as any building you plan to enter. Consider overhead, ground level, and underground hazards.
2. **Assess the type of damage or problem** – gas leak? fire? search? medical?
3. **Consider the possibilities** – can we handle it?
4. **Establish priorities** based on the available information and resources how can we do the most good for the most people?
5. **Make decisions** about what you’re going to do based on the priorities.
6. **Take action that you can safely accomplish** – only do things you can do and do safely.
7. **Evaluate your progress** – gather facts, assess the problem, and consider the possibilities. Size-up is a continuous process, so repeat the first 6 steps continuously.

CHAPTER 10 DAMAGE ASSESSMENT

10.1. RAPID ASSESSMENT SURVEY

The Rapid Assessment Survey is often referred to as a windshield damage survey because it is frequently performed from a moving vehicle. The goals of a Rapid Assessment Survey are to:

- obtain an overall sense of the damage that a neighborhood has sustained as quickly as possible
- locate obvious incidents such as injured people, fires, collapsed buildings, downed wires, impassable roads, water main breaks.

10.2. RAPID ASSESSMENT SURVEY FIELD TEAM

A Rapid Assessment Survey Field Team should consist of a minimum of two people. The team must be aware of hazardous situations in their vicinity. Do not enter any area that places you at risk just to collect damage survey information.

Speed is more important than thoroughness when conducting a quick damage survey especially during the first hours after the event. A more thorough assessment may be conducted later.

Try not to become involved in an incident. If necessary, see if you can get a neighbor or bystander to assist, report the incident by radio or runner to the staging area, and continue with the survey.

10.3. EQUIPMENT NEEDED

- transportation – appropriate, available
- neighborhood map
- clipboard with paper and pencils, NERT Damage Assessment form if possible
- radio or runners to contact the staging area when possible

10.4. PERFORMING DAMAGE ASSESSMENT

- While maintaining a safe distance, examine the area and structures for hazards.

- Ask area residents for reports of damage and emergency needs.
- Look, listen, and smell for things that could endanger your team, people, or structures.
- Pay close attention to things that could fall or roll onto your team or onto structures you're searching and check for downed power lines.
- Write locations with street names numbers. Use cross streets. Note incidents on map.
- Write legibly.
- Record areas that are "all-clear" as well so that responders can focus in areas of damage.

10.5. POTENTIAL HAZARDS

- Animals
- Chimneys
- Decks and balconies
- Landslides
- Collapse
- Building shifts
- Masonry trim
- Other structures
- Power lines
- Propane tanks
- Gas Meters
- Rocks
- Roof tiles
- Roof-mounted equipment
- Smell of gas
- Smoke and fire
- Trees and limbs
- Vapor clouds
- Vehicles
- Water
- Wires

CHAPTER 11 UTILITY SHUT OFF

You may shut off utilities to **heavily damaged buildings** to prevent additional threat to life or property from unsecured or leaking gas, electricity, or water. In the case of gas and electricity, the goal is to prevent fire and explosion. In the case of water, the goal is to preserve water resources for fire protection and drinking as well as to prevent further property damage or threat.

11.1. TEAM AND EQUIPMENT

Team

- minimum of two

Tools and Equipment (minimum)

- helmet and vest
- boots or sturdy shoes
- gloves
- safety glasses
- wrench or shut off tools
- screwdriver or other prying tools

11.2. WHAT TO DO

- respond to reported (assigned) problems first
- do house-by-house check for utility hazards as time allows or as directed

Safety

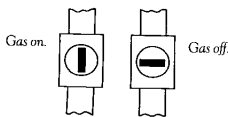
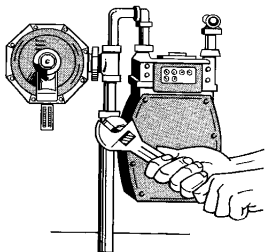
- Clearly communicate with teammates
- perform Size-up

When to shut utility off

- there is a leak – you hear gas or smell mercaptan
- heavy damage to a building
- downed wires or arcing/burning wires
- loss of electrical power with burning smell
- if a gas line is burning, do not attempt to extinguish it; stop the fire by turning off the gas only if it is safe to do so

11.3. HOW TO SHUT OFF THE UTILITIES

- Locate main service to building
- Make sure it is safe to approach
- **Gas**
 - turn valve across the pipe (valve direction is perpendicular to pipe)
 - if there is a leak, avoid sources of ignition (even turning on a flashlight could ignite gas)
 - remember gas is heavier than air
 - if you use the street shut off, you may be turning off gas to more than one building
 - avoid excessive force – **do not break** the valves!
- **Water**
 - turn valve so valve direction is perpendicular to pipe
 - avoid excessive force – **do not break** the valves!
- **Electricity**
 - put lever or switch in off position
 - shut off individual breakers first, before shutting off main breaker to avoid sparks
 - put tape or some other marker on the breaker box to warn others **not** to turn on electricity



11.4. RECORD ACTIONS

- Mark the building with "X" and note actions taken (see 13.6).
- Document actions in incident report

CHAPTER 12 FIRE SUPPRESSION

Before you consider fighting a fire:

- If phones are still operable, call 911
 - report it to the Battalion as soon as possible
- Extinguish small fires ONLY!
- Make sure everyone has left or is leaving the building.
- Ensure extinguishers are readily accessible and the proper type for the fire.
- Have a partner – you must always work in pairs with two extinguishers.
- Determine your escape routes.
- “Stop, Drop and Roll” if you are on fire.
- Do not turn your back on a fire

Never fight a fire if:

- The fire is spreading beyond the immediate area where it started or is already a large fire.
- The fire could block your escape route.
- You are unsure of the proper operation of the extinguisher or that it is the right type or size.

Use P A S S:

- **P**ull the pin
- **A**im the hose nozzle at base of fire
- **S**queeze the handle
- **S**weep from side to side

Always make sure fire is completely out before leaving it unattended. If you cannot put it out, leave immediately.

Smoke

- If smell is strong, evacuate building and stay outside
- If smoke conditions are light, evacuate building and try to locate the source
- If a large fire, close doors and windows, if safe
- If a small fire, extinguish, with your partner, and open windows (refer to instructions above)

CHAPTER 13 SEARCH AND RESCUE

After an earthquake, survivors may be trapped or injured inside damaged buildings. Search & Rescue is one of the most dangerous activities a NERT team will be called on to perform. Make sure you have the necessary safety equipment. While working as a search and rescue team, your team will:

- locate buildings that show signs of damage
- Perform Size-Up
- determine if it is safe to approach the building
- determine if people are trapped or injured inside
- determine if it is safe to enter the building
- enter and search for survivors
- provide disaster medical treatment and evacuate as required
- mark the building with “X” and note actions taken (see 13.6)
- document in incident report

13.1. SEARCH PREPARATION

Team

- minimum of five

Safety Equipment

- helmet and vest
- long-sleeved shirt/jacket
- long pants
- boots or sturdy shoes
- sturdy gloves
- latex gloves
- safety goggles
- face mask
- flashlight
- whistle
- personal first aid kit

Tools and Equipment

You may not have all this equipment to take with you; use what you find at the building.

- utility shut off tools – wrench, screwdriver
- entry and leverage tools – crowbar, pry bar, cribbing
- fire extinguishers – should have two
- first aid kit for victims
- rescue equipment – blanket, stretcher
- cribbing materials

Safety

- size up the scene; see section 9.2.
- form the Field Team, see Checklist in section 13.8.
 - select team leader and safety person;
 - brief team on search and rescue skills
 - agree on signals

13.2. SEARCH OVERVIEW

What to do

- respond to reported (assigned) problems first
- avoid spending too much time on situations beyond your skill level – report to Battalion
- perform exterior and interior search
- utility shut off may be part of your response
- basic first aid or evacuation may be part of your response
- mark the building with “X” (see 13.6)
- document actions taken
- the team may search other buildings before returning to the staging area if there is a life-threatening situation

13.3. EXTERIOR SEARCH

- view as much of the building as possible
- evidence of damage
- things that could fall from the building
- evidence of fire or gas leak

Shut off utilities

- If there is evidence of a leak or if there is major damage, shut off the utilities. See Chapter 11.

Inspect interior looking through windows and doors

- safety person stays at a safe distance
- call out for people needing assistance
- look for people
- look and smell for gas, smoke, fire, and hazardous materials
- look at the condition of the interior

Continue scene size-up (9.2) and determine if the team will enter the building***DO NOT ENTER IF***

- structure is not safe to enter
- no one appears to be trapped or injured
- no significant structural damage is apparent

Enter if

- you have voice or visual contact with someone inside who needs your assistance
- you have reliable report that someone is trapped or injured inside

13.4. INTERIOR SEARCH

- Make the first slash of the search and rescue marking “X” on the building (see 13.6)
 - write team name, date-time (24 hour) of entry
 - write next to the door, not on the door
 - make it as visible as possible
 - if building is set back on the lot, consider marking the sidewalk or driveway

Make entry

- determine warning signals
- safety team stays outside
- searchers work in pairs
- feel the top and bottom of closed doors for heat; do **not** open a hot door

- smell for smoke and gas; if you smell gas, open other doors and windows before entering
- if you smell smoke, look for the source and if safe continue entry
- use the least force necessary to get in, but don't waste time being neat; people need assistance
- call out loudly identifying yourselves as “**Rescue Team**” and ask people to come to you if they can or to call out where they are

Search the interior

- locate exits and safe spots
- in multi-story buildings, start at the top
- if it is dark, sweep each room with your flashlight
- if you have no light, do a right OR left-handed search keeping one hand on the wall
- look for hazards and tell the others what you find
- continue to call for survivors. Pause to listen for signals
- systematically search each room, paying attention to places small children might hide
- if there is a response, find that person immediately and begin S.T.A.R.T. Triage– the search stops and the rescue begins (see section 13.5)
- once the injured person is triaged, continue the search and re-checking the injured

13.5. RESCUE

Once you find someone who is trapped or injured (or both), the search stops and becomes a rescue.

- eliminate hazards and clear debris first
- though there may be urgency to helping the survivor, take time to Size-up the scene and decide actions
- Perform S.T.A.R.T Triage to determine the condition of the survivor (see 14.1)

Remember

- Perform a continuing scene size-up.

- An uninjured person may be able to provide information and/or assist with the injured.
- Many rescues may be simple - freeing a stuck door, lifting heavy furniture, helping a frightened person leave a potentially dangerous situation.

Extracting trapped survivors

- plan how to move the object just enough to free the victim: lift by hand, with tools, with cribbing
- assemble the tools you need
- continually assess victim's condition
- never place your own body parts including hands/fingers under the object
- remove the victim to safety

Cribbing

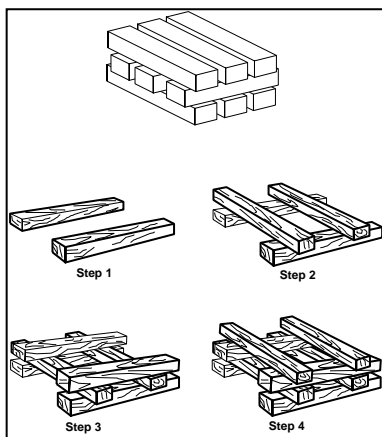
- Wear all safety gear (see 13.1)
- Supplies needed: wood pieces, fulcrum, lever
 - if prepared wood pieces are not available, improvise with material at site
 - use material that is stable when stacked and is sturdy enough to take weight and pressure

Building box cribbing

1. Position two pieces of wood parallel to each other on either side of the collapse.

2. Place two pieces of wood across the base pieces in a perpendicular direction building up to the level of the debris being lifted.

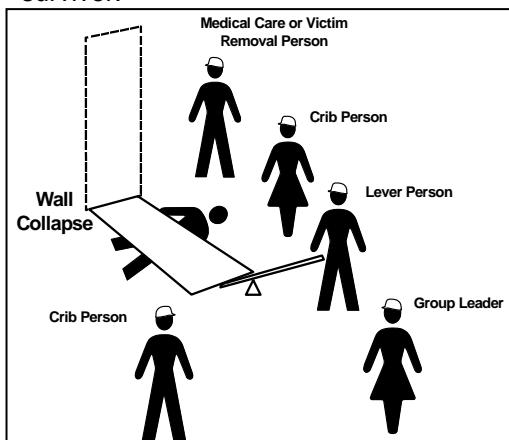
3 & 4. Add additional layers of wood, with each **perpendicular to the previous** level.



Extracting the victim

Roles

- Team Leader/Safety Person: In front of collapse, positioned to view the entire operation, monitor scene safety and clear of the rescuers.
- Lever Person: At the front edge of the collapse, positioned so that a fulcrum and lever can be placed under the debris with enough room to raise and lower the lever.
- Cribbers: On both sides of the collapse, positioned to place cribbing safely as debris is raised.
- Medical Care/Survivor Removal Person: Next to the Crib Person who is closest to the victim's head. Stay in constant communication with the survivor.



Actions

- Lever Person is in charge and calls the commands.
- Lift commands:
 - "cribbers are you ready" (cribbers reply)
 - "Lifter are you ready" (lifter replies)
 - "LIFT"

- As lever lifts debris, cribbers build cribbing to support. Medical Person checks if survivor can be moved.
- Extract survivor and begin Triage/Treat for ABC

13.6. SEARCH MARKING

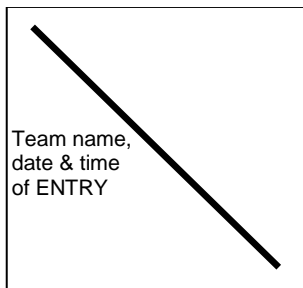
When Entering the building, draw the first slash of the rescue marking “\”. Write the following information.

- left quadrant: team name and date/time of entry

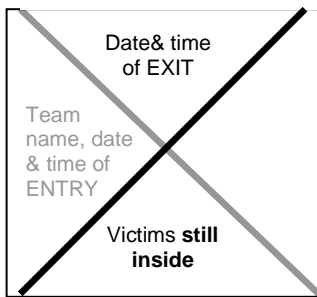
After exiting the building, draw the second slash of the “X”, write the following information:

- top quadrant: date and time the team left the building – use military (24 hour) time (0830, 1520)
- right quadrant: important information; personal hazards – utilities shut off, rats or wires etc.
- bottom quadrant: number of live and dead victims **still inside**. (“0”=none)

First slash at entry



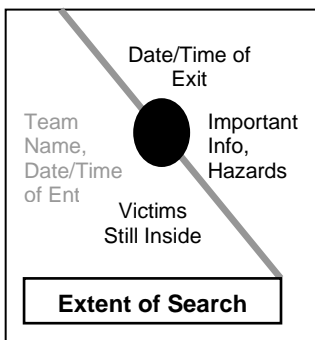
Second slash at exit



If you leave without completing the search (aftershock or injury):

- Do **NOT** draw 2nd slash.
- Draw a **solid circle** midway on first slash.
- Write all information as in completed search

- Add a box below the “X”; write extent of search.



13.7. DOCUMENT YOUR ACTIVITIES

- Use NERT forms if available
- Record exact address when possible, use cross streets
- Report actions taken
 - structures evaluated
 - structures searched
 - what you found
 - what you did
 - utilities shut off
 - victims found, treated, transported, left
- Report to staging area when assignment is completed or for further instructions

13.8. SEARCH & RESCUE TEAM LEADER CHECKLIST

Leads the search and rescue team

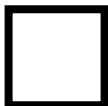
- Stay calm
- Obtain briefing from Operations section
- Understand the task you are assigned; ask questions, confirm resources needed
- Find out if person reporting the incident will accompany team. If **anything** is not clear, check with Operations before proceeding.

- Acquire the tools and materials needed to perform your assignment.
- Take actions ***within the scope of NERT training***
- Organize and brief your teammates
 - collect team information (names, etc.)
 - assign positions, i.e., safety officer
- Respond to incident as dispatched, maintaining team safety on the way
- At the incident:
 - Perform Size-up of immediate area
 - locate exits, at least two, and hazards
 - shut off utilities if necessary
 - determine search plan
 - set location of treatment; a collection and treatment point for victims in a safe area within building or outside
 - mark first half of “X” on the building
- Make sure everyone on the team understands the plan before you act
 - each team member knows what he/she is to do
- Initiate search
- If you find a victim, initiate Triage
- Evacuate to predetermined treatment area
- Continue search until complete
 - complete the “X” on the building
- Record actions taken using damage assessment form
- Relay incident status to staging area
- Return to staging area for debrief and rest
 - report to Operations

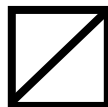
13.9. STRUCTURE/HAZARD EVALUATION MARKING

A professional structural evaluation team may have assessed a building before you arrive. Here is what you

should **recognize** for your safety. Do not make these markings as NERTs.



Structure is accessible and safe for search and rescue operations. Damage is minor with little danger of further collapse.



Structure is significantly damaged. Some areas are relatively safe, but other areas may need shoring, bracing, or removal of falling and collapse hazards.



Structure is not safe for search and rescue operations.

CHAPTER 14 DISASTER MEDICAL TREATMENT OPERATIONS

It is possible that thousands of people may be injured in a regional disaster. Neighborhood teams identify survivors with the most life-threatening injuries and transport these first. Initial triage is done at the scene. Triage and patient assessment continue until victims are transported to medical care.

14.1. TRIAGE

S.T.A.R.T. - Simple Triage and Rapid Treatment

- use ABCs to triage as immediate, delayed, dead
Airway, **B**reathing, **C**irculation
- Use this formula to assess for life threatening injuries:
 - **30** = over 30 Breaths/minute is a fail
 - **2** = > 2 seconds for capillary refill is a fail
 - **Can-do** = Can't follow simple command is a fail
- Use Triage categories
 - Red is immediate. Fails any of 30-2-Can-do
 - Yellow is delayed. Passes 30-2-Can-do but unable to walk
 - Green is walking wounded
 - Black is dead, no breathing
- treat "Reds" by airway management, direct pressure on bleeding, and shock position
- transport "Reds" as soon as possible to an "advanced life support" facility such as a nearby hospital or field clinic or a neighborhood Treatment area
- In the treatment area, provide first aid at the level of your training. Use the head-to toe assessment
- weigh the risks:
 - neck or spinal injury
 - freeing crushed limbs could cause shock
 - threat of aftershock or fire

- advanced assistance may not be available for some time

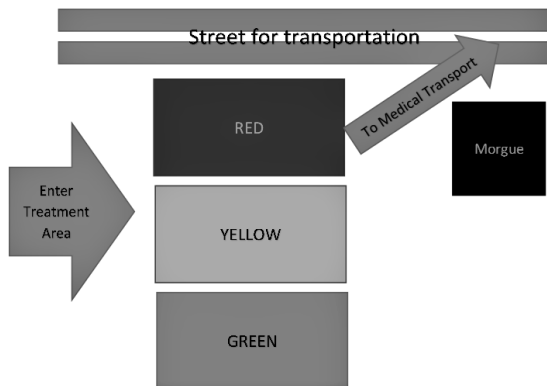
14.2. TREATMENT AREA

- An injury collection point where injured are sorted into categories of Red (Immediate), Yellow (Delayed), and Black (Dead)
- Location depends on the incident, injuries, and hazards
 - team staging area should **not** be used as the neighborhood treatment area. Only treat NERT team members at staging
- Reds should be transported as quickly as possible to advanced medical care
- Delayeds may be brought to a central treatment location or transported to care facilities as resources are available
 - central location allows for easier monitoring and conservation of resources
- Green, Walking Wounded (slightly injured) may be brought to a central treatment location or may follow their family earthquake and reunification plans. They may also help you take care of or comfort the injured
- Sections of the treatment area should be marked with the corresponding colored tarps. If you do not have Triage tarps, you can mark the area by hanging colored paper, writing the colors on paper signs, strips of triage tape, etc.

14.3. LOCATION & LAYOUT OF THE TREATMENT AREA

- Set up the treatment area away from hazards using available resources
- Make sure there is access for transport
- Treatment area may be at the incident site
- Set up separate sections for Red, Yellow, and Green, with the Red survivors closest to transport access; plan an area for morgue if any survivors die in the treatment area. **NEVER MOVE PEOPLE WHO WERE FOUND DEAD.**

- plan for areas to expand and not overlap
- each area should be clearly marked
- Set up communications between the treatment area and the staging area Command Post
 - keep the Command Post informed about the number of injured, needs of the treatment team, actions taken



14.4. PERFORMING TREATMENT

- For monitoring victims, assign at least one person for every 5 to 8 injured people
 - use untrained volunteers or those with minor injuries to help watch and care for others
- Triage begins when a victim is found, whether part of a rescue or after people are moved to a safe area
- As time and people allow, perform a secondary survey on each injured person in the treatment area
- Perform the Head-to-toe assessment
- All the injured should be re-checked every 10 to 15 minutes for airway, breathing, circulation, and shock – the primary survey
- Document all actions taken; use NERT forms if possible

- Note where victims were found/moved from; get names, if possible;
- Note treatment and transport information and times
- Get names, if possible, or description of those who choose to leave incident site or triage area

14.5. TRANSPORTING THE INJURED

- Check with Planning Section for information on medical facilities, road conditions, and available resources
- Identify and assemble transportation resources at the site, including available volunteers
 - work with ICS sections chiefs if available resources are inadequate
- Create plan
 - number and status of victims
 - location of facilities
 - available roads and routes
 - available transport means and people
 - will need people to both help transport and to stay with remaining victims

CHAPTER 15 PUBLIC INFORMATION STATION

If your team resources and time permit, it may be helpful to establish a Public Information and Resource Station - a safe area where information about your neighborhood conditions can be posted.

Ideally, the Public Information Station should be separate from the staging area, but close enough that updating posted information is easy. The Station may also serve as a message center for neighbors seeking information or assistance.

15.1. CONSIDER FIRST

- Do you have resources – people, supplies, time – to set up and maintain a public information station?
- Is there a need for a station?
- Will you be able to protect the station from weather?

15.2. WHAT YOU NEED

- Someone to set up then regularly update information
- Someone to monitor EAS
- Someone, a spontaneous volunteer from the neighborhood preferably, to stay at the station to
 - direct people with incidents to the staging area “gate-keeper”
 - direct people to first aid stations and shelters
- Use anything that works to post information
 - large sheets of paper, chalk or marker boards

15.3. WHAT PEOPLE MAY WANT TO KNOW

- a summary of the event
- notification of fires or other hazards
- status of streets and roads and serve the area
- status of the utilities in the area
- availability of services: first aid/medical care, shelters, drinking water, gasoline, food and supplies
- Location of reunification centers
- overall status of the situation in the Bay Area

15.4. NEIGHBOR-TO-NEIGHBOR MESSAGE BOARD

- set up and maintained by residents
- exchange information about
 - missing people
 - missing pets
 - resources needed
 - resources available
 - location and contact information

15.5. REUNITING FAMILIES

Family reunification is a function of the City's Dept of Human Services and is often part of Red Cross activities. It is **not** a NERT responsibility.

Neighbors may use the message board to leave information.

15.6. TALKING WITH THE PRESS

Interviews or information should be given to any media representative **ONLY** by the Task Force Leader or, if delegated, the NERT team Public Information Officer (PIO).

Refer media to the SFFD PIO, Battalion Station, or designated PIO for the incident at the Emergency Operations Center at Turk Street.

CHAPTER 16 EVACUATION

16.1. EVACUATING BUILDINGS

- NERT teams may assist those with special needs to get to a safe space
- NERT teams may shut off utilities if residents have been instructed to do so before evacuating
- NERT teams may post information at the staging area information station for people evacuating.

16.2. EVACUATING THE NEIGHBORHOOD

If there is an immediate danger, such as fire, people will be evacuating without assistance from authorities.

NERT can help:

- Identify a safe place (e.g., uphill, upwind, enough distance)
- Identify a safe route
- Place 'evacuation guides' along the route
- Provide residents with instructions tips (see 16.3)
- Assist those with special needs
- Notify the Battalion as soon as possible that people are evacuating, where to, and along what routes

16.3. EVACUATION TIPS

When assisting people evacuate, advise them of these general evacuation principles.

- Listen to the radio for EAS messages and follow instructions of local emergency authorities.
- Coordinate with family, neighbors, care providers.
- Try to carpool if possible.
- Wear protective clothing and sturdy shoes.
- Take personal and family disaster supplies or kits, as appropriate.
 - What they take may differ if evacuating to a City shelter or to family or friends.
- Lock their home.

- Use the travel routes specified or special assistance provided by local officials. Don't take any short cuts, they may be unsafe.
- Notify shelter authorities of any need you may have.
- Assume you will be away at least 3-5 days.

If they have enough time, they should take additional steps:

- Let others know when they left, where they are going and with whom.
- Plan for pets⁵

⁵ Source: SFACC website.

Human shelters may have an auxiliary animal shelter in place, and you can request that your pet be housed at that adjacent shelter. Otherwise, all evacuated animals in San Francisco will be housed at SFACC.

CHAPTER 17 SHELTERING

17.1. SHELTERING AT HOME

- Residents should be encouraged to stay in their homes when possible, activating family reunification plans and using emergency supplies.
- Those whose homes are safe enough to stay may be recruited to help neighbors or the NERT team.

17.2. MASS SHELTERS

If significant numbers of residents are temporarily displaced from their homes, they may be housed in a shelter. The San Francisco Human Services Agency (HSA) is the agency responsible for arranging shelter for displaced people. Confer through the Battalion and monitor EAS to find out where shelters are and direct people to them.

Depending on the urgency of finding shelter (e.g., rain), people may congregate at neighborhood public buildings such as schools, churches or meeting centers or might seek safety in open areas like parks.

- The primary NERT role is not to set up shelters.
- It will greatly help the City's response if NERT will
 - Report where people are assembling, how many, and other issues to the Battalion.
 - This may help determine shelters locations.
- As resources become available, establish a way to get information to those left homeless.

NERTs can take the Red Cross course in shelter management if you wish to assist in sheltering.

17.3. NERT STAGING & SHELTERING

The NERT staging command post may operate overnight if needed, however there is no sleeping at the Staging Area. NERTs should go home or to the designated shelter to rest between shifts.

17.4. MEALS

NERT staging areas

- NERT teams need to act independently and rely on personal supplies, community resources or donations from neighbors/businesses.
- Remember your family supplies are for your family, not the NERT staging area!
- Be sure to report the number of people operating on your team to the Battalion⁶.

In the shelters

CCSF has agreements with local agencies to provide food in official shelters.

17.5. MINORS

Unattended Minors

NERT teams may find unattended minor children.

Attempt to notify law enforcement in the area or notify the Battalion. Provide details about the child's name, sex, race. If possible, get the parents' names and phone number prior to making your report.

⁶ If the SFFD is provided meals, they will make an effort to include NERT teams in the count. This is not guaranteed.

CHAPTER 18 ANIMALS

San Francisco Department of Animal Care and Control (ACC) is the agency responsible for responding to animal-related emergencies.

In a large-scale disaster, the ACC will use its facility at 15th and Harrison as a temporary shelter for animals. In addition, ACC will work closely with the City to set up animal shelters near official shelters.

- During disasters, the SF Society for the Prevention of Cruelty to Animals (SPCA) usually does not take in animals.
- Red Cross shelters do not accept pets; they do accept working animals (such as seeing eye dogs).
- Pet owners should be encouraged to take their animals with them or leave them with neighbors or local kennels if open.
- NERT teams should not become responsible for pets.
- Be aware that pet owners may put themselves in danger when faced with an emergency that could affect their animals. They may not be willing to comply with orders or requests until they know that their pet issues can be resolved.

If you find a lost pet

- Notify SF ACC as soon as possible.
- Be prepared to give a full description of the animal.
 - breed, color, sex, and the location where the animal was found or seen.
- Frightened, sick or injured animals can become unpredictable and should be handled only by professionals with proper equipment.

CHAPTER 19 ROAD CLEARING**Before clearing debris, consider:**

- what is the priority for clearing the road?
 - does it block a major route?
 - does it block both lanes?
 - is an intersection blocked?
- is it safe to move the debris?
- is there a safe place to move debris to?
- do you have enough people and equipment?
- Do you know proper lifting technique?
- Are you wearing proper protective clothing and equipment?

If the Task Force Leader decides to clear:

- Size-up the scene
- do only what is safe
- acquire adequate personnel and equipment
- move debris to side of the street
 - if both lanes blocked, clear one first
 - do not block the sidewalks
- mark or rope off unsafe areas and working areas
- report progress to staging area Command Post

CHAPTER 20 HAZARDOUS MATERIALS

20.1. SIGNS OF HAZARDOUS MATERIAL SPILLS

- Overturned containers with Department of Transportation (DOT) labels
- Pungent or noxious odor
- Bubbling liquid
- Vapor

20.2. HAZARDOUS SPILL IN THE HOME

- Assume all spilled chemicals are toxic
- Stay at a safe distance
- Close off room or building
- Open windows when possible
- Evacuate building and mark outside of building

20.3. HAZARDOUS SPILLS AT COMMERCIAL SITES OR ROADWAYS

- Stop – Look – Think – Report
- Note information on DOT label if visible
- Get uphill, upwind, and a safe distance away
- Evacuate surrounding areas if possible, without becoming exposed to the material
- Notify the Battalion as soon as possible

20.4. SHELTERING IN PLACE

Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the environment. Should this occur, information will be provided by local authorities on television, radio stations, and through the AlertSF text system (see Chapter 23). Follow instructions of local authorities and know what to do if they advise you to shelter-in-place.

If Outdoors or at Staging Area

- Get indoors as quickly as possible, go to neighbors or public buildings near staging area

If at Home or if Advising Neighbors

- Close and lock all windows and exterior doors.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Turn off all fans, heating, and air conditioning systems.
- Close vents and fireplace damper.
- Get family disaster supplies and make sure the radio is working.
 - Monitor your radio for EAS messages.
- Go to an interior room without windows that's above ground level.
- Bring your pets with you; bring food and water supplies for them.
 - If they cannot be found, do not risk your safety.
- It is ideal to have a hard-wired telephone in the room you select. Call your emergency contact and have the phone available **if you need to report a life-threatening condition**.
 - Do not call your children's school or try to pick your children up.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the doors, windows, electrical outlets, fixtures, pipes and vents where air could enter the room.
- Do not leave your shelter until you are told all is safe or you are told to evacuate.
 - If instructed to ventilate your house, open all doors and windows; turn on all ventilation systems and fans.

CHAPTER 21 SECURITY

NERT's motto is don't be a victim. The safety of NERT teams and neighborhood residents is always the primary consideration. The most likely criminal activity is looting.

NERTs should be prepared for the possibility that they may:

- Witness or receive reports about looting in their neighborhood.
- Be approached by looters wanting equipment, supplies, or other property at the staging area or with the NERT Field team.

21.1. RESPONSE IF YOU WITNESS LOOTING

Remember that NERTs are not police officers.

- Do not attempt to intervene or to stop looting in your neighborhood.
- Report looting to your Task Force Leader or Plans section for reporting to the Battalion.
- If looting occurs in an area close to a NERT staging or other tactical area, consider moving to a safer location.
- If people are injured as a result, perform Triage and notify the staging area Command Post as soon as possible.

21.2. RESPONSE IF YOU ARE APPROACHED BY LOOTERS

Remember that your safety and the safety of your team comes first.

- If you or your team is approached by someone demanding NERT supplies or equipment, give them what they want.
- Do not risk your safety by engaging in argument or a struggle.

- Minimize the risk at your NERT staging area by:
 - placing supplies or equipment in locations protected from view from outside the staging or tactical area
 - placing supplies and equipment in multiple locations that are safe though still accessible to Logistics
- Task Force Leader may delegate personnel to watch exits and entrances to the staging area
 - task is to direct people away or to appropriate place, not to guard
 - place a vehicle across entrance if possible

21.3. GENERAL PERSONAL SAFETY PRINCIPLES

- Don't talk except to answer the robber's questions.
- Don't stare directly at the robber.
- Prevent surprises; always keep your hands in sight.
- Don't make any sudden moves.
- Don't chase or follow the robber.
- Leave the job of catching the robber to the police.
- Take a mental picture of the person so that you can describe what the person was wearing, height, weight, race and features.

CHAPTER 22 BATTALION SPECIFIC INFORMATION

22.1. NEIGHBORHOOD TEAMS AND COORDINATORS

Coordinator, team and staging area information is available online at the NERT web site, and in your student manual. Print the information you need and keep it in your response "go kit."

22.2. BATTALION STATIONS AND FREQUENCIES

List of Battalion stations is in section 8.5.

22.3. HOSPITALS

Listen to the EAS for locations of medical facilities and shelters. Hospitals with the potential to be named are:

Battalion 1

Chinese Hospital, 845 Jackson near Stockton
St. Francis Memorial Hospital, 900 Hyde near Bush

Battalion 2

Kaiser-Geary, 2425 Geary near Baker
St. Francis Memorial Hospital, 900 Hyde near Bush

Battalion 3

SF General Hospital, Potrero & 23rd St
St. Francis Memorial Hospital, 900 Hyde near Bush

Battalion 4

Cal Pacific Med Center-Pacific, 3700 California & Parker

Battalion 5

St. Mary's, 450 Stanyan near Fulton
Cal Pacific Med Center-Davies, Castro & Duboce
Kaiser-Geary, 2425 Geary near Baker

Battalion 6

Cal Pacific Med Center - Mission Bernal, 3555 Cesar Chavez near Valencia
SF General Hospital, Potrero & 23rd St

Battalion 7

VA Hospital, 4150 Clement near 43rd Ave
Kaiser-Geary, 2425 Geary near Baker

Battalion 8

Seton Medical Center, 1900 Sullivan Daly City;
Eastmoor Exit off Hwy 280

Kaiser-South San Francisco, 1200 El Camino near
Grand, South SF, Oyster Pt Blvd Exit off Hwy 101

Battalion 9

Seton Medical Center, 1900 Sullivan Daly City;
Eastmoor Exit off Hwy 280

Kaiser-South San Francisco, 1200 El Camino near
Grand, South SF, Oyster Pt Blvd Exit off Hwy 101

Battalion 10

SF General Hospital, Potrero & 23rd St

22.4. LAW ENFORCEMENT**Police**

Battalion 1 & 2: Central, 766 Vallejo

Battalion 2 & 3: Southern, 850 Bryant at 5th St 1st Floor

Battalion 3: Tenderloin, 301 Eddy St at Jones

Battalion 4: Northern, 1125 Fillmore at Golden Gate

Battalion 5: Park, 1899 Waller St at Kezar Drive

Battalion 6: Mission, 630 Valencia at 17th St

Battalion 7: Richmond, 461 6th Ave at Geary

Battalion 8 & 9: Taraval, 2345 24th Ave at Taraval

Battalion 9: Ingleside, 1 John Young Lane/CROSS

Battalion 10: Bayview, 201 Williams St/CROSS

SFPD Headquarters, 1245 3rd St at Mission Rock

Sheriff

425 7th St at Bryant

California Highway Patrol, 425 8th St at Bryant

CHAPTER 23 ACRONYMS

ACC	Animal Care and Control
ACS	Auxiliary Communication Service – Ham radio/communications volunteers with DEM
ADC	Assistant Deputy Chief
ALERT	Auxiliary Law Enforcement Response Team
ALERTSF	Emergency text alerting system from DEM. Register at www.alertsf.org
ARC	American Red Cross
B1	Battalion 1 Chief (continues B2-B10)
BATT	Battalion – 1 of 10 SFFD Stations
BC	Battalion Chief
CBO	Community Based Organization
CCSF	City and County of San Francisco
CD1	Call sign for SFFD Chief of Department
CD2	Call sign for Deputy Chief of Operations
CD3	Call sign for Deputy Chief of Support Services
CP	Command Post (at the NERT Staging Area)
DEM	Department of Emergency Management
DES	Division of DEM responsible for emergency planning and response coordination
DOC	Department Operations Center
DOT	Division of Training, SFFD
DPH	Department of Public Health
DHS	in SF, Department of Human Services
DHS	Federal, Department of Homeland Security
DPW	Department of Public Works
EAS	Emergency Alerting System (Radio or Television alert)
ECC	Emergency Communications Center
EMS	Emergency Medical Services
EOC	Emergency Operations Center
ERD	Emergency Response District
ERP	Emergency Response Plan – the City’s overall guide to emergency response
FEMA	Federal Emergency Management Agency

FOG	Field Operations Guide
GSA	General Services Agency (Office of City Administrator)
HAM	Amateur radio
IC	Incident Commander
ICC	Incident Command Center
ICS	Incident Command System
IP or P&I	Planning and Intelligence (ICS section)
JITT	Just in Time Training
LIP	Life, Incident Stabilization, Property
LOGS	Logistics (ICS section)
MRC	Medical Reserve Corps – volunteers with the SFFD with a medical license, or those trained to support medical response.
MTA	Municipal Transit Authority
NERT	Neighborhood Emergency Response Team
NCP	Neighborhood Command Post or NERT Command Post
NCT	NERT Communications Team
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration (national weather information)
OES	Office of Emergency Services-CA State office
OPS	Operations (ICS section)
RPD	Recreation and Parks Department
S&R, SAR	Search and Rescue
SEMS	Standardized Emergency Management System
SFFD	San Francisco Fire Department
SFPD	San Francisco Police Department
SFPUC	San Francisco Public Utilities Commission (Water Department)
SFSD	San Francisco Sheriff's Department
START	Simple Triage and Rapid Treatment
TFL	Task Force Leader (the IC Role for a NERT Neighborhood CP)
USGS	United States Geological Survey

CHAPTER 24 DEFINITIONS

Available Resources: Resources checked-in to the Neighborhood team response and available for an assignment. (NERT team members at the staging area are available resources.)

Assigned Resources: Resources checked-in and assigned Roles or Tasks in the Neighborhood Team response. (A NERT field team assigned to do utility shutoff; a NERT assigned to the Planning section.)

Assisting Agency: An agency directly contributing resources to another agency. (NERT is an assisting agency to the SFFD.)

Check-In: Locations where available or assigned resources check in. (in NERTs case, Logistics Section)

Chief: In SFFD, anyone bearing the rank of Chief including BC, Division Chief, ADC (Airport, DOT, EMS, Fire Marshal, Homeland Security), CD1, CD2, CD3.

Command Staff: In ICS, consists of the Information Officer, Safety Officer and Liaison officer who report directly to the Task Force Leader (TFL).

Demobilize: take NERT team out of active service, typically at the end of disaster response. Check out all resources & personnel

Dispatch: Send Field team to an incident or task.

Field Team: A group of NERTs assembled at the NCP assigned to complete a task in the field (Neighborhood) such as S&R or Rapid Assessment.

General Staff: In ICS, the Incident Commander, Operations Leader, Planning Leader, Logistics Leader, Admin & Finance Leader.

Incident: An occurrence or event, human-caused or natural that requires action by emergency service personnel to prevent or minimize loss of life or damage to property and/or natural resources.

Incident Commander: Individual responsible for the management of all incident operations at the highest level. In natural Disaster, this is the Fire Chief; in terrorism cases, the Chief of Police; in NERT the TFL

Incident Command Center: Location at which the primary command functions are executed; also, the EOC

Message Center: Part of the communications center in the staging area that receives, records, and routes information about resources, resource status, and administration and tactical traffic.

Rapid Assessment Survey: Rapid visual survey of an area done to characterize damage for live-saving needs and determine extent and type of damage in order to evaluate impact on community.

Resources: All personnel, supplies and equipment checked in to the response. (assigned and available)

Section: Organizational level in ICS with functional responsibility over segments of command (e.g., Operations).

Size-up: A **continuous** fact gathering process used to ensure rescuer safety and dictate the response plan

Span of Control: Supervisory ratio range of one supervisor to 3 to 7 people or resources, ideally 5.

Staging Area: Location where NERT personnel and equipment assemble and establish a Neighborhood Command Post.

Task Force Leader: person in the staging area who fulfills the function of Incident Commander.

Task Force Response Plan: Plan prepared at first meeting of general staff in staging area; updated throughout disaster.

Triage: Sort; to quickly assess a person or incident and to categorize and prioritize according to need.

Don't Panic!

San Francisco Fire Department
Neighborhood Emergency Response
Team
Field Operations Guide