
NEIGHBOURHOOD EMERGENCY PREPAREDNESS

Program Guide



February 1999

© Emergency Management Division, Justice Institute of BC in partnership with the Greater Vancouver Regional Emergency Planning Committee 1999

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, without the prior written permission of the publisher.

Canadian Cataloguing in Publication Data

Main entry under title:

Neighbourhood emergency preparedness program guide

Co-published by the Greater Vancouver Regional Emergency Planning Committee.

ISBN 0-7726-3773-3

1. Emergency management – British Columbia – Planning. I. Justice Institute of British Columbia. Emergency Management Division. II. Greater Vancouver Regional Emergency Planning Committee (B.C.).

HV551.5.C3N43 1999 363.34' 525' 09711 C99-960049-4

For more information on the Neighbourhood Emergency Preparedness Program, Neighbourhood Program Training and other Emergency Management training opportunities contact:

Emergency Management Division
Justice Institute of BC
715 McBride Boulevard
New Westminster, BC
Canada V3L 5T4
Tel: (604) 528-5790
Fax: (604) 528-5798
Email: emd@jibc.bc.ca

The Neighbourhood Emergency Preparedness Program is designed to provide the information, training and skills necessary for individuals and neighbourhoods to be self-sufficient after a disaster.

Experience has shown that, after a disaster, it may take three days or more for emergency services (e.g. fire, police, ambulance) to reach many neighbourhoods and individuals. In areas that are isolated or have limited access, it may take even longer.

The Neighbourhood Emergency Preparedness Program is designed to teach **individuals and their families** to become personally prepared. They will learn to:

- minimize existing hazards around the home
- store emergency supplies
- act quickly and appropriately when any emergency strikes
- be prepared to evacuate the home or neighbourhood
- feel more confident because they are prepared and self sufficient

The Program will also teach **neighbours** how to organize themselves into **Neighbourhood Emergency Preparedness Teams**. Some of the skills they will learn include:

- team leadership
- first aid
- utilities and fire suppression
- light urban search and rescue
- communications and transportation
- shelter and care giving
- damage assessment

Each of these skill-based areas can form a different response unit; hence, the Neighbourhood Team can be comprised of up to seven different response units, or in the case of a small neighbourhood, functions of the response units can be combined.

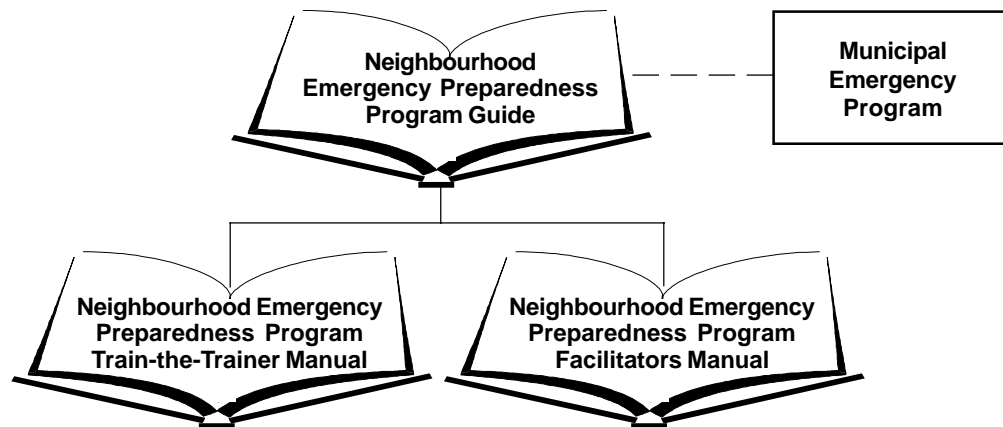
The **Neighbourhood Emergency Preparedness Program Guide** is a reference manual that includes the detailed information needed to help communities establish neighbourhood emergency preparedness programs. The Guide includes training recommendations, drills and exercises that will help motivate Neighbourhood Teams while reinforcing the concepts of emergency preparedness.

Two training packages outlining the content of the Program Guide have been developed:

Neighbourhood Emergency Preparedness Program Train-the-Trainer Manual is used to educate Program Trainers on how to deliver the Neighbourhood Emergency Preparedness Program to Program Facilitators and/or Neighbourhood Team members.

Neighbourhood Emergency Preparedness Program Facilitators Manual is a companion document to the Train-the-Trainer manual, used by Program Facilitators for delivering the program to Neighbourhood Team members.

For more information on these training packages and available training courses, contact the Emergency Management Division, Justice Institute of BC.



This Program Guide was developed by a neighbourhood task force on behalf of the GVRD Regional Emergency Planning Committee. The Regional Emergency Planners would like to acknowledge the contributions of the task force members:

Name	Title	Organization
Laurie Bean	Assistant Coordinator	North & West Vancouver Emergency Program
Roy Bissett	Emergency Preparedness Officer	Vancouver Fire and Rescue Services
Maureen Cassia	Special Project Officer	HEROS (Home Emergency Response Organization System)
Lynn Field	Volunteer	HEROS
Anita Edwards	Program Coordinator	HEROS
Bob Lee, Chair	Emergency Planning Coordinator	City of Coquitlam
Sue Longhi	Volunteer	HEROS
Heather Lyle	Emergency Program Coordinator	City of Vancouver
William McLellan	Neighbourhood Coordinator	City of Delta
Garry Manning	Emergency Program Coordinator	City of Port Coquitlam
Paulette Mossop	Neighbourhood Coordinator	North & West Vancouver Emergency Program
Rosanna von Sacken	Program Coordinator	North East Sector Emergency Program (Anmore, Belcarra, Coquitlam, Port Coquitlam, Port Moody)

Clerical support contributed by:

Carolyn Agnew	Word Processor	City of Coquitlam
Julie Smith	Word Processor	City of Coquitlam

Technical support contributed by:

Mary Clappa	President	Epicentre Inc.
Ross Peterson	Coordinator	North & West Vancouver Emergency Program

Financial support contributed by:

Emergency Preparedness Canada
Emergency Management Division, Justice Institute of BC

Inspiration for this Guide came from a number of U.S. and Canadian Community and Neighbourhood Preparedness Programs. These include:

- City of Oakland Core Program (Citizens of Oakland Respond to Emergencies)
- Coquitlam, Port Coquitlam, Port Moody, Anmore & Belcarra HEROS (Home Emergency Response Organization System)
- Delta Neighbourhood Emergency Preparedness Program
- North Shore Neighbourhood Emergency Preparedness Program
- Vancouver Neighbourhood Emergency Preparedness Program
- Washington State – SPAN Program

Disclaimer

Every reasonable effort has been made to ensure the accuracy of this Guide. The authors of this manual assume no responsibility and disclaim any liability for any injury or damage resulting from the use or effect of the information specified in the manual.

Foreword	iv
Acknowledgements	v
SECTION 1: INTRODUCTION	1-1
Who is Involved?	1-3
What is the Neighbourhood Emergency Preparedness Program?	1-3
Why Have a Program?	1-3
When Should Planning Start?	1-3
Where Will it Work?	1-4
How Will it Work?	1-4
SECTION 2: SETTING UP A NEIGHBOURHOOD EMERGENCY PREPAREDNESS PROGRAM	2-1
2.1 At the Neighbourhood Level	2-3
2.1.1 Know the Neighbours	2-3
2.1.2 Organize a Neighbourhood Emergency Preparedness Team	2-3
2.1.3 Know the Neighbourhood's Resources	2-3
2.1.4 Know the Neighbourhood's Hazards	2-4
2.1.5 Network With Others	2-4
2.2 At the Community Level	2-5
2.2.1 Program Staffing	2-5
2.2.2 Program Budgetary Considerations	2-6
SECTION 3: INDIVIDUAL PREPAREDNESS	3-1
3.1 Introduction	3-3
3.2 Home Hazards	3-3
3.2.1 Non-structural Hazards	3-3
3.2.2 Structural Hazards	3-5

3.3 Utilities	3-6
3.3.1 Gas	3-6
3.3.2 Hot Water Heater	3-7
3.3.3 Water	3-9
3.3.4 Electricity	3-10
3.3.5 Generators	3-10
3.3.6 Propane	3-11
3.4 Sanitation	3-12
3.5 Emergency Supplies	3-13
3.5.1 Emergency Water Supply	3-15
3.5.2 Emergency Food Supply	3-15
3.5.3 First Aid Supplies	3-16
3.5.4 Emergency Kits for the Car and Workplace	3-18
3.6 Before, During and After an Emergency	3-19
3.6.1 Earthquakes	3-19
3.6.2 Floods	3-22
3.6.3 Fire	3-24
3.6.4 Hazardous Materials Spills	3-26
3.6.5 Power Outage	3-28
3.7 Evacuation	3-31
3.7.1 Evacuating the Home	3-31
3.7.2 Evacuating the Neighbourhood	3-32
3.7.3 Key Documents	3-33
3.8 Making Plans to Reunite With the Family	3-35
3.9 Special Personal Preparedness Tips	3-37
3.9.1 Tips for Seniors	3-37
3.9.2 Tips for People with Disabilities	3-39
3.9.3 Tips for People Who Live in Apartments or Condominiums	3-41
3.9.4 Tips for Pet Owners	3-42
3.9.5 Tips for Coping With Emotions After a Disaster	3-43
SECTION 4: NEIGHBOURHOOD ORGANIZATION	4-1
4.1 Introduction	4-3
4.2 Developing a Neighbourhood Response Plan	4-3
4.3 Team Structure	4-3
4.4 Training	4-4

4.5 Organizing Response Units	4-5
4.5.1 Neighbourhood Leadership	4-5
4.5.2 First Aid	4-8
4.5.3 Utilities and Fire Suppression	4-10
4.5.4 Light Urban Search and Rescue	4-13
4.5.5 Communications and Transportation	4-17
4.5.6 Shelter and Care Giving	4-19
4.5.7 Damage Assessment	4-21
SECTION 5: DRILLS AND EXERCISES	5-1
5.1 Introduction	5-3
5.2 Tabletop Drill	5-3
5.2.1 What is a Tabletop Drill?	5-3
5.2.2 Instructions for Conducting Tabletop Drills	5-4
5.3 Functional Exercise	5-6
5.3.1 What is a Functional Exercise?	5-6
5.3.2 Preparing Functional Exercise Envelopes	5-7
5.4 Evaluation of Drills and Exercises	5-8
5.4.1 Drill and Exercise Evaluation Questions	5-9
APPENDIX A: REFERENCE MATERIALS	A-1
Resource List	A-3
Good Samaritan Act	A-4
Emotional Support Guidelines	A-5
Basic Searching Guidelines	A-6
Communications Guidelines	A-8
Amateur Radio	A-8
Telephone	A-9
Pay Telephones	A-9

APPENDIX B: SAMPLE FORMS**Neighbourhood Team Leadership**

Household Registration
Block Registration
Response Unit Registration

First Aid

First Aid Treatment Log
First Responder Report (Patient Transfer Form)

Utilities and Fire Suppression

Sample Neighbourhood Map
Blank Grid Pages
Neighbourhood Status Logsheet

Light Urban Search and Rescue

Light Urban Search and Rescue Checklist
Neighbourhood Status Logsheet

Communications and Transportation

Evacuation Checklist

Damage Assessment

Neighbourhood Status Logsheet
Detailed Damage Assessment

SECTION ONE:

Introduction



Who is Involved?



Neighbourhood Emergency Preparedness Program is made up of individuals and neighbours working in partnership towards emergency preparedness.

Those who have experienced disasters such as earthquakes or floods have witnessed the way in which neighbours naturally come together to help one another. A team of neighbours with a variety of skills will have a much greater chance of survival following a disaster than individuals coping on their own. Working together according to a pre-arranged plan, will likely speed recovery as well.

What is the Neighbourhood Emergency Preparedness Program?

The Program involves both personal preparedness as an individual or family, and planning and training as a neighbourhood to respond safely and effectively during a disaster.

Why Have a Program?

Although there is nothing that can be done to prevent a disaster such as an earthquake or flood, families can be prepared **before** a disaster strikes to cope effectively **during** the event, and recover quickly **after** it is over. The degree to which the next emergency or disaster can be effectively handled in a neighbourhood is directly related to how well families and neighbours in that neighbourhood have prepared for it.

When Should Planning Start?

Now is the time to start planning. Organizing now as a family and neighbourhood will save precious time following a disaster or emergency.

Where Will It Work?

- In the home
- In the neighbourhood
- At the work place
- At the school
- In the community

How Will It Work?

Although there may be differences in format and delivery method, there is a general process that each neighbourhood should follow:

STEP 1 Determine the size of the neighbourhood, its demographics and special concerns.

STEP 2 Identify hazards and their potential effects and impacts to the neighbourhood.

STEP 3 Encourage neighbourhood residents to become personally prepared and learn what to expect and how to cope.

STEP 4 Encourage neighbours to participate in the development of a Neighbourhood Response Plan and volunteer for at least one of the response units that make up the Neighbourhood Response Plan.

STEP 5 Identify neighbourhood resources.

STEP 6 Encourage training and exercising (drills) as response units and as a neighbourhood team.

STEP 7 Encourage the neighbourhood to work together and establish a network with adjacent neighbourhoods, other organizations and the community at large.

Information on these steps are included throughout the Guide. As Neighbourhood Teams develop, they should be encouraged to customize and expand their emergency preparedness knowledge, based on the specific requirements and needs of their neighbourhood.

SECTION TWO:

**Setting Up a
Neighbourhood
Emergency
Preparedness
Program**



2.1 At the Neighbourhood Level



2.1.1 Know the Neighbours

The first step in the process of setting up a Neighbourhood Emergency Preparedness Program is to get together as neighbours. As many communities have learned from other neighbourhood programs such as Block Watch, just getting to know the people in the neighbourhood can make a difference.

2.1.2 Organize a Neighbourhood Emergency Preparedness Team

A Neighbourhood Emergency Preparedness Team can be organized in a variety of ways, depending on the skills available and the special needs of the neighbourhood. The Neighbourhood Team should be structured to provide the flexibility and depth to respond to a variety of circumstances.

In a large neighbourhood, the Team may involve seven different response units, each responsible for performing a specialized task. In a small neighbourhood, a single response unit may be required to perform multiple tasks (e.g. damage assessment and search and rescue responsibilities are combined into one response unit; or first aid and shelter and care-giving are combined into one response unit). The makeup of the Neighbourhood Team and its response units will depend upon available resources and the neighbourhood's support network.

More detailed recommendations on how to structure a team and its response units can be found in *Section 4*.

It is vital to ensure that all tasks have been adequately covered by one or more response units. Tasks that need to be performed in a typical disaster are listed throughout *Section 4*.

2.1.3 Know the Neighbourhood's Resources

Every neighbourhood has useful resources, including human skills and physical materials. The challenge is identifying them so that they can make the greatest contribution to the neighbourhood's needs.

Many good deeds including rescue efforts following a disaster are carried out by neighbours and passers-by, but injuries are extremely high among unprepared rescuers. Thus it is important to identify the best qualified and equipped individuals in the neighbourhood so that tasks are assigned appropriately in an emergency.

2.1.4 Know the Neighbourhood's Hazards

Each community and neighbourhood has different hazards that require customized response plans. For communities in British Columbia, especially those on the coast, the greatest threat may come from earthquakes or tsunamis (seismic sea waves). For other communities, the greatest threats may be from other hazards such as fires, floods or hazardous chemical spills. **If in doubt, plan for an earthquake.** People who are prepared for an earthquake will be prepared to deal with almost anything else.

The first step in planning is to identify existing hazards and assess how they can affect the neighbourhood. The Neighbourhood Emergency Preparedness Guide is structured to help with hazard identification. Information about general utility hazards and response can be found in *Section 3*.

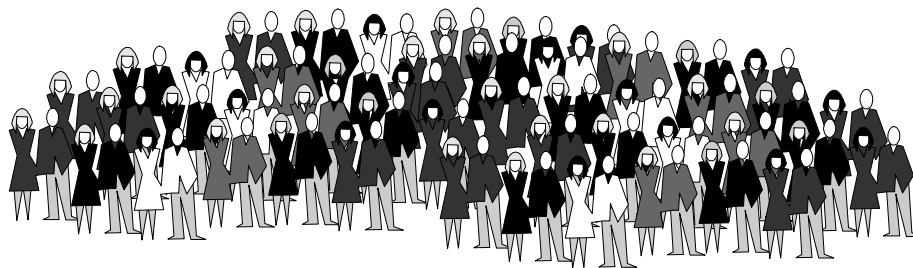
2.1.5 Network With Others

Establishing linkages is another important component of the Neighbourhood Program.

Neighbourhood Teams should be encouraged to coordinate their efforts with other groups in order to support the whole community response.

It is also important to ensure that the Neighbourhood Program integrates with other community emergency plans such as those of the municipality and school district.

For example, a central facility such as a school or a community centre may be designated as a communications centre for a number of neighbourhoods. The purpose of the centre would be to send and receive information from the municipal authorities if phone systems were not available.



2.2 At the Community Level

2.2.1 Program Staffing

At the community level, staff resources may be required to facilitate the Neighbourhood Emergency Preparedness Program. Staff resources for starting up and maintaining a Neighbourhood Program will vary from community to community depending on:

- Population and size of community
- Demographics
- Program finances
- Level of community participation
- Status of Neighbourhood Program development
- Level of training in the community
- Ability to share resources with other communities
- Cooperation with other community organizations such as schools, service clubs or government agencies

Experience gained from established programs in municipalities of 50,000 to 100,000 population suggest the following staffing levels are likely needed (paid and/or volunteer). Communities may have all or a combination of these positions, dependent on their size and available resources.

- **Neighbourhood Program Coordinator:** responsible for overall coordination of the Neighbourhood Program; works 14 to 21 hours per week, and generally reports to the Municipal Emergency Program Coordinator.
- **Neighbourhood Program Trainer:** responsible for completing a three day Train-the-Trainer Course and for training Neighbourhood Program Facilitators and/or Neighbourhood Team members on the content of the Neighbourhood Program Guide. The number of trainers and required hours of work will depend on the community's support network. Program Trainers will generally report to the Neighbourhood Program Coordinator.
- **Neighbourhood Program Facilitator:** expected to complete up to 30 hours of training to be qualified to deliver the Program to Neighbourhood Team members. The number of facilitators and required hours of work are dependent on the community's support network. Program Facilitators will generally report to a Program Trainer and/or Program Coordinator.
- **Neighbourhood Program Administrative Support:** responsible for all administrative aspects of the program; works 21 hours or more per week and reports to the Neighbourhood Program Coordinator.

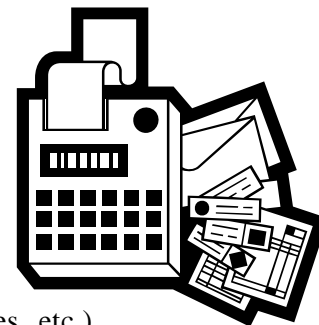
PROGRAM STAFFING:



2.2.2 Program Budgetary Considerations

Costs that should be considered when setting up a Neighbourhood Emergency Preparedness Program at the community level include:

- Staffing costs
- Training materials
- Stationery and printed material
- Reference materials
- Office space
- Audio-visual equipment
- Training costs (staff time, materials, conferences, etc.)
- Office equipment (desk, computer, fax, phone, copier, etc.)
- Advertising and promotional materials
- Recognition (awards, dinners, thank you's)
- Trainers' and Facilitators' out-of-pocket expenses



SECTION THREE:

Individual Preparedness



3.1 Introduction

This section provides information for individuals and families. It will help people to survive and recover without outside assistance for an extended period after a disaster. The information is based primarily on the requirements for an earthquake but it also applies to other types of emergencies.



3.2 Home Hazards

During an emergency, there can be many hazards in the home. Some hazards are a result of structural damage. Other hazards are not related to the building's structure but result from dangers such as broken glass and heavy objects tipping over.

3.2.1 Non-structural Hazards

Everyone should do a home hazard hunt to identify the potential dangers from non-structural hazards, and where possible, follow suggestions for dealing with these home hazards. Objects can be **relocated, removed, anchored, or simply identified as being dangerous.**



CONSIDER THE FOLLOWING:

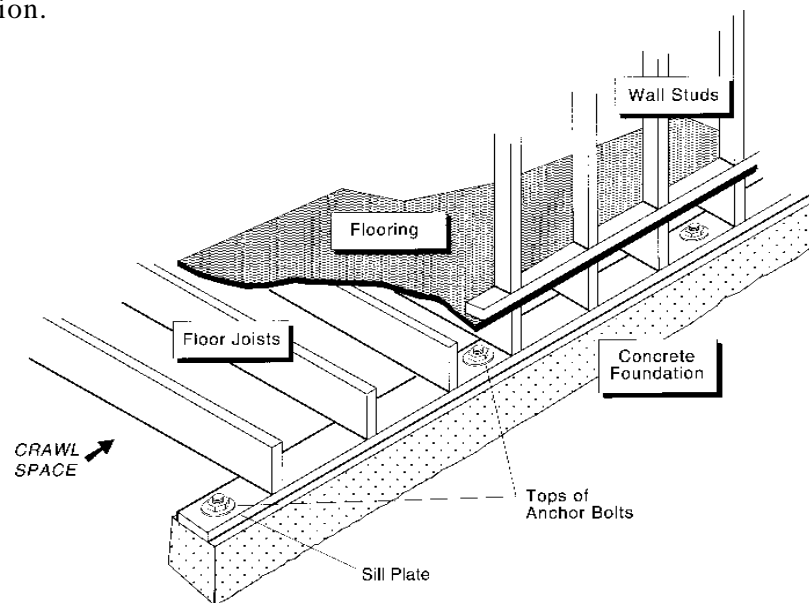
- Be aware of the danger from broken and flying glass after an earthquake. Consider replacing glass with safety glass or adding a protective film. Locate beds away from windows (glass may implode into the room).
- Identify top-heavy, free-standing furniture (such as bookcases and china cabinets) that could topple during an earthquake. Anything over 1 metre (3 feet) high could be a problem. Devices can be purchased to secure furniture to the wall, floor and/or ceiling.
- Identify heavy, breakable or valuable objects placed on high shelves or in cabinets. These can become projectiles. Secure them or move them to a lower location.
- Identify items such as mirrors, heavily-framed pictures or shelving that are placed over beds, couches, tables and chairs. Relocate them or anchor them securely into a wall stud.

- Identify electronic equipment (such as stereos, televisions and computers) and appliances (such as microwaves) that may slide off shelves or out of cabinets. Secure them with double-stick tape or Velcro fasteners, or provide a restraining edge on the cabinet or shelf.
- Appliances that generate heat (such as toasters and coffee pots) cannot be secured with Velcro pads because the glue in the Velcro will not adhere properly. Provide a restraining edge on the cabinet or shelf.
- Identify hanging plants, especially those in heavy baskets, and hanging lights or fans that are placed over exits or near windows. Move them to a safer location or fasten them securely.
- Computer owners should consider a small, uninterruptable power supply (UPS) to allow time to back up or shut down the computer if the main power fails.
- Check kitchen, bathroom and storage cabinets for latches that will not hold the door closed during heavy shaking. Secure them with hooks or better latches.
- Identify appliances such as stoves that could move enough to rupture gas lines or damage electrical cable. These appliances should be securely fastened. Check electrical cords to make sure they are long enough to allow for movement. Short, non-flexible gas lines can break during an earthquake. Consider replacing them with longer, flexible connectors. Only qualified personnel can install these connectors which must be CSA-approved.
- Be sure the doorway exits will not be blocked by toppled furniture.
- Identify large appliances or furniture on wheels (such as portable dishwashers, refrigerators and stereo stands). These can become large moving projectiles that can cause serious damage.
- Improperly stored chemicals can create a secondary disaster following an earthquake. Store them properly now:
 - Keep on hand only those chemicals which will be needed and used.
 - Dispose safely old or unwanted chemicals.
 - Store chemicals in original containers and close lids tightly.
 - Store chemicals such as pesticides, cleaning fluids, paint thinner and other toxic materials on the floor or on a low shelf in a well-ventilated outside shed. Make sure they won't easily slip off the shelf and break or spill on the floor.
 - Store chemicals away from food and water supplies and away from the water heater and furnace.
 - Make sure all chemicals are out of reach of children and pets.

- ❑ Check with Provincial Waste Management if more information about safe storage of these materials is required.
- ❑ Make sure that gas, electric and water valves are not rusted or stuck shut. A wrench or other shut-off device should be kept near the gas meter. Everyone in the house should know how to turn off the utilities in case of a leak or problem. Know the location of the shut-off valves on neighbours' houses as well.
- ❑ Old, leaning trees can fall during earthquakes. Check for signs of root rot or other damage. Trees that lean against the house can also present a fire danger.

3.2.2 Structural Hazards

Possible structural damage to the home must be considered. Experience indicates that wood-frame housing, such as the type common in British Columbia, performs well in earthquakes. A house can suffer major structural damage if it is not bolted securely to the foundation. In addition, inadequate foundation connections can result in loosened or broken utility connections. Inspect the foundation of the house and make sure it is securely bolted to the foundation.



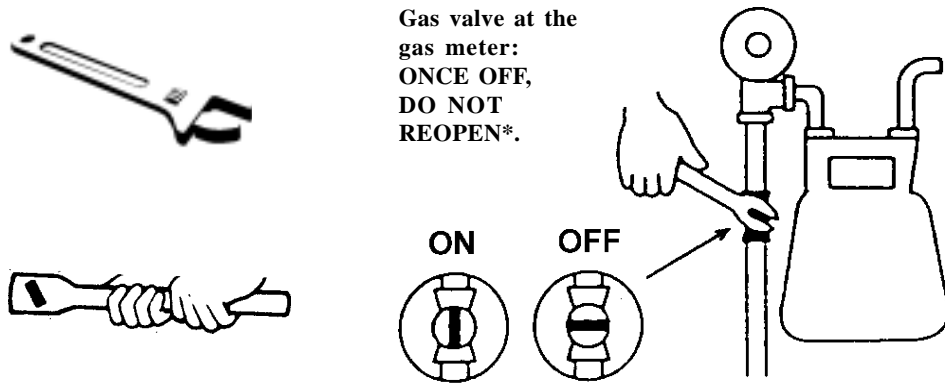
SOME STRUCTURAL HAZARDS INCLUDE:

- Unbraced simple stud walls
- Unattached porches and balconies
- Settling, especially on sloping or filled sites
- Detached footings

3.3 Utilities

3.3.1 Gas

If there is a smell of gas or a hissing sound, the gas supply in the house or building must be turned off. Turn the valve on the meter to the left or right $\frac{1}{4}$ turn.



* only a qualified gas fitter can re-activate gas supply



Warning: Do not turn off the gas unless escaping gas is suspected. Only qualified personnel can re-activate the gas supply, and it could take days or weeks for a qualified person to arrive after a disaster. Disasters can occur during cold weather when heat is needed.

FOLLOW THESE SAFETY PROCEDURES IF YOU SUSPECT A GAS LEAK:

- Do not use matches.
- Extinguish cigarettes and all open flames.
- Do not operate electrical switches; do not turn them on or off.
- Leave a door or window open. Since natural gas is lighter than air, it rises. It will dissipate through open windows and doors once the supply is shut off.
- Exit the home immediately.
- Turn off the gas at the valve.
- If possible, notify the gas utility of the leak.

3.3.2 Hot Water Heater

Hot water heaters can be secured using either of two methods*. Method A involves the use of **two** heavy, wide steel straps, while method B involves **three** straps that may be of a narrower gauge steel.

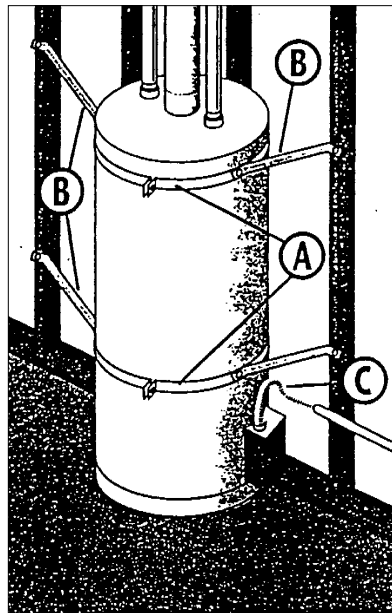
When choosing strapping, consider that the average water tank weighs about 160 kilograms (350 pounds) when full. Larger tanks will weigh more. The strapping must be strong enough to hold the tank securely.

***Note:** There are no approved B.C. standards or guidelines for strapping hot water tanks. This Program shall not be liable for damage or loss arising out of or in any way related to this information or use of the same.

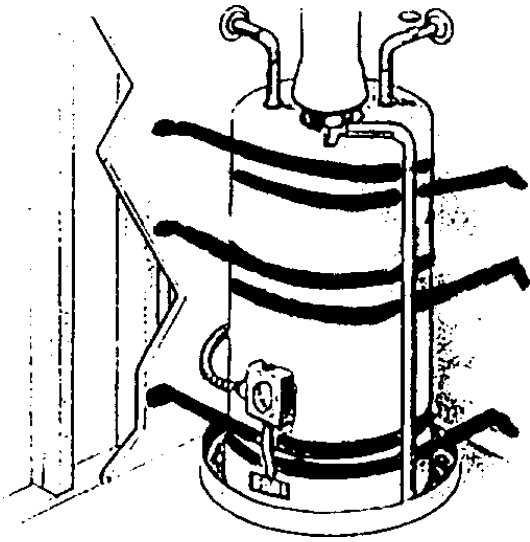
TO SECURE A HOT WATER TANK, DO THE FOLLOWING:

METHOD A

1. Cut two lengths of 38 millimetre (1½ inch) wide, 16 gauge thick metal strap. Each strap must be long enough to reach around the diameter of the water tank. Wrap one strap around the top of the water heater and bolt the ends together. Wrap the second strap about ⅓ of the way up from the bottom of the water heater and bolt the ends together as shown (A).



2. Cut four lengths of EMT electrical conduit, each no longer than 76 centimetres (30 inches). Flatten the ends. Bolt one end to the metal strap as shown (B). Screw the other end to a 2x4 wall stud using a 10 mm (5/16 inch) by 76 mm (3 inch) lag screw.
3. Place blocking between the wall and the water tank at each strapping location. Attach blocking securely to the wall. **This will keep the tank from wobbling toward the wall**
4. Once the appliance has been secured, a flexible pipe (C) may be installed to connect the gas supply. The installation of this pipe should only be carried out by a licensed gas fitter.



Straps bolted to wall studs hold a water heater in place during a quake, preventing gas-line rupture and fire.

METHOD B

1. Select steel strapping that can hold the tank securely. Steel strapping of 19 millimetres ($\frac{3}{4}$ inch) width, 20 gauge, is the absolute minimum recommended.
2. Cut three lengths of strapping 3 to 3.5 metres (9 to 11 feet) long, depending on the diameter of the tank and the distance between the hot water tank and the wall.
3. Place one piece of strapping 15 to 30 millimetres (6 to 12 inches) down from the top of the tank. Place a second piece 10 to 15 millimetres (4 to 6 inches) above the gas valve at the bottom of the tank. Place the third piece of strapping around the centre of the tank midway between the first and second pieces of strapping. Each

piece of strapping should be wrapped entirely around the tank with the two ends taken out to the wall studs. Each piece should form a 90-degree angle.

Assess the location of the water tank to determine the best way to secure the strapping to the wall studs.

4. Place blocking between the wall and the water tank at each strapping location. Attach blocking securely to the wall. **This will keep the tank from wobbling toward the wall.**



Warning: Keep the blocking away from burners and venting.

4. Cut the metal strapping to length and, in each end, place holes that will allow a lag screw. With the screw, attach the metal strapping to the blocking and to the wall stud. Screws should penetrate a minimum of 5 centimetres (2 inches) into the centre of the wood stud.
5. Once your hot water tank is secured, you should consider having a flexible gas line installed to reduce the chances of a break in the gas feed pipe. This must be done by qualified personnel.

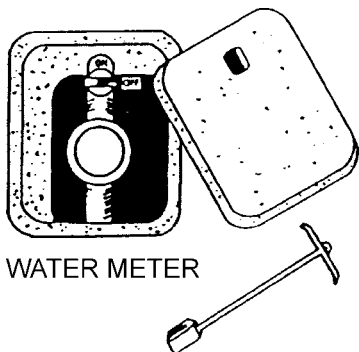
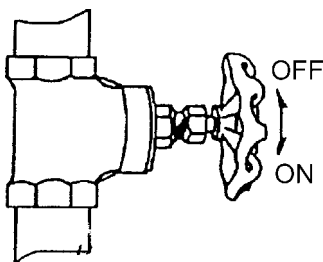
MATERIALS NEEDED TO STRAP HOT WATER TANK

Materials	Method A		Method B	
	Number	Size	Number	Size
Metal strapping	2 pieces, 16 gauge, 38 mm (1½") width	3 to 3.5 metres (9 to 11 feet) each	3 pieces, minimum 20 gauge, minimum 19 mm (¾") width	Diameter of the water heater in length each
Lag screws	4	Minimum 10 mm (5/16 inch) by 76 mm (3 inch)	6	Minimum 10 mm (5/16 inch) by 76 mm (3 inch)
Bolts	6			
EMT Electrical conduit	4 pieces	No longer than 76 centimetres (30 inches)		
Blocking	As required	2x4 / 2x3 / 2x2	As required	2x4 / 2x3 / 2x2

Sheet metal screws can also be used to tighten strapping around the hot water tank if needed

3.3.3 Water

In the event of damage to the water mains or contamination of water supply there are two places to shut off water: the inside water shut-off valve and the outside street shut-off valve.



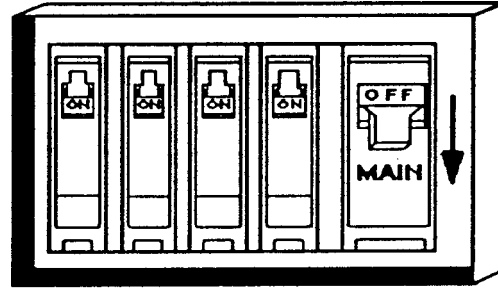
WATER METER

- The inside water shut-off valve is usually in the basement, in the garage or on the main floor. To turn off the inside valve, turn it to the right.
- The outside street shut-off valve may be in the driveway, lawn or walkway at the front of the building. It is usually at the property line. A special water key is required to turn off the outside shut-off. Turn the valve ¼ turn to the right to shut it off. The Neighbourhood Team should know the location of all street shut-off valves and ensure they are not corroded and seized up.
- Check with your municipal engineering or public works department for information on the special water key.

3.3.4 Electricity

If power is disrupted during a disaster, turning off the power will protect against power surges that may damage the electrical system. Shutting off the power will also lessen the possibility of fire damage if no one is home when the power is restored.

Turn the power off by shutting off the main breaker. Individual circuit breakers can also be turned off. When power is restored, each circuit can be turned on as needed or as power comes back.



Simplified Circuit Breaker Box



Warning: Do not operate switches until assured there is no gas leak.

3.3.5 Generators

Portable generators are very useful. Their power can provide light, prevent food spoilage and provide information by making it possible to operate communications equipment.

To operate a generator safely and to avoid creating a hazard for utility employees or the public, follow this simple four-step plan:

1. Read and follow the manufacturer's operating instructions for the particular generator. Ensure there is a supply of fuel at hand.
2. Contact B.C. Hydro for information on how to prepare for unavoidable interruptions in electrical service.
3. Connect lights and appliances directly to the generator. Do not connect the generator to an existing electrical system.



Warning: Portable generators are generally safe, but they should not be connected to a house electrical system. When the generator is connected to an existing electrical system, the electrical energy it produces may flow backward through the serving utility's system. When electrical energy flows backward through a utility system transformer, the relatively low voltage produced by home generators is transformed into high voltage, which can endanger neighbours or utility employees involved in repair or maintenance of the system.

3.3.6 Propane

If there is a propane leak, it may have an odour similar to the smell of rotten eggs consistent with that of a natural gas leak. At this point, do the following:

- Stop the leak. If the escaping propane is not on fire, close any valve available that can stop the flow of gas. Small lines such as copper tubing can be flattened to stop the flow. Propane can be turned off at the propane tank using the hand wheel.
- Prevent accidental ignition. Although propane has a narrow range of combustion, there have been a number of propane fires ignited by electrical switches, ignition sparks, doorbells, telephone dials and static electricity.
- Stop the gas from entering into the lower portions of buildings. Since propane is **heavier than air**, it can pool in low areas, such as in the basement.
- Clear people out of the area. If possible call 911 and also advise Hydro and Gas officials of the leak.
- If there is a white fog or frost on the propane lines, stay away. They indicate a liquid propane leak. Liquid propane is an effective refrigerant and can cause severe frost burns to the body. Such frost burns should be treated like fire burns.

3.4 Sanitation

The municipality and local health unit will provide information and direction to the public as soon as possible after an emergency.

The sewer system may be damaged after a disaster such as an earthquake. If the sewer system is damaged, **do not flush the toilet** until the municipality verifies that it is safe to do so. Flushing could contaminate drinking water or spill raw sewage into homes, yards and other areas.

If possible, **separate liquid and solid waste**. Liquid waste is fairly sterile and can be disposed of in a corner of a yard if necessary. Use one container for liquid waste and one container for solid waste.

Handwashing is essential to prevent illness. Use liquid soap and a little water. Dry hands with disposable paper towels. Make sure hands are washed after each trip to the toilet.

If the toilet will continue to be used, do the following:

- Lift the toilet lid and scoop out water from the toilet bowl.
- Line the bowl with a heavy plastic bag and put a layer of hydrated lime in the bag. Lime reduces odour, fights bacteria, and dries out waste for easier disposal.



Warning: Lime draws the moisture from skin, causing irritation. Wear rubber gloves (the kitchen variety is fine) and avoid skin contact. Always wear a dust mask when handling lime.

- After use, sprinkle the waste in the bag with more lime. When the bag is half full, remove it from the toilet bowl. Tie the bag loosely. The circulating air will help dry out the waste.
- Place bags of waste in garbage cans or in a shallow pit in the yard. Use a tarp as a cover to allow air to circulate. Sprinkle lime in the bottom of the can or pit and add extra lime over each bag. Be generous with the lime.
- When the sewer system is working again, the contents of the bags (partially dried out by now) can be disposed of into the toilet.

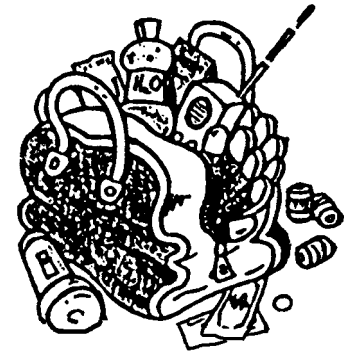
At some point the neighbourhood may have to construct a latrine. One latrine is required for every 10 people. Cover the waste with hydrated lime. The waste in the latrine will not be removed at a later date. Take this into consideration when determining a possible location. This is especially important in areas with wells.

Consider what tools and supplies will be needed and how to provide privacy for an outside toilet. For example, tarps or plastic bags on poles would provide privacy for a latrine or outside portable toilet.

3.5 Emergency Supplies

In the event of a major disaster, people may have to rely on their own resources for three or more days. Careful planning and preparation now can make a big difference later.

Supplies from the categories listed below may need to be collected. Items that are marked with an asterisk (*) will be discussed in greater detail on following pages.



It is not necessary to purchase everything at one time. It might be easier to add one of these items to the shopping list each week.

Emergency supplies should be portable. They should be stored in a safe and accessible place.



FOOD AND WATER **SANITATION**

- | | |
|--|---|
| <input type="checkbox"/> * Water (4 litres per person per day) | <input type="checkbox"/> Portable toilet or bucket with lid |
| <input type="checkbox"/> Water for your pets | <input type="checkbox"/> Disinfectant |
| <input type="checkbox"/> * Food (for 3 days) | <input type="checkbox"/> Hydrated lime |
| <input type="checkbox"/> Paper or plastic plates, utensils | <input type="checkbox"/> Shovel |
| <input type="checkbox"/> Manual can opener | <input type="checkbox"/> Plastic garbage bags |
| <input type="checkbox"/> Alternate cooking source, with fuel | <input type="checkbox"/> Twist ties |

HEALTH AND SAFETY **TOOLS**

- | | |
|--|---|
| <input type="checkbox"/> * First aid kit | <input type="checkbox"/> Flashlight and batteries |
| <input type="checkbox"/> First aid manual | <input type="checkbox"/> Portable radio and batteries |
| <input type="checkbox"/> Toiletries (toilet paper, toothbrush, hygiene products, etc.) | <input type="checkbox"/> Wrench (for shutting off valves) |
| <input type="checkbox"/> Medication, spare eyeglasses | <input type="checkbox"/> Crowbar, axe |
| <input type="checkbox"/> Heavy work gloves | <input type="checkbox"/> Rope, 6 metres (20 feet) |
| <input type="checkbox"/> Sturdy shoes | <input type="checkbox"/> Duct tape |
| <input type="checkbox"/> Emergency blanket, poncho, blankets or sleeping bags | <input type="checkbox"/> Multi-blade knife |
| <input type="checkbox"/> Whistle | |

MISCELLANEOUS

- | | |
|--|--|
| <input type="checkbox"/> Paper and pencil | <input type="checkbox"/> Cash |
| <input type="checkbox"/> Quarters, phone credit card and/or phone calling card | <input type="checkbox"/> Family documents, pictures |
| <input type="checkbox"/> Direct phone numbers for local fire, police and ambulance
(do not use 911 in a large-scale disaster) | <input type="checkbox"/> Map |
| <input type="checkbox"/> Name and number of your out-of-area contact(s) | <input type="checkbox"/> Extra house and car keys |
| <input type="checkbox"/> Children's toys | <input type="checkbox"/> Leash and supplies for pets |
| <input type="checkbox"/> Tent | <input type="checkbox"/> Insurance papers |
| <input type="checkbox"/> Photocopies of personal identification | |

3.5.1 Emergency Water Supply



Water is critical for survival. People can survive for weeks without food, but can only go without water for a few days.

- Store 4 litres (1 gallon) of water per person per day (plan on at least 3 days).
- Include additional water for any pets.
- Store water in sturdy plastic bottles such as well-washed empty chlorine bleach bottles. (Plastic milk or juice bottles are not as strong and can break or leak.) Replace stored tap water at least every six months or purchase commercially bottled water. Find out from the manufacturer how long the water can be stored.
- Store water in a cool, dark, accessible place. Do not store emergency water supply near toxic materials such as cleaning solvents, pesticides or gasoline. The vapours can penetrate the plastic container and contaminate the water.



Water can be obtained from both the hot water tank and the flush tank of the toilet. The water must be purified first. Melted ice cubes and the liquid from canned fruit or vegetables can also be used.



Warning: It is never safe to drink water from waterbeds, radiators, boilers or swimming pools. Use this water for hygiene purposes only. Do not consume water from the toilet bowl or from the flush tank if it has been treated with chemicals. Do not drink water from streams or rivers in urban areas.

To purify water, check with your local health department for advice on methods of purification. This is a complicated subject and there are different purification procedures and standing times required for different water conditions.

3.5.2 Emergency Food Supply

Families should have on hand the supplies needed to produce at least three days of meals anywhere with minimal equipment, a heat source and water.



Warning: Never use a charcoal or gas barbecue indoors, either for cooking or as a heat source.

Even if the electricity goes out, the food in a refrigerator will stay cold for 24 hours if the door is closed. Perishable food in the refrigerator should be eaten first. Eat food from the freezer next. When those supplies are gone, then eat non-perishable foods.

After a disaster, it may not be possible to access the food in the refrigerator or kitchen cupboards. Individuals and families should prepare a supply of food for an emergency. It is not essential to purchase special “emergency” food. Choose foods that the family normally eats. Consider the following:

- Food should need little or no refrigeration or cooking.
- Food should be packaged in single servings or small containers.
- Food should not need to have water added.
- Consider special medical or dietary needs.
- Food should have a long shelf life.
- Have a supply of dry pet food (if needed).
- Include a non-electric can opener, matches, paper plates, napkins and plastic cutlery.

Sealed packages of “emergency food” offer many of these advantages, and may be easier to use in the first few hours after a disaster.

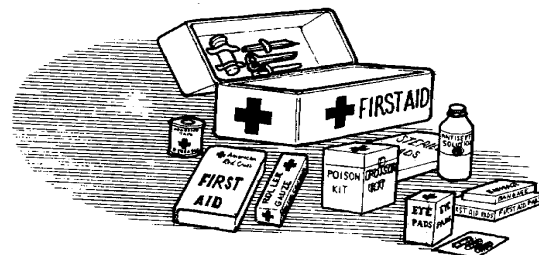
Emergency food should be stored in a cool, dark, dry place. Store in airtight or tightly sealed plastic or metal containers. Take precautions to keep out insects and rodents. Use a permanent marker to write the purchase date on each package. Rotate supplies every six to twelve months to make sure they are fresh.

Do not store food near gasoline, oil or other petroleum products. Odours can be absorbed into the food.

3.5.3 First Aid Supplies

A first aid kit is not the final solution to first aid during a disaster. Individuals need to know how to use the items in their kit and may need to be creative (for example, using a door as a stretcher or backboard, using blankets to splint a leg, or using diapers as bandages). A first aid course is highly recommended for everyone in the neighbourhood, both adults and children.

The following list contains more than the supplies normally found in the everyday home first aid kit. For example, there are additional large dressings to help deal with large wounds and crush injuries.





FIRST AID SUPPLIES

- 1 nylon satchel, plastic container or other kit box labelled "First Aid"

- 1 First Aid Manual

- 6 triangular bandages 150 x 100 x 100 cm (60" x 40" x 40") with 2 safety pins each

- 2 pressure bandages (non-sterile) 11 x 15 cm (4½" x 6")

- 6 pkgs. of gauze sponges (sterile) 10 x 10 cm (4" x 4") (2 per pkg.)

- 1 pkg. gauze sponges (non-sterile) 10 x 10 cm (4" x 4") (25 per pkg.)

- 6 abdominal pads (sterile) 20 x 25 cm (8" x 10")

- 2 stretch roller gauze 10 cm x 4.5 m. (4" x 15')

- 1 adhesive tape 2.5 cm x 4.5 m (1" x 15')

- 1 scissors

- 1 splinter forceps (stainless steel)

- 1 pocket mask with head strap & one-way valve

- 6 pairs latex gloves (non-sterile)

- 50 plastic adhesive strips 2 x 7.5 cm (7/8" x 3")

- 2 packages eye pads (sterile)

- 1 bottle Savlon antiseptic 120 mL (4 ounces) (preferred to iodine)

OPTIONAL ITEMS

- | | |
|---|--|
| <input type="checkbox"/> ASA tablets or other painkillers (check expiry dates and rotate accordingly) | <input type="checkbox"/> emergency supply of other medications (check expiry dates and rotate accordingly) |
| <input type="checkbox"/> eye drops | <input type="checkbox"/> antacids |
| <input type="checkbox"/> laxatives | <input type="checkbox"/> instant hot/cold packs |
| <input type="checkbox"/> anti-diarrhea medicine | <input type="checkbox"/> sunscreen |
| <input type="checkbox"/> thermometer | <input type="checkbox"/> sanitary napkins |
| <input type="checkbox"/> disposable diapers | <input type="checkbox"/> elastic tensor bandages |
| <input type="checkbox"/> soap | <input type="checkbox"/> drinking water |
| <input type="checkbox"/> splints | |

The neighbourhood first aid response unit may also suggest that the neighbourhood put together a larger first aid kit with additional disaster supplies.

3.5.4 Emergency Kits for the Car and Workplace

Many people spend more than one-third of their time at work and/or in their cars. Keep a small, portable emergency kit in the car and at the workplace to get through the initial hours after a disaster or until it is safe to go home. Here are some suggested supplies:



CAR OR WORKPLACE EMERGENCY KIT

- | | |
|---|---|
| <input type="checkbox"/> flat, comfortable shoes | <input type="checkbox"/> food |
| <input type="checkbox"/> small first aid kit and manual | <input type="checkbox"/> medication |
| <input type="checkbox"/> toilet tissue | <input type="checkbox"/> water |
| <input type="checkbox"/> fire extinguisher (A-B-C) | <input type="checkbox"/> blanket |
| <input type="checkbox"/> flashlight and batteries | <input type="checkbox"/> whistle |
| <input type="checkbox"/> AM/FM radio and batteries | <input type="checkbox"/> flares (for the car) |
| <input type="checkbox"/> heavy gloves | <input type="checkbox"/> small tool kit (for the car) |
| <input type="checkbox"/> cash and coins | <input type="checkbox"/> local maps (for the car) |
| <input type="checkbox"/> name and phone number of your emergency and out-of area contact(s) | <input type="checkbox"/> warm, protective clothing |

3.6 Before, During and After an Emergency

Every community and every neighbourhood has unique hazards that require customized and specific response plans. Earthquakes are a recognized hazard for most of British Columbia. Other notable hazards include major fires, chemical spills and flooding. The first step in planning is to identify the hazards and risks in the community. It is also important to know which utilities, pipelines and major transportation routes are in the area, so that the impact of failure of these lifelines can be anticipated.

3.6.1 Earthquakes

BEFORE AN EARTHQUAKE

- Complete individual preparedness plans for individuals and families. (See Sections 3.7 and 3.9).
- Establish plans for family reunification. (See Section 3.8).
- Learn first aid and CPR.
- Make it a household project to know the places in the home (and workplace) that are safe during an earthquake, and places that might be dangerous.
- Hold earthquake drills on a regular basis. Practice will help families to carry out plans more easily during an emergency.
- Know where the utility shut-off valves are located and make sure family members know how to turn them off. (Know the location of neighbours' shut-off valves.)

DURING AN EARTHQUAKE

- Drop-Cover-Hold:** Drop and take cover under a desk, table or chair (or at least cover your head and neck) then hold onto the furniture legs if possible. If this is not possible, drop in the corner with your back against an inside wall and cover your head. Standing in the doorway is not a good idea, because a door could swing shut.
- If inside a house, an apartment building or an office building, stay indoors unless the building is in danger of collapse; it is the safest place to be.
- Stay away from plate glass windows and exterior walls. Keep clear of tall, top-heavy furniture and other places (such as near cupboards) where things can fall on you.

- Wait for the shaking to stop before moving anywhere. In an apartment or office building, listen for a message from the floor or building warden.
- Do not use an elevator. Use stairs or other exits.
- In a crowd, do not try to run to the exit. Stay in the centre of the room, away from plate glass or tall top-heavy furniture and **drop, cover and hold**.
- If outside, do not try to run into a building unless this is the only refuge from falling debris (such as in a downtown city core). Move to an open area away from power lines, chimneys, walls and trees, and crouch down.
- If in a car, turn on hazard lights and pull to the side of the road. Avoid stopping under an overpass or on a bridge. Turn off the motor, get down on the floor if possible, and ensure everyone in the car covers his or her head. Stay in the car until the shaking stops.

AFTER AN EARTHQUAKE

- Be prepared for aftershocks. **Drop, cover and hold** until all shaking stops.
- Use an “explosion-proof” flashlight or a lightstick to look for imminent dangers. Move slowly and deliberately. Look, listen, feel and smell. Do not strike a match, light a fire, or turn on light switches until assured that there are no gas leaks.
- Check for hazards. Always ensure personal safety and the safety of the family.
- Is there the smell or sound of a gas leak? If so, immediately turn off the gas valve at the meter. Ventilate the room if possible.



Warning: Once the gas is turned off, it is never safe to turn it back on. Only qualified personnel can safely turn the gas on.

- Are electric cords or wires severed or damaged? If so, turn off the electricity at the power main. Disconnect the damaged cords and then turn the electricity back on.
- Is there a water leak? If so, turn off the water at the main shut-off valve.
- Look around the building for cracks and other damage to the foundation, chimney or roof. Evacuate the building if necessary. If evacuating, take along the emergency kit. Leave a note on the door to let people know the individual or family’s status and location.

- Turn on the radio and listen for emergency instructions.
- Make sure all telephone receivers are “on hook.”
- Avoid using the telephone for several hours except in life-threatening emergencies. See *Appendix A: Communications Guidelines – Telephones*.
- Although not an immediate priority, check on stored chemicals as soon as possible. If they have spilled or their containers have broken, they pose a threat (especially to children and pets) until they are cleaned up.
 - Clean up spilled chemicals with rags or paper towels that can be discarded.
 - If more than one bottle has broken, try to clean up each chemical separately. Place these rags in individual plastic garbage bags. Tie them securely. It is difficult to know the reactions that may take place when chemicals are mixed, so it is best to keep them as separate as possible.
 - These individual plastic bags may be put in a larger trash bag and securely closed. Label this bag and store it out of the way until it can be taken to the municipality’s chemical disposal site.

3.6.2 Floods

Flooding may be caused by prolonged heavy rains, snow melt, high tides or dam failure. Seasonal storms and earthquake-caused seismic sea waves called tsunamis can flood and damage property near the waterfront. Landslides are common when the ground is saturated from winter rains. Landslides may also be triggered by earthquakes, causing slides on already unstable slopes.



Be aware of flood potential in low-lying areas, near water or downstream from a dam. Even very small streams, gullies, creeks, culverts, dry stream beds or low-lying ground that appear harmless in dry weather can flood. Check with the municipality for information on flood hazard areas.

Many people live in areas susceptible to flooding. Consider the following:

BEFORE A FLOOD

- Make plans now for ways to reunite with family members. (See Section 3.8).
- Know location of utility shut-off valves and make sure everyone knows how to turn them off. (Know the location of neighbours' shut-off valves, as well.)
- Keep ditches, catch basins and culverts clear. Divert surface runoff water to a safe place.
- Correct soil erosion and drainage problems.
- Keep materials such as sandbags, plywood, plastic sheeting and lumber handy for emergency repairs.
- Plan the safest evacuation route to higher ground.
- Maintain emergency supplies, including drinking water, in the home and car.

DURING A FLOOD

- Keep tuned to local radio stations for weather and flood information in case of evacuation.
- If advised or directed, move to a safe area before access is cut off.
- If evacuation is necessary, leave a note stating destination. Shut off utilities (water, electricity and gas). If there is time, move essential items to upper floors.
- Take along emergency supplies.
- Do not cross a flooding stream on foot.
- Do not try to drive over a flooded road. If the vehicle stalls, abandon it.
- Watch out for downed power lines, broken gas lines, damaged bridges, slides and washouts.
- Ensure that chemicals such as insecticides and weed killers are moved to higher ground to prevent pollution.
- Use a wooden plug or other device to plug basement water outlets: sewers, drains, sinks, toilets and laundry outlets. The plug should be held in place with a weight or a wood brace to the joist above.
- Prepare to sandbag all lower entrances to the home or building using available means, including garbage bags and clothes.
- Oil or water tanks will float if not full. Fill if possible, and then plug vent holes. If unable to fill, weight down with sandbags or wedge against a solid object.
- Propane gas tanks will float whether full or empty. Turn off the valve and then disconnect the tubing and plug it. Tie a chain or cable around the tank and anchor it to prevent the tank from floating away.

AFTER A FLOOD

- Do not return home until advised by municipal officials that it is safe to do so.
- Have a qualified technician thoroughly check heating systems (wood, gas, oil or electrical) heating system before using it again. The same rule applies to all electrical appliances and wiring. Do not handle or operate electrical equipment in wet areas.
- Do not use any food that has come into contact with flood water, including canned and bottled goods.
- Use only water known to be safe.
- Make sure there is adequate sewage disposal.

3.6.3 Fire

Contact the local fire department for additional fire safety information.



BEFORE A FIRE

- Make plans now for ways to reunite with family members. (See Section 3.8).
- Know location of utility shut-off valves and make sure everyone knows how to turn them off. (Know the location of the neighbours' shut-off valves, as well.)
- Clear debris and heavy vegetation from around the home to reduce the fire hazard. Invest in fire-resistant plants and ground cover.
- Roof material should be fire-resistant. Cover chimney vents with a vertical spark arrester of 1.3 centimetre mesh.
- Regularly clean all debris from roof, eaves and rain gutters.
- Keep trash and flammable materials away from furnaces, water heaters and wood stoves. Outdoors, keep these materials away from the perimeter of the house.
- The house address should be clearly visible from the street. In a heavily wooded area, consider painting the address in large letters on the roof.
- Keep garden hoses connected during the forest fire season.
- Have fireplaces checked and cleaned regularly by a licensed chimney sweep or contractor.
- Install a smoke detector near every sleeping area. Clean and test smoke detectors once a month. Change batteries at least twice a year.
- A fire extinguisher should be accessible on each floor of the house and in the garage or work room. Select an A-B-C type extinguisher. Make sure everyone in the house knows how to use it. Have it checked at least once a year to make sure it is full and in working order.
- Have a collapsible ladder on each upper floor of the house.
- Keep a whistle in each bedroom to awaken household members in case of fire.
- Keep a pair of hard-soled shoes and a flashlight beside every person's bed.
- Keep a list of valuables and important papers to take along if evacuated.



- Check electrical outlets and wiring. Do not overload outlets. Buy electrical appliances and cords that are CSA or ULC approved. Do not string wires under rugs, over hooks or in exposed areas. Wear and tear may make them dangerous.
- Designate a safe meeting place outside the home.
- Plan two escape routes out of each room.
- Teach family members to stay low to the ground when escaping from a fire.
- Teach family members never to open doors that are hot. In a fire, feel the bottom of the door with the palm of the hand. If it is hot, do not open the door. Find another way out.
- Hold fire drills at home on a regular basis.

DURING A FIRE

- If inside a building that is on fire, get out fast.



Warning: Do not use an elevator. Use stairs or other exits.

- If time permits, close doors and windows on the way out.
- If trapped inside, make sure the door to the room is closed tight. Open an outside window and hang a sheet out to let rescuers know the location.
- If there is a wildfire, prepare to evacuate. Keep tuned to a local radio station. If ordered to evacuate, take emergency supplies.

AFTER A FIRE

- Meet in a designated area.
- Check with officials before returning home.
- Check for signs of heat or smoke once you return.
- Check for structural and smoke damage.
- Be sure home is secure.
- Contact insurance agent.

3.6.4 Hazardous Materials Spills

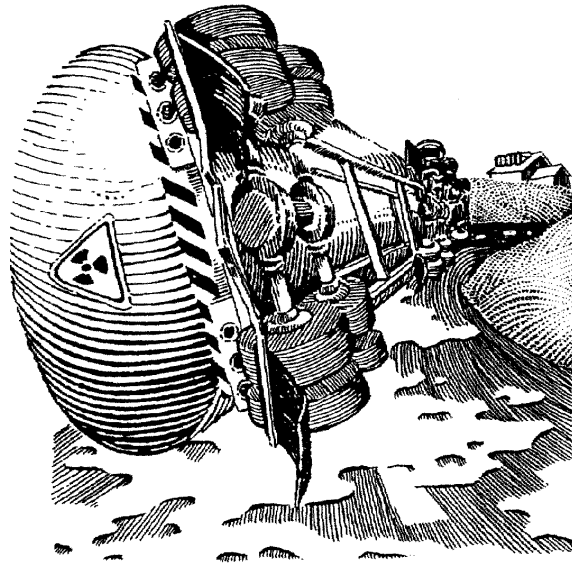
Homes and industries use a variety of chemicals, many of them hazardous. Hazardous spills can occur anywhere. Improperly stored chemicals can create a secondary disaster following an event such as an earthquake or flood. Store them properly now. Contact the local environmental health office for additional information.

BEFORE A HAZARDOUS MATERIALS SPILL

- Make plans now for ways to reunite with family members. (See Section 3.8).
- Know the location of utility shut-off valves and make sure everyone knows how to turn them off. (Know the location of neighbours' shut-off valves, as well.)
- Know the location of all intake and exhaust fans for air conditioning and heating system.
- Know the sites in the neighbourhood that store potentially hazardous materials.
- Be prepared to evacuate the building if necessary.

DURING A HAZARDOUS MATERIALS SPILL

- Listen to the radio for instructions and information about a possible evacuation.
- For hazardous materials accidents, call 911, the local emergency notification number or the fire department.
- If a warning signal sounds, listen to local radio or television stations for further information. Follow instructions carefully.
- Stay away from the incident site to minimize the risk of contamination.
- If outside during an incident, try to stay upstream, uphill and upwind. Hazardous materials can quickly be transported by water and wind.
- Never move through a gas cloud. Travel cross-wind to avoid fumes.
- If in a vehicle, close windows and shut off ventilation. This will reduce the risk of contamination.



- If evacuation is necessary, follow the directions of emergency workers. Take emergency kit, medications and valuables, and leave a note stating destination.
- Follow the recommended evacuation route.
- If leaving animals at home, make sure all the doors and windows are closed and they have plenty of food and water. (Refer to section 3.9.3 for additional information.)
- If told to stay inside, close all doors and windows, sealing leaks with tape or wet towels. Turn off ventilation.

AFTER A HAZARDOUS MATERIALS SPILL

- If evacuation is necessary, do not return home until local authorities say it is safe.
- Upon returning home, open windows and vents and turn on fans to provide ventilation.

3.6.5 Power Outage

There are various causes of power outages. The most common involve damage by trees and branches, ice, wind, lightning, rain or snow. Accidents caused by humans can include cars running into power poles, kites caught in overhead wires, and underground cables severed by construction crews. Electric service can also be disrupted by equipment failures and by birds and other animals.

Outages may last for just a few moments, for an hour or two, or in extreme cases (such as severe winter weather in remote areas) for more than a day.

BEFORE A POWER OUTAGE

- Make plans now for ways to reunite with family members. (See Section 3.8.)
- Know the location of the electrical box and make sure everyone knows how to turn it off. (Know the location of neighbours' electrical box, as well.)
- Store emergency supplies where they can be found easily in the dark. Keep a flashlight and batteries, matches, a battery-powered transistor radio, a non-electric alarm clock, and spare fuses for a fuse box.
- Camping equipment, such as portable stoves and lamps, are useful. These should be stored—along with their fuels—in a shed or garage that is separated from the house.
- Do frequent back-ups of your computer. This will reduce the risk of data loss in the event of a power failure. Consider a small uninterruptable power supply (UPS) to allow for back up or shut down of the computer normally.
- Plan ahead to protect sensitive electronic equipment from other disturbances. Various devices, such as surge suppressors, are available.
- For special requirements such as a life-support system, call your local Hydro office or Power Authority to make sure the office is aware of the capacity of the equipment.

DURING A POWER OUTAGE

- When the power goes out, first find out the extent of power failure (e.g. limited to one house). If a neighbour's power is still on, check the circuit breaker panel or fuse box. If the neighbourhood's power is off, call the number in the telephone directory for reporting electrical trouble to the local utility or Hydro office. If calling about a downed power line, give the exact location.
- Switch off appliances and tools with electronic controls (microchips) such as a stereo, television, VCR, microwave oven, computer and light control system. This will help to avoid possible damage when the power comes back on.
- Switch off stove burners, ovens and any small appliances in use when the power went off. Unplug or turn off electric heaters.
- Turn down the thermostat until power is restored and keep doors and windows closed to retain heat. Even in very cold weather, a house with windows and doors closed will not become really uncomfortable for several hours.
- Do not open a freezer unless necessary. A full freezer will keep food frozen for 24 to 48 hours. If a freezer is only partially filled, it will keep meat frozen between 12 and 24 hours.
- Think before opening the refrigerator door. Open it only when necessary and close it again as quickly as possible. Most food in a refrigerator—cheeses, pickles, butter and vegetables—should be fine for up to 24 hours. However, dairy products can suffer a loss of quality after 6 to 8 hours.
- If using candles, use proper candle holders. Do not take chances with an unprotected flame and dripping wax.
- If using an open fireplace for heat, keep a window slightly open in the room in order to provide combustion air and ventilation.



Warning: Do not use the burners or the oven in a gas stove to heat the kitchen. This is dangerous. A draft could blow out the oven pilot light on a gas stove, and maintaining too high an oven temperature for long periods of time could cause a fire if there is any build-up of grease.

Do not use a charcoal or gas barbecue indoors for cooking or as a heat source.

- Take special precautions to protect home and equipment if an extended outage occurs during cold weather. Drain water systems and have an alternative heating system available that is not dependent on electricity. For example use a wood-burning fireplace, a gas fireplace or a portable kerosene heater. (Do not use a kerosene heater in an unattended room. Open a window slightly to provide combustion air and ventilation.)
- If using a portable generator, connect lights, tools or appliances directly to the generator with standard CSA-approved extension cords. Never connect portable generators to the house wiring. This can cause dangerous feedback into the utility system.
- If outside, keep clear of wires or anything in contact with them and warn others of the danger. Always assume that wires are live and capable of killing people.

AFTER A POWER OUTAGE

- When the power comes back on, give the electrical system a chance to stabilize. Turn on only the most essential appliances and wait 10 to 15 minutes before reconnecting others.
- Plug in appliances.
- If the outage lasts more than four hours in cold weather, the sudden return of the thermostat-controlled electric heating system in cold buildings can make it more difficult to stabilize the power delivery system. It is helpful to reconnect the heating system and appliances gradually, over a longer time period. For example, reconnect appliances over a 45-minute period after a 6-hour outage, reconnect over 2 hours after a 12-hour outage, and reconnect over 4 hours following a 24-hour outage.
- Check to make sure the refrigerator and freezer are back on. Check whether food can be refrozen.
- Remember to reset clocks. Be sure to check automatic timers, alarms and smoke detectors.
- Restock emergency supplies.

3.7 Evacuation

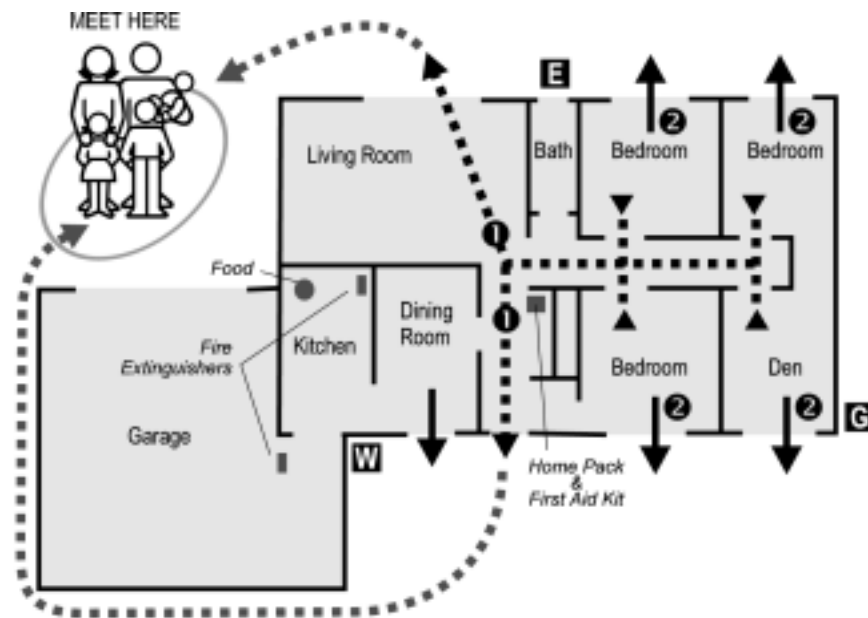
3.7.1 Evacuating Your Home



A fire, earthquake or other emergency might make it necessary to evacuate. The best time to plan for an evacuation is when things are calm. The least effective time to make decisions about evacuation is during an emergency. Plan ahead.

Make sure that everyone who regularly spends time in the home—such as baby-sitters, housekeepers and grandparents—participates in your evacuation planning.

Make a floor plan diagram such as the one indicated below and mark key safety features. If the home has more than one story, make a separate floor plan for each story.



Indicate the following key items in the floor plan (use colour-coding for quick reference):

- primary exits from each room (doors, windows—include the location of escape ladders, ropes, etc.)
- secondary exits
- emergency supplies (food, water, first aid kits, fire extinguishers, important documents, etc.)
- utility shut-off valves (gas, electric, water)
- prearranged meeting point where the family will reunite

If evacuation is necessary, leave a note on the door detailing the individual or family's status, destination and plans. The neighbourhood may also have decided on a "status signal", (e.g. a white or coloured towel or cloth that indicates that the premises have been searched or that everything is okay). Display both the "status signal" and note so that the search and rescue response unit knows each family's status and how they can be located.

3.7.2 Evacuating the Neighbourhood

An emergency may arise that forces neighbourhood evacuation. This may involve a major gas leak after an earthquake, or a major fire, landslide, or hazardous material spill.



Warning: If evacuation is necessary, leave a note on the door to let people know the family's status, destination and plans.

Pets may not be allowed at an emergency reception centre. If pets are left at home, provide them with plenty of food and water. Leave them in a safe, confined space such as a garage, basement or bathroom. (See Section 3.9.3 for additional information).

Plan ahead for a safe evacuation:

- Know at least two primary evacuation routes from the neighbourhood. Assess them for potential hazards, such as trees that could block the road, power lines that might fall, or overpasses that could collapse. Know different routes for walking or driving. For example, there may be hiking trails, bicycle paths or gates through neighbours' yards. The whole family should discuss evacuation routes at least twice a year.
- Plan what should be taken from the home during an evacuation. During an emergency, most people aren't able to think as clearly as they usually do. It is important to decide in advance the items that will be needed or wanted if the neighbourhood is evacuated. Make sure that these items are stored in a convenient location and that they can safely, easily and very quickly be removed from the home (See Section 3.7.3 for additional information.)
- Practice the evacuation process with family, friends and neighbours at least twice a year.
- Sketch out the evacuation route on paper. Share it with neighbours. Don't forget to include new people who move into the neighbourhood.

3.7.3 Key Documents

If evacuation is necessary, there are certain documents that can be helpful in the hours and days that follow. Identify those documents now, before an emergency occurs. If possible, make two sets of these documents. Store them in different places so that if one set is damaged, a second set will be available.

KEY DOCUMENTS

<input type="checkbox"/> driver's licence	<input type="checkbox"/> passport
<input type="checkbox"/> insurance policies	<input type="checkbox"/> bank account numbers
<input type="checkbox"/> insurance agent's name/phone	<input type="checkbox"/> photos or video of personal property
<input type="checkbox"/> credit card numbers	<input type="checkbox"/> will
<input type="checkbox"/> deeds and mortgage papers	<input type="checkbox"/> title to vehicles, boats, RVs
<input type="checkbox"/> address/phone of each adult's workplace	<input type="checkbox"/> list of medication taken regularly (type and dosage)
<input type="checkbox"/> name/phone of children's schools	<input type="checkbox"/> professional licenses and credentials
<input type="checkbox"/> birth certificates	<input type="checkbox"/> medical cards (B.C. Care Cards)
<input type="checkbox"/> name/address of doctor/hospital	<input type="checkbox"/> medical information
<input type="checkbox"/> name/number of emergency contact and out-of-area contact(s)	

Here are some suggested storage sites for documents:

- emergency kit
- safety deposit box
- near primary exit
- workplace
- freezer — watertight zipper style bags (don't include photos/videos)
- garbage can in garage or storage shed



Be Prepared Away From Home: Know Your Community

The same standards for safety should apply to every environment in which family members regularly spend time, including the workplace, schools, places of worship and child care centres. Check these places for the following:

- Is there an emergency/disaster plan?
- Has the building been checked for earthquake safety?
- Are exits and evacuation routes clearly marked and known by all?
- Are emergency supplies available?
- Are staff members trained in CPR, first aid, or emergency preparedness?
- Is a back-up communication system available and working?
- Are fire, earthquake, and evacuation drills held regularly?
- Do staff members know how to locate and turn off damaged utilities?
- If children are to be held at school, will a signed release form be needed to take them out?
- Is the staff prepared to assist people with disabilities? Have people in the neighbourhood or other environments who have limited mobility been identified?

3.8 Making Plans to Reunite With the Family

Family members may be in different places when a disaster occurs. As a result, it may be some time before everyone can be together again. To prepare for this separation, identify reunion sites as part of the family plan, as well as a neighbourhood reunion site. Establish an out-of-area contact person.



- Each family should choose one or two relatives or friends who live out of the area (preferably outside of B.C. and Washington State) who can be contacted by all family members if it becomes impossible to reach home or the reunion locations. After a disaster, local telephone lines are often overwhelmed. Contact people should be made aware of their role and that they may receive collect calls. It is helpful if the contact person has an answering machine or voice mail.

- Make small cards with the following information for each family member to keep in a wallet, purse or backpack:

Fill out, copy and distribute to all family members

Family Disaster Plan

Emergency Meeting Place: _____
outside your home

Meeting Place: _____ Phone _____
outside your neighbourhood

Address: _____

Family Contact: _____
(name)

Phone: () _____ Phone: () _____
day evening

- All family members should keep these names and phone numbers with them at all times.

- The out of area number can also be used by friends and relatives who live outside the emergency area to avoid tying up phone lines within the affected area.

- Instruct all family members to make a *brief contact* with the designated person as soon as they can after the disaster.
 - Tell the contact person the family's safety status, location and plan.
 - Ask about other family members.
 - Let the contact person know when you will call back and check in again.

- As family members report in, they will be able to find out where other family members are and how they are doing even though the family may not be able to get together for a few days. This will relieve much stress and anxiety.

- In an emergency area, there will be many people wanting to use the phones. Limit conversation to give other people a chance to call their family contact. Call back a little later.

- Residential and business phone lines may be unusable after a disaster, but pay phones may keep working. Be sure to keep coins or a calling card handy. Wait at least a couple of hours so that emergency calls can get through first.

3.9 Special Personal Preparedness Tips

3.9.1 Tips for Seniors

Seniors often have unique needs in emergency situations. Here are some suggestions for addressing those special needs.



MEDICATIONS



- Keep a one-week supply of medicine in your emergency kit. When ordering medication from the pharmacy, let the pharmacist know that it is for an emergency kit. Note the expiration date on the container.
- Make a list of your regular medications — the kind, the amount taken, how often it is taken, and why it is taken. Also list any medical conditions, the name and phone number of the doctor and hospital, and any allergies. Keep a copy of this list in the emergency kit, and give a second copy to a neighbour or friend as a backup.
- It is recommended that individuals with a medical condition wear a medical alert bracelet or necklace. Put a spare pair of eye glasses in the emergency kit if needed.
- Store extra batteries (for hearing aids, wheelchairs etc.) in the emergency kit. Replace the batteries with fresh ones once a year.
- Individuals with hearing disabilities may wish to consider installing a smoke detector/fire alarm system that has a flashing strobe light rather than a beeper.
- If oxygen or other life-support equipment is needed, have it secured so that it won't fall over during an earthquake. If the equipment uses electricity, consider obtaining a back-up power source.

MOBILITY

- If a mobility device such as a cane, crutches, walker or other device is needed, keep it nearby whenever possible. Consider having a back-up mobility device available in another part of the home.

HEALTH & SAFETY

- Keep a whistle handy. It can be a “voice” for an individual who is unable to speak for himself or who is trapped.
- Set up a buddy system so that people check up on one another after an emergency.
- Consider installing plug-in security lights in each room. If there is a power failure, they light up automatically and provide light for four to six hours.
- Leave a note on the door when leaving home.
- Take all medication and important documents.
- Keep dietary needs in mind when preparing the emergency kit.
- Restrict the emergency kit to a manageable size and weight.

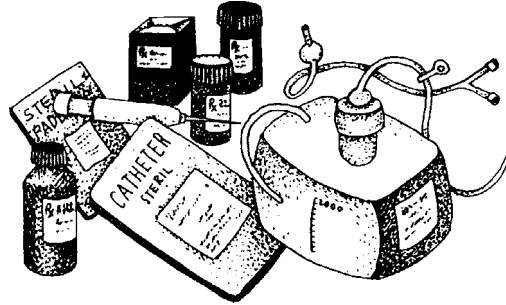
3.9.2 Tips for People with Disabilities



HEALTH & SAFETY

- Know your neighbours and co-workers. Explain the nature of your disability to them and let them know how they can help you during an emergency. Set up a signalling system with neighbours prior to the emergency. Find someone in the neighbourhood who can assist you in turning off damaged utilities and help you evacuate if necessary.
- You may wish to provide the following emergency information:
 - the nature of your disability
 - instructions for lifting and/or transporting
 - medications taken regularly (what kind, the amount taken, how often taken, why and prescribing doctor)
 - mobility limitations
 - communication needs
 - life support systems
 - medical information including name and phone number of your doctor and preferred hospital
 - name and phone number of a friend or relative
 - other pertinent information
- Make copies of this information and keep one copy on hand at all times. Keep one in the emergency kit and give one to your Neighbourhood Team. If mobility is difficult, consider keeping windows closed while sleeping to keep potentially fatal smoke and gases from entering your room. Consider buying a small back-up generator for life support of mobility equipment. Keep extra batteries and fuel on hand.
- Elevators are not safe to use during fires or after earthquakes. Make sure the building has a designated area for evacuation assistance and/or an evacuation plan for getting out in an emergency. Your evacuation plan should include a primary and secondary means of escape from each room in the home and workplace. Always plan a back-up escape route in case the primary route becomes inaccessible. Practice evacuating through both escape routes.
- Select a neighbour or friend who can assist you during an evacuation. Include this person in your regular evacuation drills. If you use an adapted vehicle, consider teaching a neighbour or friend how to operate it.

- Install ramps at all exterior doors for easy wheelchair exit. Make sure the ramps can withstand shaking from a large earthquake.
- Practice emergency evacuation plans at least twice a year.
- Keep at least a one-week supply of essential medications and supplies in your emergency kit.
- Emergency food supplies should address special dietary needs. (Backpacks are handy for emergency kits. They allow for hands-free evacuation.)
- Know the assembly point outside the building to reunite with family, friends and neighbours.
- Keep a pair of sturdy shoes, a flashlight (change batteries frequently) and a whistle next to the bed. If trapped, use the whistle or flashlight to attract attention. If this doesn't work, attract attention using any means available.
- Keep a phone next to the bed. If the phone is equipped with a TDD (telecommunications device for the deaf), make sure it has an auxiliary power source in case of a power outage.



SPECIAL EMERGENCY PROCEDURES IN AN EARTHQUAKE

- If in a wheelchair when an earthquake strikes:
 - **set the brake**
 - **cover your head with one arm**
 - **hold onto the chair with your other arm until the shaking stops.**
- If you are not in a wheelchair:
 - **Drop and take cover under a sturdy piece of furniture, and hold onto the legs if possible until the shaking stops.**
- Check for injuries.
- Check for gas leaks or other potential hazards.
- Call or whistle for help if assistance is needed.

3.9.3 Tips for People Who Live in Apartments or Condominiums

People who live in condominiums or apartments can develop neighbourhood emergency response teams. These complexes usually have more sophisticated fire protection and utility systems than single family homes. They also have established evacuation plans. The apartment owners or managers, strata councils, property management companies and local fire departments are responsible for ensuring that these systems operate effectively.

- Know what utilities can be shut off in the suite (e.g. water shut-offs behind sinks and toilets, gas fireplaces).
- Know at least two evacuation routes from the building – do not use elevators to evacuate.
- Know how to evacuate from the underground parking area. Find out if the garage door can be opened manually.
- Know the location of fire extinguishers and how to use them.
- Check hallways and stairways for emergency lighting. Find out how long the emergency lighting system will last.
- If there is no emergency lighting system, plan on using a flashlight or lightstick.
- Sprinkler systems or fire alarms may activate – be prepared.
- Ask the strata council or landlord to provide basic information on building systems (e.g. auxiliary power, main shut-off valves and power switches) and names of people authorized and trained to shut off the systems.

3.9.4 Tips for Pet Owners



- Include pet supplies (leash, food, water, medicine, portable kennel etc.) with the emergency kit.
- If possible, identify a friend or emergency reception centre where the pet can be left if it cannot be evacuated with the family.
- Ask the community's emergency program staff to find out if reception centres allow pets, and whether there are any rules or restrictions about pets in shelters.
- If the pet must be left alone, take the following precautions:
 - Make sure the area or room where the pet is left is free from hazards. If the pet is left outdoors, the area should be fenced or gated.
 - Leave plenty of dry food and water.
 - If the pet is caged, make sure the cage is secure.
 - Leave a note on the door indicating where the pet owner expects to be. Include a list of all pets, their names, special care instructions, as well as name, address and phone number of veterinarian.

3.9.5 Tips for Coping With Emotions After a Disaster

Disasters affect each of us differently. Some people experience a strong emotional reaction immediately after a disaster, while others don't seem to be upset until days or even weeks after the emergency has passed.

The more prepared you are for an emergency or disaster, the more successful you will likely be in coping with and recovering from the event. If emotional and/or physical symptoms continue, seek professional help from your physician or counsellor.

If you are prepared, you could be an important source of emotional support for the people around you. Some of the common disaster/emergency reactions you may encounter:

- sadness or depression
- confusion
- forgetfulness
- withdrawal
- insomnia or nightmares
- increased use of drugs or alcohol
- anger or irritability
- poor concentration
- fatigue or hyperactivity
- poor appetite
- headaches or nausea

You can help yourself and others in the following ways:

- Whenever possible, try to keep the family together.
- Try to return to a normal routine as soon as possible.
- Talk about your experiences and fears. Encourage others to share their feelings. Talking is especially important for children and the elderly. They will probably need additional reassurance. Offer them extra hugs and affection.
- Get plenty of rest, exercise and recreation. Maintain a healthy diet.
- Accept your own limitations and the limitations of those around you.
- Join clean-up and recovery activities: be active.

Children may show the following additional reactions. These are normal reactions and often go away within a few weeks:



- fear of the dark
- resistance to going to school
- worry
- regressive behaviour such as bedwetting or thumb-sucking
- insomnia or nightmares
- fear when parents leave
- clinging and emotional neediness
- aggression
- loss or increase of appetite
- missing their pets, friends, toys and home

You can help children get through the difficult time after an emergency in the following ways:

- Do not leave your child alone.
- Encourage your child to talk about the experience. Try to listen to the fear behind the words. Adults should share their fears and experiences with their children.
- Discuss the nature of the disaster. Use the public library or school resource centre to help explain things in the child's terms.
- Offer your child extra affection. Spend additional time with the child during the bedtime routine.
- Understand the child's sense of loss or grief over lost toys, pets, home or routine.
- Involve the child in the family's recovery activities. Re-establishing a normal routine will be helpful for the entire family.
- Talk with the child's teacher if the fears are causing problems at school.



SECTION FOUR:

Neighbourhood Organization



4.1 Introduction



By following the advice on personal preparedness, most or all family needs should be met following an emergency or disaster. However, there may be additional issues that need attention on a neighbourhood level. This requires neighbourhood organization and the development of a neighbourhood response plan. The responsibility for addressing neighbourhood issues has been divided and assigned to seven response units. **It is important to note that the work of these response units does not replace personal/household preparedness.**

4.2 Developing a Neighbourhood Response Plan

In order to cope with the aftermath of an emergency or disaster, your Neighbourhood Team should be prepared to form the following response units:

- Neighbourhood Leadership
- First Aid
- Utilities and Fire Suppression
- Light Urban Search and Rescue
- Communications and Transportation
- Shelter and Care Giving
- Damage Assessment

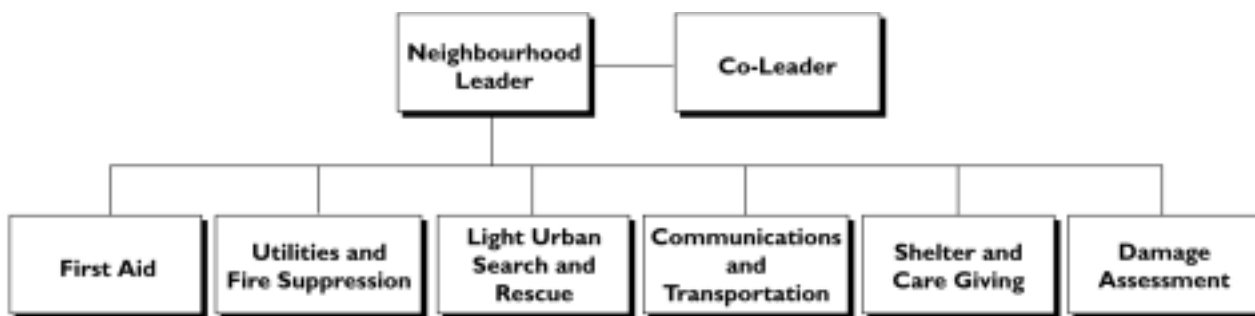
The scope and responsibilities associated with each of these response units are presented in detail later in this Section.

4.3 Team Structure

The organization structure needs to be flexible and should be adapted to the neighbourhood's needs and resources. For example, residents in a multi-story apartment building will likely need to organize their teams differently than those in a townhouse complex or single family dwelling neighbourhood.

- Team members should be assigned to response units on the basis of their expertise and/or skills, and of course, personal preference.
- Team members should be able to assume other responsibilities in addition to their primary response unit duties. For example, a Damage Assessment Response Unit member may also be involved with Light Urban Search and Rescue or Communications and Transportation.
- Doubling up of responsibilities may be necessary when other neighbourhood team members are unavailable (work, holidays, injury or illness, etc.). In addition, the degree and nature of neighbourhood damage may require some response units to perform more work than others. The overlap of responsibilities will ensure that the neighbourhood is able to respond fully in the event of a disaster.

A basic neighbourhood organizational structure might look like this:



4.4 Training

Once responsibilities have been assigned, individual and response unit training should be used to enhance the neighbourhood's ability to respond to a disaster. Cross-training within the seven response units will more fully prepare the participants to handle any eventuality.

It would be ideal if all households in a neighbourhood participated in planning for disasters or emergencies **before** they occur. However, some neighbours may not be willing or able to participate in training. Experience has shown that after a disaster, non-participants will likely offer their help. Trained participants should be prepared to provide instruction and assistance to these volunteers to ensure tasks are performed properly. Team Leaders should ensure that they are encouraged to help and that appropriate direction is given.

4.5 Organizing Response Units

This section provides guidance for the organization of the seven neighbourhood response units.

4.5.1 Neighbourhood Leadership

PURPOSE

- Provide the overall leadership and coordination of the neighbourhood's plan before, during and after the disaster.
- Encourage, monitor and assist the individual Response Unit Leaders to complete their pre-disaster plans and activities.



DESIRED CHARACTERISTICS

- Leadership and organization skills
- Trusted and accepted by the neighbourhood
- Able to delegate, facilitate and make decisions
- Good interpersonal communications skills
- Available for reasonable periods of time



PRE-DISASTER CHECKLIST

- Attend meetings for information on personal preparedness and the function of the neighbourhood team.
- Complete individual family preparedness.
- Advise neighbours that a program is being organized in the area and distribute personal preparedness information.
- Consult with the Community Neighbourhood Program Coordinator on the availability of training.

- Seek co-leaders to aid in the organization of the neighbourhood response plan and to participate in training so they can assume the Neighbourhood Leader's role (if necessary). Ensure co-leaders have a full set of neighbourhood team records.
- Seek leaders for First Aid, Utilities and Fire Suppression, Light Urban Search and Rescue, Communications and Transportation, Shelter and Care-Giving, and Damage Assessment Response Units.
- Assist Response Unit Leaders in recruiting members for their function.



Note: Some neighbourhood response plans may operate on a reduced team structure. For instance, Light Urban Search and Rescue responsibilities could be combined with the Damage Assessment Response Unit responsibilities.

- Host a neighbourhood meeting to discuss:
 - The importance of completing individual family preparedness
 - The neighbourhood response plan structure
 - Distribution and collection of registration forms (see *Appendix B*)
 - The need to develop a neighbourhood map, including the location of homes, known hazards, utility shut-offs, etc.
 - The most appropriate neighbourhood assembly point (marked clearly on the neighbourhood map).
- Ensure the Communications Response Unit establishes an emergency telephone fan-out list, including responsibility for activating essential services such as police, fire and utilities.
- Continue to organize neighbourhood meetings and establish a drill/exercise program.
- Be aware of community resources surrounding the neighbourhood such as schools, community centres, hospital, fire hall, etc.
- Continue to upgrade the neighbourhood response plan and provide orientation for new neighbourhood team members.



POST-DISASTER CHECKLIST

- Ensure that the family is safe.
- Dress appropriately, leave note on door as to family's status, take neighbourhood records and proceed to the neighbourhood assembly point.
- Provide overall coordination for the neighbourhood response plan.
- Account for all neighbours.
- Advise Light Urban Search and Rescue Response Unit of missing neighbours.
- Maintain communications with Response Unit Leaders, continually assessing the needs of the neighbourhood and anticipating problems and necessary resources.
- Assign additional volunteers to response units that need support. Try to make the best possible use of volunteers' skills.
- Provide information to the Community Neighbourhood Program Coordinator using methods previously established, e.g. messenger, amateur radio, etc.

EQUIPMENT AND SUPPLIES

- Personal emergency supply kit
- Neighbourhood Response Plan including maps and applicable forms
- Tarps, tables, chairs, blackboard
- Clipboards and stationery
- Communications equipment, if available, for communicating with response units and/or Community Neighbourhood Program Coordinator

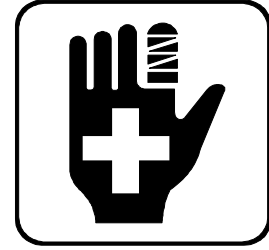
CROSS TRAINING

Be familiar with the responsibilities of the different response units and the entire neighbourhood team.

4.5.2 First Aid

PURPOSE

Provide on-site first aid care and emotional support to injured neighbours.



DESIRED CHARACTERISTICS

- First aid training and/or willingness to acquire first aid skills



Note: Individuals providing first aid care should have first aid certification such as WCB, St. John Ambulance, Red Cross.

- Safety conscious
- Calm and caring
- Background in counselling
- Good interpersonal communications skills



PRE-DISASTER CHECKLIST

- Complete individual family preparedness.
- Host a meeting(s) of the First Aid Response Unit to discuss:
 - Basic first aid training for members
 - A membership list indicating the level of training of each member, i.e. emergency, standard, CPR, industrial first aid and training in emotional support for adults and children
 - Selection of locations for a primary and secondary first aid station within the neighbourhood (to be marked on the Neighbourhood Map)
 - Stocking of first aid stations with necessary first aid supplies
 - Identification of residents requiring specialized or skilled medical care (e.g. heart disease, diabetes, asthma, etc.) – mark on Neighbourhood Map
 - Completion of first aid information form by all residents, including a list of their medications, dosage, etc. A one-week supply of medications should be stored in their emergency kits.
 - Storing first aid information at the primary and secondary first aid stations.

- Maintain first aid equipment and supplies at least once a year.
- Continue to upgrade first aid plan and provide orientation for new First Aid Response Unit members.
- Continue to meet for drills/exercises.



POST-DISASTER CHECKLIST

- Ensure that the family is safe.
- Dress appropriately, leave note on door as to family's status, take First Aid records and proceed to the neighbourhood assembly point.
- Post a sign identifying First Aid Station.
- Access first aid supplies.
- Establish priority system for treating injuries.
- Have separate treatment areas for serious injuries, minor injuries and emotionally distressed individuals.
- Keep a written record of patient information.
- Select an area for a temporary morgue.
- Arrange for transportation of the seriously injured to the nearest medical facility if possible.
- Maintain communications with the Neighbourhood Leader.

EQUIPMENT AND SUPPLIES

- Family first aid supplies
- Neighbourhood first aid supplies, if available

TRAINING REQUIREMENTS

Individuals providing first aid care should have first aid certification (e.g. WCB, St. John Ambulance, Red Cross, etc.)

CROSS TRAINING

Become familiar with the other neighbourhood response unit responsibilities.

4.5.3 Utilities and Fire Suppression

This section has been written to reflect the needs of people living in single family dwellings. In multi-family complexes, Response Unit Leaders should contact the owners, strata councils or managers for information on existing evacuation plans and the location and purpose of any service rooms, e.g. mechanical, electrical, etc.



PURPOSE

To reduce and/or eliminate hazards from fire or damaged utilities.

DESIRED CHARACTERISTICS

- Basic knowledge of utilities
- Familiarity with building construction
- Physical strength and good health
- Organized and safety conscious



PRE-DISASTER CHECKLIST

- Complete individual family preparedness.
- Host a meeting(s) of the Utilities and Fire Suppression Response Unit to discuss:
 - Marking the locations of the gas meters, electrical boxes, and street water shut-off valves for each home/unit on the neighbourhood map.
 - Obtaining permission from owners to shut off utilities if necessary in their absence.
 - Marking resources on the Neighbourhood Map, including alternate water sources (for fighting fires) and equipment (hoses, buckets, axes, fire extinguishers, shovels, etc.).
 - Obtaining tools and supplies for turning off utilities.
 - Marking utility shut-offs to facilitate access (yellow tape or day-glo spray are good markers).

NOTE: Garden hoses are not effective for fighting fires unless the fire is just starting. Garden hoses may be useful for preventing adjacent buildings from burning.

- Inform residents of the dangers of fighting fires and the need for training.
 - Only those who have been trained should attempt to fight a fire.
 - Fumes from fires can be extremely toxic. Teach neighbours that they will be unable to enter a burning structure without self-contained breathing apparatus.
 - Hydrants should only be used under Fire Department direction
 - Once a structure is burning, residents should concentrate on protecting neighbouring structures.
- Contact the local Fire Department to arrange training. Encourage neighbours to have smoke detectors and to change the batteries when they reset their clocks in the spring and fall.
- Maintain utility and fire suppression equipment at least once a year.
- Upgrade utility and fire suppression response plan and provide orientation for new response unit members.
- Continue to meet for drills/exercises.



POST-DISASTER CHECKLIST

- Ensure that the family is safe.
- Dress appropriately, leave note on door as to family's status, take Utility and Fire Suppression records and proceed to the neighbourhood assembly point.
- Have proper equipment. There may be rubble and glass, so sturdy shoes, a hard hat and leather work gloves are essential (goggles and a dust mask may also be required.)
- Take a few minutes to survey the entire neighbourhood for hazards instead of dealing with the first problem that catches the eye. Ensure that the more critical hazards are taken care of first. Check them off as they are completed.
- Remember that safety comes first. Be alert.
- The gas cannot be turned off if there is a gas leak on the street or between the street and residence. Evacuate the area immediately and then report the leak to the Fire Department and Gas Company officials.
- If there is a water leak between the street and the outside of the residence, shut off the water street service valve with a water key. (Contact your local Water Department for information on use of the water key and access to water street service valve.)
- Consider shutting off the water supply to hot water tanks and toilets to prevent contamination of these water supplies.

- Rope off all downed power lines. Stay a minimum of 30 feet from downed wires.
- Rope off all hazards: broken glass, large cracks in the streets or sidewalks, leaning chimneys, etc. It is very important that this be completed before dark, or as soon as possible.
- Remove anything that may be blocking the street and preventing emergency vehicles from passing through.



Caution: Never try to remove fallen overhead lines.

- Identify any other damage or hazards in the neighbourhood.
 - Report all fires and hazards to the Neighbourhood Leader.
-

ENTERING A BURNING BUILDING



Never enter a smoke-filled structure. Only Fire Department personnel with self contained breathing apparatus should attempt to enter a smoke filled building. Without this equipment, the possibility of death increases considerably. Smoke contains hot gases, hundreds of toxic chemicals and other harmful by-products of combustion. These chemicals can cause serious, long lasting health problems and permanent damage to the respiratory system. If the local Fire Department personnel request assistance to move hose lines and maintain fire streams, carry out these tasks with caution. Safety is your first concern. Never attempt any activity that puts you or a neighbour in danger.

EQUIPMENT AND SUPPLIES

- | | |
|--|--|
| <input type="checkbox"/> Hard hat | <input type="checkbox"/> Water key |
| <input type="checkbox"/> Work gloves (several pairs) | <input type="checkbox"/> Map/pen/paper |
| <input type="checkbox"/> Explosion-proof flashlight with extra sets of batteries | <input type="checkbox"/> First aid kit (personal size) |
| <input type="checkbox"/> Survey tape for hazard identification | <input type="checkbox"/> Safety goggles |
| <input type="checkbox"/> Gas shut-off wrench | <input type="checkbox"/> Fire extinguishers |
| | <input type="checkbox"/> Hand tools |

CROSS-TRAINING

Become familiar with the other neighbourhood response unit responsibilities.

4.5.4 Light Urban Search and Rescue

This section has been written to reflect the requirements for single family dwellings and structures of three stories or less. For multi-family structures, Response Unit Leaders should contact the building owners, managers, strata councils and fire departments for information on utilities and structures before planning light urban search and rescue in the complex.

PURPOSE

To locate missing neighbours and to rescue those trapped and/or injured, using safe and effective techniques.



If your search and rescue attempts are beyond your physical capability or skills, you may injure yourself or lose your life, thus endangering others who must come to your aid.

“Sometimes it takes wisdom and courage to wait for help.”

DESIRED CHARACTERISTICS

- Search and rescue experience/training
- Knowledge of building construction
- Knowledge of utility shut-offs
- Physical strength and good health
- Organized and safety conscious
- Ability to assess situation and make decisions



PRE-DISASTER CHECKLIST

- Complete individual family preparedness
- Host a meeting of the Light Urban Search and Rescue Response Unit to discuss:
 - Assembling individual “Search and Rescue” packs which should include:
 - Basic Rescue Skills Manual – Emergency Preparedness Canada (see *Appendix A*)
 - Post Earthquake Safety Program Field Manual – BC Housing Management (see *Appendix A*)
 - appropriate clothing, e.g. coveralls
 - rescue tools and equipment (hammer, saw, axe, sledge hammer, vice grips, crescent wrench, pry bar, whistle, duct tape, coloured flagging tape)
 - leather work gloves
 - sturdy shoes/boots/knee pads
 - hard hat and protective glasses
 - first aid kit
 - dust mask
 - spare eye glasses (if needed)
 - explosion-proof flashlight/extra sets of batteries
 - note pad/pencil/felt marker
 - spare blanket
 - light sticks (optional)
 - Neighbourhood Map (see sample in *Appendix B*)
 - Assembling an inventory and recording the location of other neighbourhood search and rescue equipment such as:
 - ladders, ropes, tarps
 - stretcher (optional)
 - work gloves, dust masks
 - pry bars, jacks (car type), hammers/nails, crescent wrenches
 - fire extinguishers (A-B-C type)
 - emergency space blankets
 - light sticks, flashlights/batteries
 - coloured flagging tape

This equipment could be stored at one location (shed, garage, etc.) in a multi-family complex. If this is not possible, a list of the various items and their locations should be logged or marked on the Neighbourhood Map, and a copy given to all Light Urban Search and Rescue Response Unit members, the other Response Unit Leaders and Neighbourhood Leaders.

- Appropriate search and rescue forms and where they should be kept.
- An appropriate “status signal” for the neighbourhood (e.g. white or coloured towel or cloth) that will indicate that the premises have been searched or that everything is okay.
 - **Make sure that every home in the neighbourhood is made aware of the “status signal” that has been designated, and is knowledgeable of its purpose and usage. Explain that failure to show the “status signal” will indicate that the premises still need to be searched by the Light Urban Search and Rescue Response Unit, unless the occupants are known to be away.**
- Upgrade light urban search and rescue response plan and provide an orientation for new response unit members.
- Maintain equipment and supplies at least once a year.
- Continue to meet for drills/exercises.



POST-DISASTER CHECKLIST

- Ensure that the family is safe.
- Dress appropriately, leave note on door as to family’s status, take Search and Rescue records and proceed to the neighbourhood assembly point.
- Assess whether Search and Rescue is required and then retrieve supplies if needed.
- Ensure that a runner is designated for each Light Urban Search and Rescue Response Unit that goes out.
- Use the Neighbourhood Map to establish the search plan.
- Utilize the Light Urban Search and Rescue Checklist and the Basic Searching Guidelines found in *Appendix B*.
- For more information, refer to Emergency Preparedness Canada’s Basic Rescue Skills Manual and BC Housing Management’s Post Earthquake Safety Program Field Manual (see *Appendix A*).



Remember, “If in doubt, stay out.”

- Move children, elderly and disabled individuals to the neighbourhood assembly point.

- Report the names and number of injured to the Neighbourhood Leader. The Leader will coordinate with the First Aid Response Unit to ensure that the injured receive appropriate care.
- Record the progress of the search on the Neighbourhood Map, noting the time and date conducted. Note whether occupants were okay, missing, evacuated, injured or dead, and indicate the area to which they were taken. File status with the Response Unit Leader and Neighbourhood Leader.
- Report to the Neighbourhood Leader any unsafe buildings that could not be searched, and whether or not people are known to be trapped.
- Aftershocks can damage previously weakened building, so houses that neighbours have re-entered have to be re-checked.



Remember, your safety comes first.

EQUIPMENT AND SUPPLIES

- Individual search and rescue packs
- Neighbourhood search and rescue equipment
- Neighbourhood Map
- Field Manuals

CROSS TRAINING

Become familiar with the other neighbourhood response unit responsibilities.

4.5.5 Communications and Transportation

PURPOSE

To provide a communications link between response units, the Neighbourhood Leader and outside resources, and to provide transportation services, as required.

DESIRED CHARACTERISTICS

- Good listening and verbal skills
- Clear handwriting
- Amateur radio licence (ideal)
- Ability to speak slowly, clearly and distinctly
- Valid driver's licence



PRE-DISASTER CHECKLIST



- Complete individual family preparedness.
- Host a meeting of the Communications and Transportation Response Unit to discuss:
 - Amateur radio operators and equipment in the area
 - A neighbourhood telephone fan-out system
 - A plan to call essential services, such as police, fire and utilities (hydro, gas, phone) for the neighbourhood in the event of a disaster. This alleviates duplication of calls from residents that may congest the telephone network. Let the residents know that the calls will be made and that they will be informed of the response.
 - Conducting emergency notification drills
 - Developing up-to-date maps of the area that include the location of critical facilities (hospitals, etc.)
 - Pay phone locations
 - Neighbours with cellular phones, satellite phones, amateur radios, walkie-talkies, CBs, bullhorns or portable sirens, televisions with battery-powered or auxiliary power adapters, portable generators, and AM-FM radios with spare batteries
 - Informing residents not to use the Internet via regular phone lines as a means of communication, as it ties up phone lines and may prevent other callers from getting through
 - Identifying the location of the nearest fire hall, police station or any site that may have radio capabilities

- Learning about any warning systems in the area and informing the neighbours accordingly
- Identifying transportation resources (e.g. four-wheel drive vehicles, RVs, motorcycles, vans, bicycles, boats, and snowmobiles) on the Evacuation Checklist form (*Appendix B*).
- Maintain communication equipment once a year.
- Upgrade communication and transportation response plan and provide an orientation for new response unit members.
- Continue to meet for drills/exercises.

POST-DISASTER CHECKLIST

- Ensure that the family is safe.
- Dress appropriately, leave note on door as to family's status, take the Communications and Transportation records and proceed to the neighbourhood assembly point.
- Monitor local radio and television stations for emergency broadcasts, and provide reports to the Neighbourhood Leader and other team members.
- Keep the Neighbourhood Leader updated on critical news such as evacuation orders, and status of area roads and medical facilities.
- As requested by the Neighbourhood Leader, arrange messages to and from the Community Neighbourhood Program Coordinator.
- Set up a message board for neighbours to exchange personal messages.
- Maintain a record of all communications and transportation activities.

EQUIPMENT AND SUPPLIES

- Portable battery operated radios and spare batteries
- Note paper
- Pens, pencils, permanent markers
- Materials for signs and a blackboard or similar item, if available
- Tape, tacks or nails to post notices
- List of available communications equipment (e.g. cell phones, amateur radios, walkie-talkies) and transport vehicles
- Communications and Transportation Forms
- Coins/telephone calling cards

CROSS TRAINING

Become familiar with the other neighbourhood response unit responsibilities.

4.5.6 Shelter and Care Giving

PURPOSE

To provide a safe, clean environment in addition to shelter, food and care for neighbours in the immediate post disaster and/or recovery phase of an emergency.

DESIRED CHARACTERISTICS

- Parenting skills
- Strong interpersonal skills
- Child care experience
- Home care experience



PRE-DISASTER CHECKLIST

- Complete individual and family preparedness.
- Host a meeting of the Shelter and Care Giving Response Unit to discuss:
 - Two or three locations in the neighbourhood that can be established as emergency shelters
 - Obtaining a list of Emergency Social Services' reception centres for the area from the local Emergency Program office
 - A listing of neighbours with specialized needs
 - A secure area for neighbourhood pets
 - A plan for neighbourhood sanitation needs
 - Additional sources of provisions such as prescriptions, medications, drinking water and food supplies
 - Identifying neighbours who own tents, tarps or other camping equipment that could be utilized in the emergency shelter.
- Maintain equipment and supplies at least once a year.
- Upgrade Shelter and Care Giving Response Plan and provide an orientation for new response unit members.
- Continue to meet for drills/exercises.



POST-DISASTER CHECKLIST

- Ensure that the family is safe.
- Dress appropriately, leave note on door as to family's status, take the Shelter and Special Needs records and proceed to the neighbourhood assembly point.
- Establish a neighbourhood emergency shelter and post appropriate signs.
- Account for all children, elderly and disabled persons and those with special needs.
- Set up neighbourhood sanitation station.
- Set up food station if needed.
- Establish a secure area for pets.
- Determine the number of neighbours who require shelters. Wherever possible and safe, encourage people to stay in their own homes.
- Locate essential medications, equipment and other needed supplies for neighbours in need.
- Coordinate with the Neighbourhood Leader and the Communications Response Unit regarding the need for evacuation and the location of operational and activated ESS Reception Centres.

EQUIPMENT AND SUPPLIES

- Two or three designated shelters
- List of available resources (drinking water, food, cooking equipment, tarps, blankets, etc.)
- Sanitation locations and supplies
- A secure area for pets (if required)
- Stationery supplies
- Signs and tape (duct tape or masking tape is most appropriate)
- List of ESS Reception Centres, if available

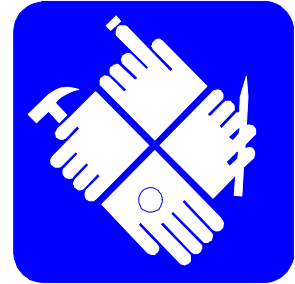
CROSS TRAINING

Become familiar with the other neighbourhood response unit responsibilities.

4.5.7 Damage Assessment

PURPOSE

To conduct a rapid and accurate preliminary assessment of the damage in your area, provide updated surveys of any damage the neighbourhood has sustained, and then report the findings/observations to the Neighbourhood Leader.



DESIRED CHARACTERISTICS

- Good knowledge of building construction
- Organized and safety conscious
- Able to communicate clearly and make decisions



PRE-DISASTER CHECKLIST

- Complete individual and family preparedness.
- Host a meeting of the Damage Assessment Response Unit to discuss:
 - Holding a training course in damage assessment (contact Emergency Program office for details)
 - Establishing appropriate signs to indicate building status (e.g. OK, unsafe, etc.)
 - Obtaining a Neighbourhood Map showing the location of all utilities and services, plus an inventory of structures, specifying type (e.g. house, shed)
 - Providing information to assist neighbours in hazard reduction projects
 - Encouraging neighbours to file copies of important documents (tax records, insurance policies, journals, photographs etc.) in a safe place. Recommend that they also take photos or videos of all valuables as a back-up, and store them in a different location.
- Upgrade Damage Assessment Response Plan and provide an orientation for new response unit members.
- Maintain equipment and supplies at least once a year.
- Continue to meet for drills/exercises.



POST-DISASTER CHECKLIST

- Ensure that the family is safe.
- Dress appropriately, leave a note on the door as to family's status, take Damage Assessment records and proceed to the neighbourhood assembly point.
- Conduct a rapid assessment, record findings, and report to the Damage Assessment Response Unit Leader.
- Coordinate with the Neighbourhood Leader and Communications Response Unit on checking the designated areas for first aid station, emergency shelter etc.
- When time permits, conduct a more detailed survey (e.g. number of inhabitable "OK" versus unsafe buildings), record findings, post appropriate signs and report to the Neighbourhood Leader.
- Aftershocks can damage previously weakened buildings, so homes and structures may need to be re-checked prior to re-entry.
- Urge neighbours to record damage as accurately and as quickly as possible after the event. This information is needed for municipal and provincial authorities and for insurance claims.

EQUIPMENT AND SUPPLIES

- Map
- Tools
- Field Manuals
- Established signs that indicate building status (e.g. "OK", "Unsafe", etc.)

CROSS TRAINING

Become familiar with the other neighbourhood response unit responsibilities.

SECTION FIVE:

Drills and Exercises



5.1 Introduction

Small drills allow team members to see the kinds of problems that may arise during an emergency, and discuss how they would attempt to solve them. Large exercises are an opportunity for all members of the Neighbourhood Team to practice performing their tasks and work out any large coordination issues that may arise. This section describes a variety of drills and exercises, and lists the materials needed to carry them out.

A committee or sub-committee of the Neighbourhood Team should be assigned the tasks of planning and organizing the drills and exercises.

Neighbourhood Response Units should begin holding drills and exercises when members have had a few months to learn and prepare for their responsibilities. This will help to refine their abilities and work as a unit. It will also provide an opportunity to correct any confusion or misunderstandings before a disaster or emergency occurs.

Exercises involving the entire Neighbourhood Team will help with overall coordination and will help foster a better understanding of the various response units' roles and responsibilities.

5.2 Tabletop Drill

5.2.1 What is a Tabletop Drill?

A tabletop drill is a way of learning through discussion. At the beginning of the drill, a scenario of a disaster or emergency and its resultant problems are read aloud and then distributed. A sample scenario that can be adapted to local circumstances is presented later in this section.

The Team (or individual response units) then gather at a table and discuss the steps they think would solve the problems presented. Participants are free to ask questions, point out gaps, and generally discuss the various actions proposed.

For subsequent drills, a small variation in the basic scenario can be presented to raise a host of new issues. For example, an earthquake scenario during a working day has one set of problems, whereas the same scenario at night gives rise to a different set of problems.

Tabletop drills are excellent opportunities to share information, assess coordination among individuals and response units, and practice team problem solving. Team members get a chance to know one another better and become more familiar with each other's responsibilities.

Problems may arise, but one of the purposes of drills is to identify the pitfalls and learn to avoid them, or fix them once they have occurred.

Tabletop drills will allow team members to find and discuss solutions to specific problems they may face in their own neighbourhood after an emergency or disaster.

5.2.2 Instructions for Conducting Tabletop Drills

- Distribute copies of the scenario and problems sheets several days before the drills.
- Gather team members around a table or together in a room.
- Read the scenario together.
- Read each problem, one at a time.
- Encourage each response unit to respond to each problem in detail. This provides members with an opportunity to "practice" what they would do as individuals and as response unit members during an actual disaster. This also gives everyone on the Team a chance to become familiar with one another's responsibilities.
- As each problem is addressed, and possible alternative actions discussed, remind all participants that any commentary on their response is not personal. It is an evaluation of the status of the neighbourhood organization and an opportunity to plan effectively by thoughtfully considering each response.
- At the conclusion of the drill, evaluate the exercise to determine the strengths and weaknesses of the response organization. This evaluation will help identify areas where additional planning and/or training are required.

SAMPLE SCENARIO A:

Time: 3:00 p.m., Sunday
Time of year: Late spring
Weather: 25 degrees C. and mostly sunny

A large earthquake has struck at a nearby fault. The ground shook violently for at least 30 seconds. People had difficulty standing; many were thrown to the ground.

Books and small items have fallen from the shelves. Pictures and mirrors are broken and on the floor. Tall bookcases and china hutches have overturned. Many windows are broken. Many older homes have shifted off their foundations. Chimneys are down in all areas; many have fallen through ceilings.



Throughout the area, many people have been killed; many more are seriously injured.

The entire region has been affected, with moderate to severe earth tremors for miles around. Streets are cluttered and many are impassable. Multiple fires have broken out as a result of broken gas lines. Electricity and telephone services are out. Amateur radio systems are functioning at 65% effectiveness.

Water and sewage systems are damaged; service interruptions will last for 72 hours or longer. Many hospitals have sustained moderate to severe damage; they will be functioning at 50% capacity for an extended period of time. Several hospitals have been completely shut down. All bridges have been closed because of damaged access roads. All major transportation routes have sustained considerable damage and will be closed to all but emergency vehicles for at least 48 hours.

- Have each response unit describe its primary responsibilities in the situation.
- Ask more specific questions such as:
 - How can you communicate with response unit members, with family, with friends?
 - What about your water supply, electricity, heat?
 - Where will you get help to treat possible injuries?

SAMPLE SCENARIO B:

Based on the sample scenario above and the following situations, have each response unit discuss its role in each situation.

1. You are at home with your three children. Your spouse is shopping 20 minutes away in normal traffic. One of your children has been cut by flying glass from a broken bedroom window. The cut bleeds a lot but does not appear to be severe. Other than being frightened, your other two children are okay. The bookcase in the den toppled over, and you lost all the lamps in the living room and bedrooms. This seems to be the only damage to the house. You wonder if you are beginning to pick up the faint odour of natural gas.

- A. What actions will you take during the shaking?
 - B. What actions will you take immediately following the shaking?
 - C. What actions should you avoid?
2. Your neighbourhood, consisting of 30 homes, has sustained heavy damage. Power lines are down in the street. Two chimneys have come down, one going right through the roof. One home has shifted slightly off its foundation, jamming all exits. The family is trapped inside. Wisps of smoke are coming from one home's garage.
- A. What actions should be taken?
 - B. What specific response unit actions should be taken?
 - C. Given what you know about the special needs in your neighbourhood (people with disabilities, children who may be home alone, elderly, non-English speaking), how will you take care of these needs and in what order?
3. Two neighbours sustained serious injuries. One was hit by the falling chimney bricks that came through the roof and has sustained apparent neck and head injuries. The other was in the garage, and sustained two broken legs when a boat slid off its blocks and pinned him to the wall.
- A. How will you request an ambulance?
 - B. What medical assistance will you provide?
 - C. If an ambulance is not available, how will you transport them to a medical facility and what route will you take?

5.3 Functional Exercise

5.3.1 What is a Functional Exercise?

In a functional exercise, team members actually carry out their disaster/emergency response roles. As with a tabletop drill, the exercise begins with the reading of a scenario. Everyone then disperses to perform the tasks assigned to them. They carry their checklists, along with further plot developments in envelopes that they will open at specified times over the duration of the exercise. At the appropriate times, team members are expected to fill out their report forms and forward the information to the appropriate people.

A functional exercise should be held for each individual response unit in the Neighbourhood Team before attempting a coordinated functional exercise involving the entire Neighbourhood Team. These larger exercises can be very difficult, and the preparatory individual sessions will lessen the confusion. Of course, no drill or exercise will ever run perfectly.

The functional exercise is similar to a real disaster/emergency in that the plot keeps changing, usually in very surprising ways, and communications amongst response units and team members can be difficult. No one knows what problems the others will encounter or what challenges he or she may face.

Upon completion of this exercise, **evaluation is essential**.

5.3.2 Preparing Functional Exercise Envelopes

Each envelope will need the following:

- A general situation, such as one of the following:
 - Out of town. Stay home and do nothing.
 - Seriously injured. Wait for someone to come; make noise or otherwise try to get attention. Make sure you tell your rescuer what your injury is.
 - Minor to moderate injuries. Report to first aid station, tell them what your injury is, receive care before completing your team responsibilities.

Okay. Begin to complete your team responsibilities.

- One or more specific situations, including:
 - Type and amount of damage to home
 - Family situation
 - Resources at hand
 - Specific instructions

Some envelopes should include:

- Signs to be posted conspicuously on or near the entrance to the house, telling response units and/or neighbourhood team members what they will be “seeing” on entering, and what needs to be taken care of when they check on you and your home.
- “Fun” assignments that provide participants with the opportunity to add dramatic or comic relief as they act out (“ham up”) certain disaster-related situations:

- Lost pets
- Missing family members
- Arrival and handling of the media

For subsequent exercises, expand on the problems addressed, adding items such as resource shortages or more difficult situations.

5.4 Evaluation of Drills and Exercises

It is important to identify the successes of any exercise or drill and determine the areas that need improvement, so that the neighbourhood can respond effectively to a disaster or an emergency. The participants should be reminded that evaluation does not reflect their personal effectiveness, and that none of the discussion should be taken (or given) as an individual critique.

A question and answer period after an exercise or drill is an excellent way to determine the strengths and weaknesses of disaster/emergency preparedness and response organization (*see questions on the following page*).

The Neighbourhood Leader and all Response Unit Leaders and members should then meet to:

- discuss how well the response unit(s) functioned
- identify and discuss existing gaps
- discuss how to rectify gaps
- identify, discuss and implement strengths
- identify, discuss and correct weaknesses

5.4.1 Drill and Exercise Evaluation Questions

1. What actions should you take **during** an earthquake to protect yourself? Have you practised these actions with your family? How would you prepare **before**? ...what will you do **after** it is over?
2. Do you feel comfortable with the actions you, your response unit and other team members took to solve the problems resulting from the earthquake?
3. What problems, if any, needed more attention or a different solution? Where can you obtain more information or training to help with the solution?
4. How might the response units have interacted differently? By working together you can assist your neighbourhood in surviving and recovering more quickly after a disaster/emergency.
5. Did everyone use the checklists and guidelines?
6. After the earthquake, did you and your response unit set priorities immediately? Were they appropriate?
7. Were all the injured found and was first aid administered? Did you know how and where to get additional assistance?
8. If you had needed to evacuate the neighbourhood, would you have known the proper procedure, routes to follow, and place to go?
9. Were you able to set up communication with your neighbour(s)? ... outside of your neighbourhood?

APPENDIX A:

Reference Materials

The following pages contain references that can be used by the Neighbourhood Team to carry out their responsibilities in the event of a disaster or emergency.

Resource List

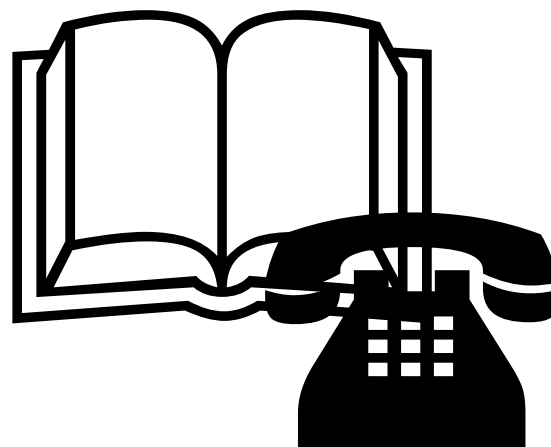
Good Samaritan Act

Emotional Support Guidelines

Basic Searching Guidelines

Communications Guidelines

- Portable Radio
- Telephone
- Pay Telephones



Resource List

NEIGHBOURHOOD EMERGENCY PREPAREDNESS PROGRAM TRAIN-THE-TRAINER MANUAL

Emergency Management Division, Justice Institute of BC
715 McBride Boulevard, New Westminster, B.C. V3L 5T4
528-5790

NEIGHBOURHOOD EMERGENCY PREPAREDNESS PROGRAM FACILITATOR MANUAL

Emergency Management Division, Justice Institute of BC
715 McBride Boulevard, New Westminster, B.C. V3L 5T4
528-5790

COMMUNITY EMERGENCY PROGRAM OFFICE

Emergency Preparedness Brochures
Contact your local municipal government

PROVINCIAL EMERGENCY PROGRAM:

Emergency Preparedness Brochures
455 Boleskine Road, Victoria, B.C. V8Z 1E7
1-800-663-3456

LOCAL AMATEUR RADIO CLUB

POST EARTHQUAKE SAFETY PROGRAM FIELD MANUAL B.C.H.M.C.

1701 - 4330 Kingsway, Burnaby, B.C. V5H 4G7
433-1711

BASIC RESCUE SKILLS MANUAL

Emergency Preparedness Canada
816 Government Street, Victoria, B.C.
604-388-3621

VIDEO: FIVE STAGES OF RESCUE

Justice Institute Film Library
715 McBride Boulevard, New Westminster, B.C. V3L 5T4
528-5598

Good Samaritan Act

The Good Samaritan Act provides that individuals or groups who give emergency aid are not liable unless there has been gross negligence

1. A person who renders emergency medical services or aid to an ill, injured or unconscious person at the immediate scene of an accident or emergency that has caused the illness, injury or unconsciousness is *not liable for the damages for injury to or death of that person* caused by his act or omission in rendering the medical services or aid unless he is grossly negligent.

1978-10-01

Exceptions

2. Section 1 does not apply where the person rendering the medical services or aid
 - (a) is employed expressly for that purpose; or
 - (b) does so with a view to gain.

1978-10-02

Revised
Statutes of British Columbia 1979
Chapter 155

Emotional Support Guidelines

Following an emergency or disaster, emotional support should be available for those feeling overwhelmed, confused or disoriented. Those who have suffered the loss of a loved one, and/or sustained an injury, will (likely) require emotional support. The young and the elderly may feel particularly vulnerable.

Emotional support can be given in the following manner:

- Encourage people to express their emotions and feelings.
- Accept every person's right to express their own feelings.
- Accept a person's limitations as real. Psychological trauma and emotional pain can be just as limiting and disabling to a person as physical injuries.
- Accept your own limitations. In a community-wide disaster, anticipate that your own thoughts and emotional anxieties may parallel those of the people you are trying to help. Ensure that you undergo continued self-assessment and evaluation to protect yourself from emotional and physical burn-out.
- Maintain honest communication with people and only offer accurate and confirmed information on the disaster response.
- Communicate confidence in your ability to help the person.
- Encourage the person to speak openly about whatever is on his/her mind. If he or she appears to have difficulty expressing thoughts or feelings, encourage more general conversation to gain their trust and confidence in you.
- Remember that psychological recovery is very dependent on excellent listening skills. Allow the person to freely converse and limit interruptions.
- Remain impartial. Do not express your opinions, especially if you agree or disagree with their possible "distortions of reality". This is their perception of how the event occurred. Do not argue with the person if they disagree with you.
- Encourage participation in the neighbourhood recovery efforts.

Basic Searching Guidelines

This guide applies to wood frame residential buildings (houses and apartments). Other larger residential buildings will require modification of these guidelines to suit specific conditions. Refer to the Field Manual Post Earthquake Safety Program and to the Specific Fire Protection Plan for the complex to develop more site specific procedures.

- Dress appropriately in protective work clothes and good shoes/boots. Other essential items are a raincoat, leather gloves, a hard hat, flashlight, goggles, dust mask, and a small first aid kit (primarily for personal first aid requirements). All other necessary items are mentioned in the Pre-Disaster Checklist in Section 4.5.4.
- Work in teams of at least two, but preferably three or more. One person must be designated as the runner. **Never** work alone. Plan your search and coordinate with other searchers to avoid missing buildings or duplicating efforts.
- Locate and remove pets such as dogs that could hamper search and rescue efforts.
- Do a perimeter check and remember to watch continuously for hazards. Check the door jamb and its adjacent walls and ceilings for cracks and splinters. Try to determine whether anyone is trapped by calling from outside and listening carefully for any response. If people are trapped in an obviously unsafe building, advise your Response Unit Leader to request professional assistance and **do not enter**.
- Before you enter each room, feel the top and bottom of the door with the palm of your hand. If it is hot, **do not enter**. If it is cool, cautiously open the door. Even if you think the building is empty, assume that there is someone inside and provide verbal reassurance. If the door is locked, use your best judgement as to whether it is necessary to get inside.
- Be alert and watch for precariously balanced or falling objects. Be prepared to react quickly, and always have an escape route in mind. **Remember:** there can be strong after-shocks after a major earthquake.

- While still in the entryway, smell for the odour of natural gas or smoke. If you smell gas, turn off the gas at the gas meter, and provide ventilation by opening as many doors and windows as you can, without going inside. If there is an underground leak or leaking service main outside, evacuate immediately and report to the Response Unit Leader.
- Pause occasionally throughout your search, call out again and listen for cries, moans or any other indication of someone needing help.
- Systematically search each room. Set priorities. For example, if it is in the middle of the night, bedrooms are a higher priority than the kitchen or den. Search carefully, checking under beds, behind furniture, inside closets, under stairs, and inside tubs and showers. **Remember** to stay low and watch for falling objects.
- Stay in voice contact, and, if possible, visual contact with your partner. Continuously advise your partner where you are and what you are doing. Your partner can give you advance warning of further danger and can summon help if you get into trouble.
- If it is dark, slowly sweep each room with your flashlight. Frequently check the floor and the ceiling of the area you are in for hazards. Keep in contact with the wall. It is easy to become disoriented after experiencing the trauma of a disaster. Should you become disoriented, call out to your partner and follow the wall around until you reach the entrance door.
- Assess victims for injuries. If possible, have someone trained in first aid decide whether they can be moved. This may be a difficult decision if there is immediate risk of further injury to the victim or injury to the team member. If in doubt, mark where the victim is located (with flagging tape, or a message on the front door) and go for help.
- Duplicated searches unnecessarily risk the lives of other rescuers. Mark the front door of each completed house the “status signal”. In large buildings, mark each apartment door and all the main outside doors.
- If a building is unsafe, tie tape across the door or write a warning message in big letters.
- Ensure all Search and Rescue forms are completed and turned in to the Response Unit Leader and Neighbourhood Leader.

Communications Guidelines

Portable Radio (VHF, UHF, Amateur)

1. Listen before transmitting. Be sure you are not on the air with someone else. Hold the transmit button down for at least a second before beginning your message to ensure the first part of your message is not cut off.
2. **Talk across the face of your microphone** to make communications more understandable. Hold the microphone almost at a right angle to your face. Speak slowly, distinctly and clearly, and do not let your voice trail off at the end of words or sentences.
3. Never acknowledge calls or instructions unless you understand them perfectly. If you do not understand, respond with **“say again”**. “Please repeat” sounds too much like “Received”.
4. If you **do** understand, acknowledge the receipt of the message with the word **“copy”**.
5. Always acknowledge calls or instructions. Dead silence in response to a message disrupts communications. If you cannot copy or respond to the call immediately, then tell the caller to **“say again”** or **“stand by”**. Otherwise, acknowledge each call immediately.
6. If you are relaying a message for another person, be sure you repeat the message exactly, word for word, as it is given to you. If it makes no sense to you, get an explanation or clarification from the originator BEFORE you put it on the air.
7. **Only transmit facts.** If your message is a question, deduction, educated guess, or hearsay, identify it as such to avoid confusing anyone. Do not clutter the air with non-essential information or with jokes. Obscenities are forbidden. Stay off the air unless you are sure you can be of assistance. It does no good to offer advice, comments, or other input unless you can truly provide clarification to the situation.
8. Always know your location so that you can accurately describe it if called upon. Always take note of landmarks if addresses are of no use or are unavailable.
9. The word **“break”** is never used unless there is a higher priority emergency message that needs to be sent. **“Break”** signals the need to interrupt current transmissions on the channel to send a higher priority message.

Telephone

1. After the shaking stops, make sure all telephones are on the hook.
2. Do not use the telephone immediately unless a life is at stake.
3. If there is no dial tone immediately, do not hang up and do not click the receiver button. Wait on the line for a dial tone for two minutes. Then, if there is still no dial tone, and a call must be made, use a pay phone.
4. Listen to a local radio or television station to find out when calls to relatives or friends may first be attempted.

Pay Telephones

1. Pay phones have a priority treatment for getting dial tone access. Pay phones are powered from BC Tel offices, and the lights in the booths are powered by local power. If the local power is out, the phone most often isn't. If the light is out in the telephone booth, this does not necessarily mean that the pay phone is out of order.
2. If a pay phone is used, remember that this is a shared commodity. Limit the length of the call, so others can call too.
3. To tell the difference between delayed dial tone and no dial tone on the phone, blow into the mouthpiece. If there is a return sound in the earpiece, it is a delayed tone. If there is no sound, there is no dial tone.

A communication plan should be developed now. Establish an out-of-area contact who can relay messages to concerned family and friends in an emergency. Make an agreement that family members will call the out-of-area contact if communication is not possible by normal means.

APPENDIX B:

Sample Forms

The following pages contain sample forms that can be used by the Neighbourhood Teams to record important information. The forms can be used “as is” or modified to meet the requirements of a particular neighbourhood.

Neighbourhood Team Leadership

- Household Registration
- Block Registration
- Response Unit Registration

First Aid

- First Aid Treatment Log
- First Responder Report (Patient Transfer Form)

Utilities and Fire Suppression

- Sample of Neighbourhood Map
- Blank Grid Pages
- Neighbourhood Status Logsheet

Light Urban Search and Rescue

- Light Urban Search and Rescue Check List
- Neighbourhood Status Logsheet

Communications and Transportation

- Evacuation Checklist

Damage Assessment

- Neighbourhood Status Logsheet
- Detailed Damage Assessment



NEIGHBOURHOOD TEAM LEADERSHIP: Household Registration

(Form to be Retained by Response Unit Leaders)

RESPONSE UNIT:

ADDRESS	SUITE #	SURNAME (Family Representative)	
		HOMETEL.	LANGUAGES SPOKEN

FAMILY MEMBER INFORMATION

Last Name	First Name	Init.	Relationship	Sex	Age	Medications	Occupation	Work/School	Tel./Cellular/Pager

OUT-OF-AREA CONTACT Name _____ Relationship _____ Telephone () _____

ALTERNATE GUARDIAN Name _____ Relationship _____ Telephone () _____

RESOURCES & SKILLS

<p>1 – Team Leadership</p> <p><i>Resources</i></p> <p><i>Skills</i></p> <p><input type="checkbox"/> Leadership Skills</p> <p><input type="checkbox"/> Computer Skills</p> <p><input type="checkbox"/> Communication Skills</p>	<p>4 – Light Urban Search & Rescue</p> <p><i>Resources</i></p> <p><input type="checkbox"/> Portable Lighting</p> <p><input type="checkbox"/> Flashlights</p> <p><input type="checkbox"/> Hand Tools</p> <p><input type="checkbox"/> Power Tools</p> <p><input type="checkbox"/> Portable Generator</p> <p><input type="checkbox"/> Shoring & Cribbing Materials (2x4, 4x4 Wood)</p> <p><input type="checkbox"/> Rope Rescue Equipment</p> <p><i>Skills</i></p> <p><input type="checkbox"/> Search & Rescue</p> <p><input type="checkbox"/> Rope Rescue</p> <p><input type="checkbox"/> Survival Training</p>	<p>7 – Damage Assessment</p> <p><i>Resources</i></p> <p><input type="checkbox"/> Portable Lighting</p> <p><input type="checkbox"/> Flags or Markers</p> <p><input type="checkbox"/> "Caution" Tape</p> <p><input type="checkbox"/> Sump Pump</p> <p><i>Skills</i></p> <p><input type="checkbox"/> Damage Assess.</p> <p><input type="checkbox"/> Construction Knowledge</p>
<p>2 – First Aid</p> <p><i>Resources</i></p> <p><input type="checkbox"/> Sterile Water</p> <p><input type="checkbox"/> Blankets</p> <p><input type="checkbox"/> Stretchers</p> <p><input type="checkbox"/> Wheelchairs</p> <p><input type="checkbox"/> Crutches</p> <p><input type="checkbox"/> Walkers</p> <p><i>Skills</i></p> <p><input type="checkbox"/> First Aid</p> <p><input type="checkbox"/> CPR</p> <p><input type="checkbox"/> Patient Packaging</p>	<p>5 – Communications & Transportation</p> <p><i>Resources</i></p> <p><input type="checkbox"/> Vehicles</p> <p style="padding-left: 20px;"><input type="checkbox"/> 4-Wheel</p> <p style="padding-left: 20px;"><input type="checkbox"/> Van</p> <p style="padding-left: 20px;"><input type="checkbox"/> Boat</p> <p><input type="checkbox"/> Wheelchairs</p> <p><input type="checkbox"/> Walkers</p> <p><input type="checkbox"/> Stretchers</p> <p><input type="checkbox"/> CB</p> <p><input type="checkbox"/> Amateur Radio (Ham)</p> <p><input type="checkbox"/> Portable AM/FM Radio</p> <p><input type="checkbox"/> 2-Way Radio</p> <p><i>Skills</i></p> <p><input type="checkbox"/> Amateur Radio</p> <p><input type="checkbox"/> CB, Other Comm.</p>	<p>Other Resources or Equipment Available</p>
<p>3 – Utilities & Fire Suppression</p> <p><i>Resources</i></p> <p><input type="checkbox"/> Portable Extinguishers</p> <p><input type="checkbox"/> Shovels</p> <p><input type="checkbox"/> Axes</p> <p><input type="checkbox"/> Burlap Bags/Sacks</p> <p><input type="checkbox"/> Emergency Water Supply (Pool)</p> <p><input type="checkbox"/> Water Pumps</p> <p><input type="checkbox"/> Garden Hoses</p> <p><i>Skills</i></p> <p><input type="checkbox"/> Fire Fighting</p> <p><input type="checkbox"/> Utilities Knowledge</p>	<p>6 – Shelter & Care Giving</p> <p><i>Resources</i></p> <p><input type="checkbox"/> Shelters</p> <p><input type="checkbox"/> Tarps</p> <p><input type="checkbox"/> Tents</p> <p><input type="checkbox"/> Blankets</p> <p><input type="checkbox"/> Beddings</p> <p><input type="checkbox"/> Comfort Needs</p> <p><input type="checkbox"/> Drinking Water</p> <p><input type="checkbox"/> Pet Supplies</p> <p><input type="checkbox"/> Baby Supplies</p> <p><input type="checkbox"/> Camp Stove</p> <p><input type="checkbox"/> Charcoal Grill</p> <p><i>Skills</i></p> <p><input type="checkbox"/> Crisis Counselling</p> <p><input type="checkbox"/> Emergency Social Services</p> <p><input type="checkbox"/> Child Minding</p> <p><input type="checkbox"/> Pet Care</p>	<p>Other Skills/Training</p>

NEIGHBOURHOOD TEAM LEADERSHIP: Team Registration

(To be Completed by Neighbourhood Team Leader)

NEIGHBOURHOOD TEAM #:

LEADER	Name	Address	Telephone
CO-LEADER	Name	Address	Telephone

TEAM PARTICIPANTS

Surname	Address	Telephone	Team
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			
21.			
22.			
23.			
24.			

Form Last Updated On: (Y/M/D) ____/____/____

NEIGHBOURHOOD TEAM LEADERSHIP: Response Unit Registration

RESPONSE UNIT NAME:

NEIGHBOURHOOD TEAM #:

RESPONSE UNIT LEADER	Name	Address	Telephone
CO-LEADER	Name	Address	Telephone

MEMBERS

Surname	Address	Telephone	Skills	Resources
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				
21.				
22.				
23.				
24.				

Form Last Updated On: (Y/M/D) ____/____/____

FIRST AID: First Aid Treatment Log

Name	Age	Sex	Date	Time	Injury	Treatment	Further Care Required	Caregiver's Initials	Follow-Up

FIRST AID: First Responder Form (Patient Transfer Form)

Form to accompany patient during transfer and to be issued to BC Ambulance and/or hospital staff.

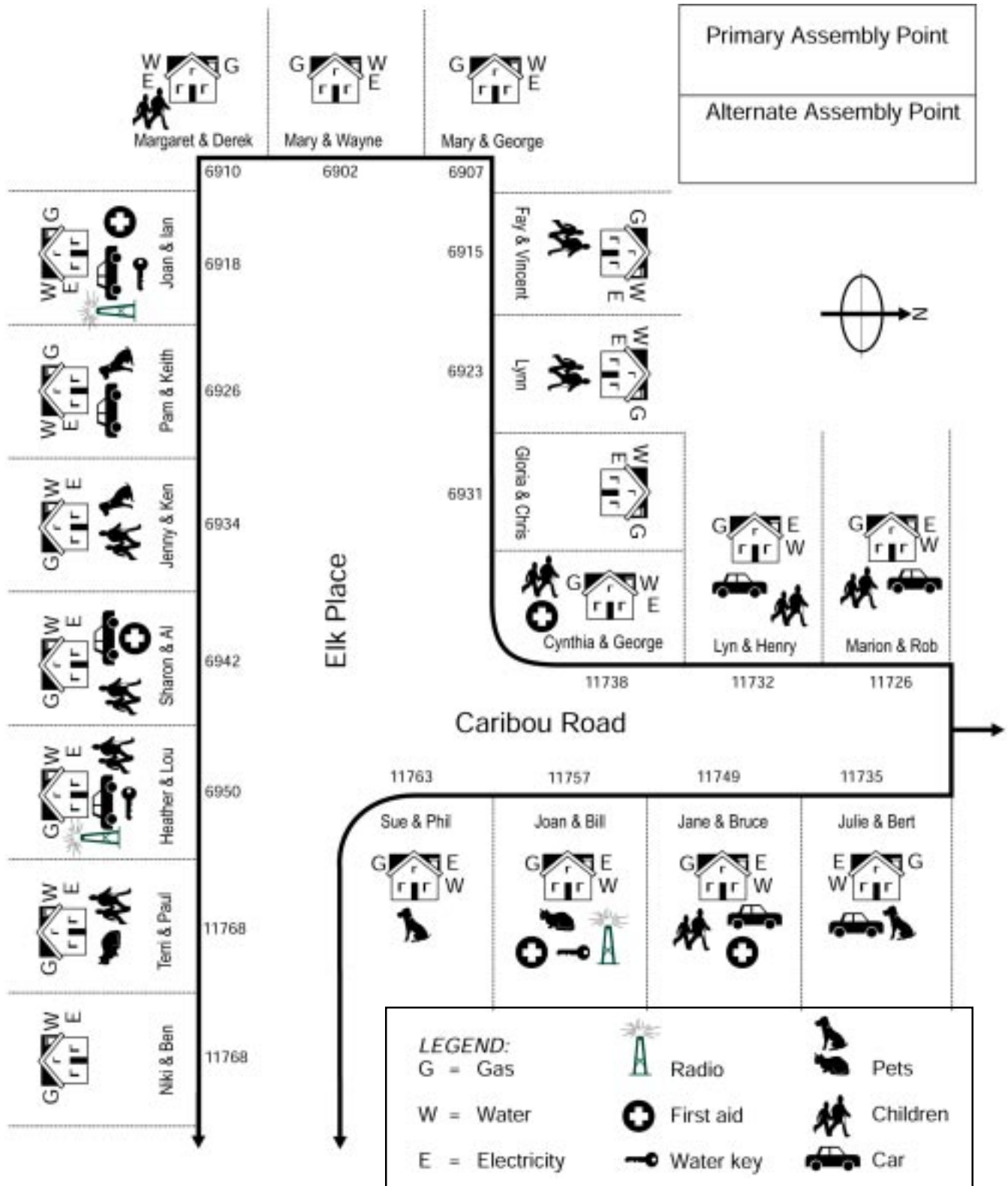


Province of
British Columbia

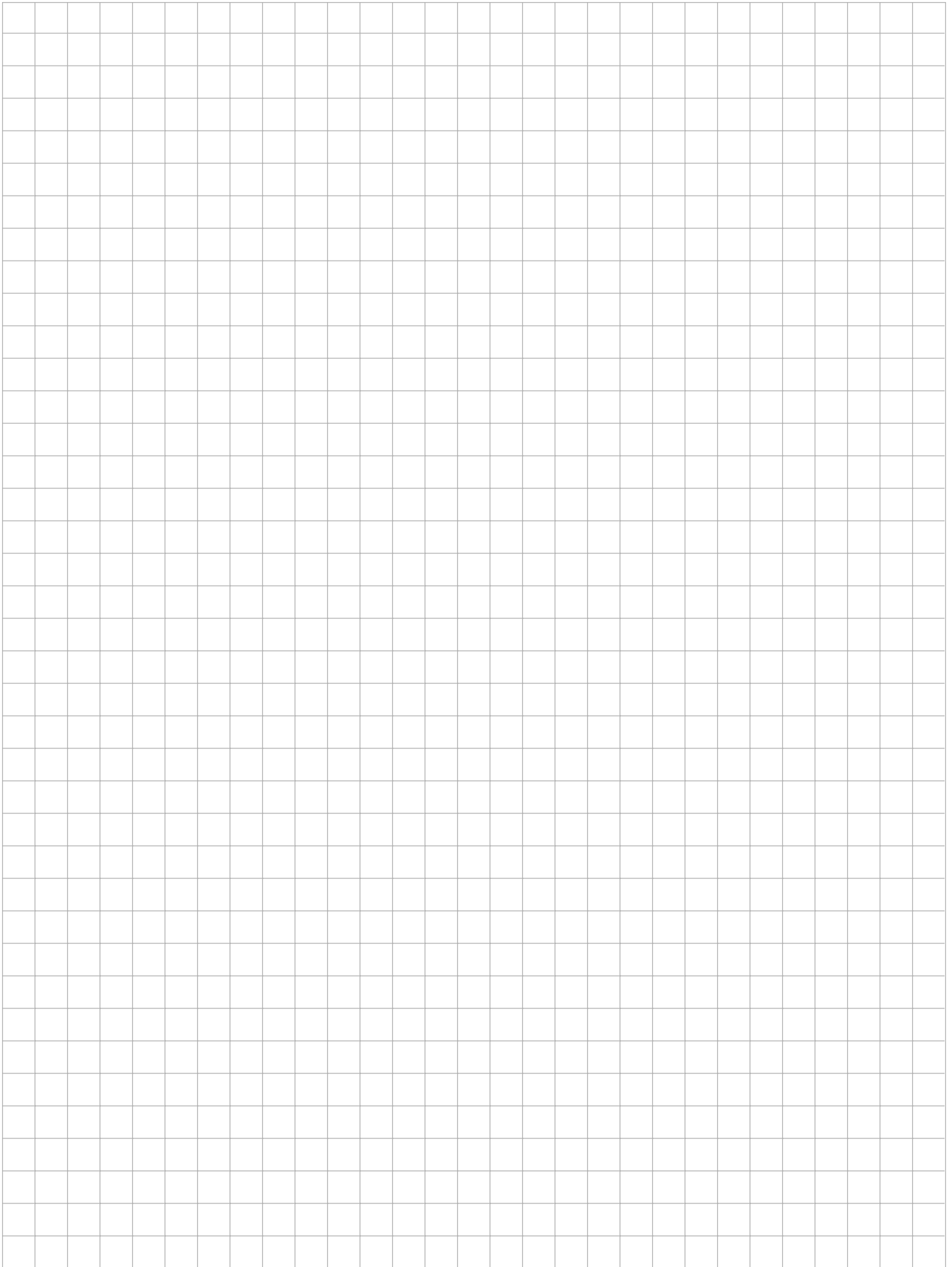
1. PATIENT'S SURNAME		14. DATE OF SERVICE MM / DD / YY		16. DEPARTMENT NAME		13. OCCUPATION	
2. PATIENT'S GIVEN NAME		15. TIME CALL RECEIVED		20. SQUAD		21. RESPONSE #	
3. POSTAL ADDRESS		19. AT SCENE		22. RESPONDER'S NAME			
4. CITY		5. PROVINCE		6. POSTAL CODE		17. AMBULANCE AT SCENE <input type="checkbox"/> LEVEL I <input type="checkbox"/> LEVEL II <input type="checkbox"/> LEVEL III <input type="checkbox"/> LEVEL IV	
7. PATIENT'S PHONE #		8. BIRTHDATE MM / DD / YY		9. AGE		10. SEX 1 M 2 F	
11. CARE CARD #		12. SIN #		31. STATE OF CONSCIOUSNESS <input type="checkbox"/> A <input type="checkbox"/> V <input type="checkbox"/> F <input type="checkbox"/> U		32. SKIN 1 Normal 2 Cyanotic 3 Pale 4 Flushed 5 Dry	
13. PATIENT'S PHYSICIAN		33. VITAL SIGNS TIME (H:MM)		PULSE		RESP. RATE	
34. CHIEF COMPLAINT		35. CARE GIVEN		36. OXYGEN			
25. MECHANISM OF ILLNESS/HISTORY OF ILLNESS		1. Control Breach 2. Dress Wound 3. Spine 4. Trauma		3. Suck Blood 6. Neck Immobilize 7. CPR 8. A.E.D.		1. None 2. Non-rebreather 3. O2 at 4. _____ lpm	
26. RELEVANT PAST HISTORY		37. PAIR ASSESSMENT P D R S T		35. AIRWAY CONTROL 1. Clear 2. Positional 3. Suctioned 4. Assistive Ventilation 5. Oral Airway # 6. Hyperventilation			
27. MEDICATIONS		29. FRONT		30. BACK		39. ADDITIONAL TREATMENT & COMMENTS	
28. ALLERGENS							

NOTE: Do not make any changes or additions to this form after a body has been given to the Ambulance Crew

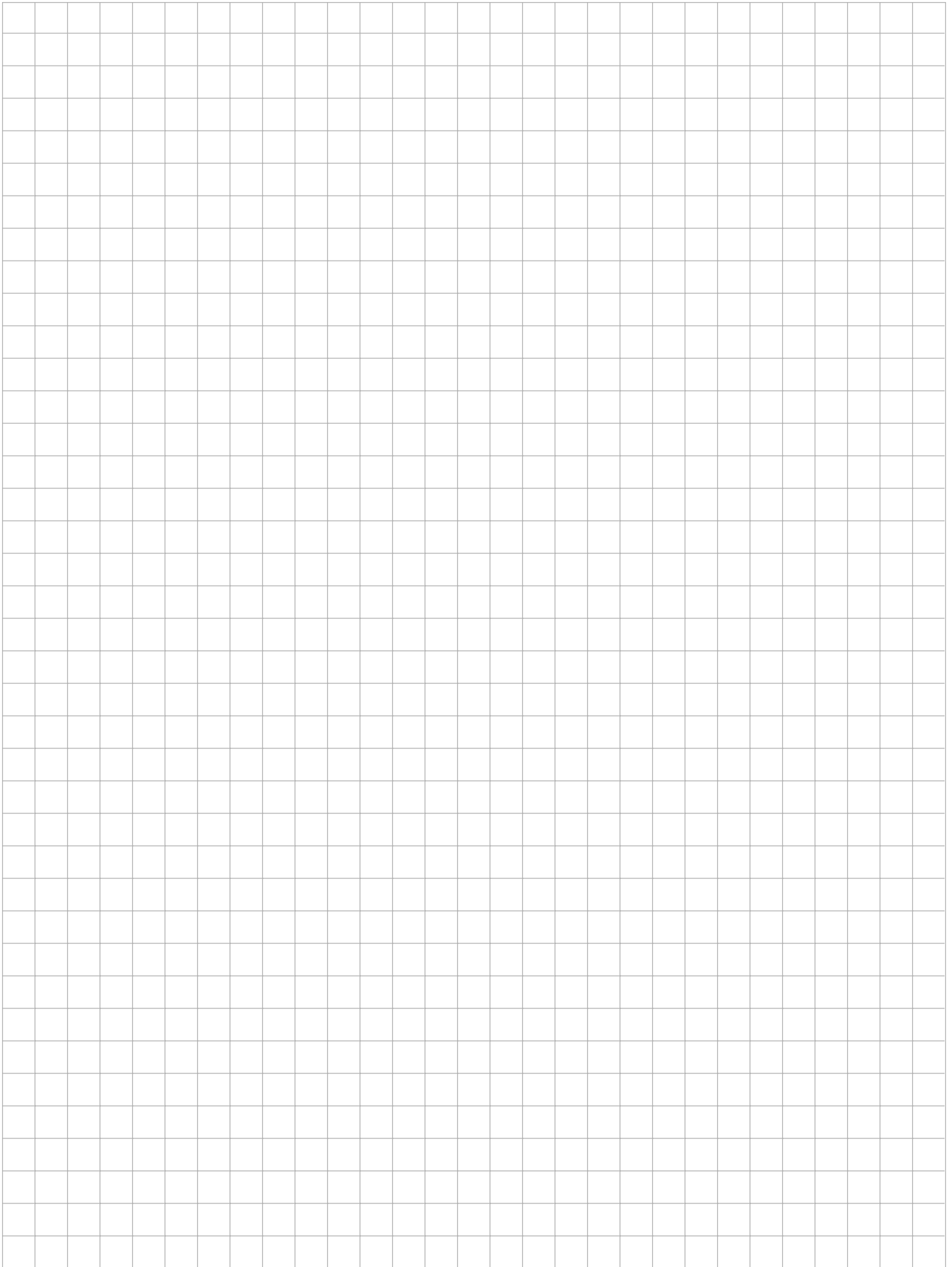
UTILITIES & FIRE SUPPRESSION: Sample Neighbourhood Map



UTILITIES & FIRE SUPPRESSION: Neighbourhood Map *(Sketch neighbourhood and identify hazards, resources, etc.)*



UTILITIES & FIRE SUPPRESSION: Neighbourhood Map *(Sketch neighbourhood and identify hazards, resources, etc.)*



LIGHT URBAN SEARCH & RESCUE: Checklist

***** NO SMOKING OR OPEN FLAME*****

1. ESTABLISH SEARCH PRIORITIES

2. VISUAL PERIMETER CHECK AND ANNOUNCE PRESENCE

- Foundation / cripple wall / ground condition
 - Chimney
 - House shifted off foundation
 - Broken windows
 - Overhead wires
 - Gas smell
 - Roof line
 - Animals
 - Damaged trees
 - Smoke/fire
 - Look in windows for occupants while checking the perimeter
-

3. STRUCTURE SEARCH *****WATCH FOR HAZARDS*****

- Dress appropriately.
 - Watch for hazards, keep in constant contact with your partner/team
 - Look **UNDER** (furniture, fallen objects, beds, etc.)
 - Look **IN** (bathtubs, closets, cupboards, crawl - spaces, etc.)
 - Look **BEHIND** (furniture, drapes, doors, etc.)
 - Use your voice and whistle during your search; periodically stop and listen
-

4. COMPLETED STRUCTURE SEARCH

- Identify that the house has been checked using neighbourhood “status signal”
 - Continue with the next structure on your priority list
 - Assign security to insecure structures. Mark dangerous structures.
 - Completed Neighbourhood Log-sheet/Map
 - Reported all information to Neighbourhood Leader
-

COMMUNICATIONS & TRANSPORTATION: Evacuation Checklist

- Identify at least two evacuation routes leading out of your general area (routes that avoid bridges, freeways, underpasses and overpasses).

-
- During evacuation, follow instructions of police and fire fighting personnel.

-
- Planned evacuation route for the neighbourhood is: (instructions and/or map of area)

-
- Reception centre(s) located near neighbourhood:

-
- Access route to reception centre (instructions and/or map)

-
- Transportation services: passenger vehicles, four-wheel drive vehicles, vans, etc. that can be used for transportation needs and/or transporting injured.

STREET NAME	HOUSE OR SUITE #	NAME	TYPE OF VEHICLE

DAMAGE ASSESSMENT: Detailed Damage Assessment Report

NEIGHBOURHOOD:

RESPONSE UNIT LEADER:

NUMBER OF INCIDENTS	TYPE OF DAMAGE	ADDRESSES
	Fires	
	Broken Gas Lines	
	Broken Water Lines	
	Power Lines Down	
	Apartments Off Foundations	
	Houses Off Foundations	
	Apartments With Collapsed Walls	
	Houses With Collapsed Walls or Ceilings	
	Main Doors Blocked or Jammed	
	Toppled or Cracked Chimneys	
	Homes with Windows Broken	
	Large Cracks in Streets or Driveways	
	Trees Fallen on Houses	
	Fallen Trees	
	Items Blocking the Streets	
	Other Damage: (e.g. flooding, raw sewage)	

This information should be reported to
 Communications and Transportation and the Neighbourhood Leader
as soon as possible.