



PHASE 2

Getting Organized Using SNAP: Host Planning Guide and Agenda

Before the meeting:

- Decide the date and location for the meeting.
- Arrange for the "Getting Organized Packet" from the Seattle Office of Emergency Management at 206-233-5076 or e-mail snap@seattle.gov. When you call or e-mail, please be prepared to give us the following information:
 - Name
 - Address
 - Phone number
 - Your meeting date
 - Number of neighbors/households you are inviting to the meeting
 - Let us know you would like a **Getting Organized Packet**. (The packet will include Help/OK signs, Neighborhood Response Site signs, master copies of the Task Sheets, the Getting Organized Worksheet, and Getting Organized Table-Top Drill) **Please allow 2 weeks for processing and mailing or arrange to pick up the materials.**
- Visit our web site at www.seattle.gov/emergency for preparedness tips you can share with your neighbors.

Night of the meeting:

- Post signs directing people to the meeting.
- Organize the materials for the meeting so that they are easy to distribute and explain.
- Arrange the room so that people can easily talk with each other.

Agenda:

- Start the meeting with introductions:
 - Name and where you live:
 - Any preparedness tip or helpful hint you have learned as you have been getting your family and household prepared for disaster. (Example: "found a great source for light sticks")
- Purpose of this meeting is to:
 - Map your neighborhood and identify the locations of: the Neighborhood Meeting Site, First Aid Station and Shelter & Care Site (optional)
 - Organize the neighborhood response (who will do what tasks)
 - Use the Getting Organized Worksheet to help work through this process
- Remind neighbors that personal and family preparedness is the foundation for the rest of the planning process. Build a kit, create a family plan, including an out-of-area phone contact, and getting involved/learning skills are the basics. Hand out preparedness materials as necessary.
- If there is time, conduct the tabletop exercise associated with the "Getting Organized" part of the SNAP process.



Getting Organized Worksheet

Neighborhood Information

The Co-Coordinators for our neighborhood are:

 Our neighborhood Meeting Site is located: (address and description)

Our neighborhood includes households on the following streets:

 Our First Aid Site is located: (address and description)

 Our neighborhood Care Center is located (address and description)

After the Disaster

Priority #1: Take care of yourself, your family and your home

Check yourself and your family members for injuries.

Take care of your house by:

- Putting out small fires using a portable fire extinguisher.
- Turning off your natural gas at the valve outside the house, **only if you smell natural gas, hear or see a problem, or if you suspect a leak.**
- Turn off your water at the main house valve and, if necessary, your electricity at the main electrical panel.
- Dress for safety and go to your meeting site:
 - Put your Help/OK sign in the window or on the door where it can be seen from the street.
 - Wear comfortable clothing, hardhat, safety glasses, gloves, sturdy shoes.
 - Bring a flashlight and your first aid kit.
 - Put your fire extinguisher at the end of the driveway for others to use if necessary.

Priority #2: Take Care of Others

Report to the neighborhood Meeting Site.

The Neighborhood Coordinator will identify the tasks that need to be done based on the emergency or disaster and the problems being reported in your neighborhood.

Highest priority problems include utility control, search and rescue, and first aid. If there are enough resources, include sheltering as a high priority.

Assign neighbors who are not currently on a Response Team to those teams needing additional support.

Give them a copy of the appropriate task description and direct them to where the team is located.

Coordinate food and rest breaks as needed.

Highest Priority: Life Safety Tasks

- Utility Control
- Search and Rescue
- First Aid Station and Treatment

People, Property and Information Tasks

- Sheltering and Special Needs
- Damage Assessment
- Communications



Response Tasks Planning Worksheet

Response tasks involve a certain amount of skill, strength and mobility. Additional training is available through OEM for each of these tasks. Safety equipment for these tasks include: hardhat, safety glasses, gloves, comfortable and protective clothing (jeans, etc.) and sturdy shoes. If you have enough people, pre-assign at least three (3) people for each of these tasks.

If you have less than nine (9) people, create one or two “response teams.” Depending on the problems resulting from the disaster, these teams will have to accomplish all three tasks as they have time and resources. The Neighborhood Coordinator will have to prioritize what gets done first based on safety, protection of life and protection of property. Encourage neighbors to sign up for these teams and give them a copy of their task sheet(s). It’s a good idea to recruit Team Leaders as well.

Utility Control Team	Search and Rescue Team	Disaster First Aid Team

People Tasks Planning Worksheet

People tasks are the activities that have to do with taking care of people and coordinating information. **Sheltering and Special Needs** includes taking care of uninjured people who need additional assistance such as kids, people with limited mobility and neighborhood pets.

Communications and Damage Assessment are about coordinating information about the damage and problems in the neighborhood and monitoring AM/FM radio and other forms of communications. Training classes are offered by OEM to support these tasks. Encourage neighbors to sign up for these teams and give them a copy of their task sheet(s). It’s a good idea to recruit Team Leaders as well.

Sheltering and Special Needs	Communications	Damage Assessment



Neighborhood Coordinator Tasks

Primary Responsibilities

- ▼ Provide the overall coordination of the neighborhood plan, both before and immediately following an emergency or disaster.

Before the Disaster

- Complete and maintain the SNAP neighborhood Information Form.
- Choose a neighborhood Meeting Site, a place where your neighbors will come after the disaster to share information and help each other.
- Make a large sign to post where your meeting site is located while you are using your plan for an emergency or disaster.

After the Disaster

Priority #1: Take care of yourself, your family and your home

- Check yourself and your family members for injuries.
- Take care of your house by:
 - Putting out small fires using a portable fire extinguisher.
 - Turning off your natural gas at the valve outside the house, **only if you smell natural gas, hear or see a problem, or if you suspect a leak.**
 - Turn off your water at the main house valve and, if necessary, your electricity at the main electrical panel.
- Dress for safety and go to your meeting site:
 - Put your Help/OK sign in the window or on the door where it can be seen from the street.
 - Wear comfortable clothing, hardhat, safety glasses, gloves, sturdy shoes.
 - Bring a flashlight and your first aid kit.
 - Put your fire extinguisher at the end of the driveway for others to use if necessary.

Priority #2: Take Care of Others

- Set-up the neighborhood Meeting Site.
- Identify the tasks that need to be done based on the emergency or disaster and the problems being reported in your neighborhood.
- Use the back of this form to track the status of each team.
- Assign neighbors who are not currently on a Response Team to those teams needing additional support.

Highest Priority: Life Safety Tasks

- Utility Control
- Search and Rescue
- First Aid Station and Treatment

People, Property and Information Tasks

- Sheltering and Special Needs
- Damage Assessment
- Communications

- Give them a copy of the appropriate task description and direct them to where the team is located.
- Coordinate food and rest breaks as needed.

Managing the Disaster Response

A safe and effective response must be systematic and thorough. Some basic rules will create a safe and effective response to the problems created by the disaster or emergency.

Rule #1—When assigning tasks to do, always send people in teams of at least two. Make sure that people who are helping in potentially dangerous conditions are wearing the appropriate safety equipment: hard hat, safety glasses, gloves, sturdy shoes, protective clothing, and have a flashlight.

Rule #2—Document the time and who you send to do what. Keep track of the tasks you have assigned and who you have assigned so you don't duplicate efforts.

Rule #3—Make Life Safety Tasks your highest priority. Do everything you can to minimize the risk of injury to your response teams. This means you may need to assign a team to control a natural gas leak before assigning a team to rescue someone who is trapped or injured.

Rule #4—Your goal is to do the most good for the most people in the shortest amount of time.

Highest Priority: Life Safety Tasks

- Utility Control
- Search and Rescue
- First Aid Station and Treatment

People, Property and Information Tasks

- Sheltering and Special Needs
- Damage Assessment
- Communications

Problem/Action:	Task Assigned/Time	Team members	Completed/Time
Example: Gas leak at 11:20	Utility Control—11:35	Sam and Buddy	<input checked="" type="checkbox"/> 11:45

Completed by:



Primary Responsibilities

- ▼ Shut off the gas meters and water mains (if these are located outside) for every home in the neighborhood, as necessary.
- ▼ Identify and rope off all hazardous areas.
- ▼ Extinguish small fires with fire extinguishers.

Before the Disaster

- Make a list, perhaps in map form, of the locations of the gas meter and main water shut-off valve for every home in the neighborhood.
- Identify all possible sources of water for fire fighting.

After the Disaster

Priority #1: Take care of yourself, your family and your home

- Check yourself and your family members for injuries.
- Take care of your house by:
 - Putting out small fires using a portable fire extinguisher.
 - Turning off your natural gas at the valve outside the house, **only if you smell natural gas, hear or see a problem, or if you suspect a leak.**
 - Turn off your water at the main house valve and, if necessary, your electricity at the main electrical panel.
- Dress for safety and go to your meeting site:
 - Put your Help/OK sign in the window or on the door where it can be seen from the street.
 - Wear comfortable clothing, hardhat, safety glasses, gloves, sturdy shoes.
 - Bring a flashlight and your first aid kit.
 - Put your fire extinguisher at the end of the driveway for others to use if necessary.

Priority #2: Take Care of Others

- Meet up with your team members at the neighborhood Meeting Site. Always work in teams of at least two. Make sure you are all dressed for safety.
- Take a few minutes to survey the entire neighborhood. Unless you take time to look at the whole situation, you may take care of the first thing that catches your eye and miss more critical hazards.
- Remember, your safety comes first. Be alert. Watch for hazards.
- Be aware of the possibility of aftershocks. Quickly move to safe areas.
- Prioritize the hazards you find. The following is one possible priority list. Check off each task as you complete it:
 - Shut off neighborhood gas meters, if necessary. (Directions on the back of this sheet.)
 - Rope off all downed electrical lines. **Caution: Never try to move electrical lines!**
 - Shut off all neighborhood water mains at each individual house valve. This is essential to protect the water supply in the hot water heater and toilet tanks.
 - Rope off all hazards: broken glass, large cracks in the streets or sidewalks, leaning chimneys, etc.
 - Remove anything that may be blocking the street and preventing emergency vehicles from passing through.



Controlling Utilities in a Disaster

After a disaster where utilities have been disrupted, there may be a need to turn off certain utilities in order to control additional damage from the disaster. This usually involves turning off one or more of the following: natural gas, water or electricity.

Emergency service providers and utility employees will be overwhelmed following the disaster, so it's important that your family and your neighbors know how and where to control the utilities. Pre-planning and fast actions can save both lives and property.

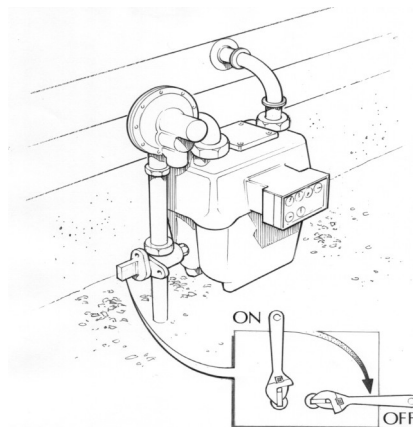
Emergency Gas Shut Off

In case of an earthquake or other emergency, everyone in your family should know where your gas meter is and how to turn off the gas. Most meters are at the front or side of the house. Some are put inside a building. In apartments or commercial buildings, they might be in the back.

If an emergency arises and you don't smell or hear gas escaping, you probably don't need to shut off gas service.

But if you do smell or hear gas: locate the meter shut-off valve. It's usually the first fitting on the gas supply pipe coming out of the ground near your meter.

- Use a long-handled wrench to give the valve one-quarter turn in either direction so that the lever is crosswise to the pipe. **Once the gas is off, leave it off.** Contact Puget Sound Energy (or your local gas company) to inspect the system, check and re-light appliances.



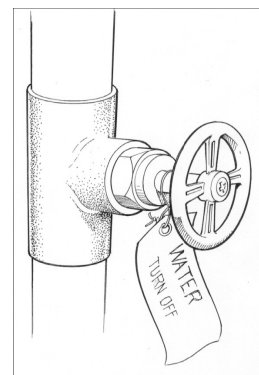
Water Shut Off

Water becomes a precious resource following many disasters. It is vital that all household members learn how to shut off the water at the main house valve.

- Cracked lines may pollute the water supply to your house. It is wise to shut off your water until you hear from the authorities that it is safe for drinking.
- The effects of gravity may drain the water in your hot water and toilet tanks unless you trap it in your house by shutting off the main house valve (not the street valve in the cement box at the curb – this valve is extremely difficult to turn and requires a special tool).

Preparing to shut off water

- Locate the shut-off valve for the water line that enters your house. It may look like this:
- Make sure this valve can be completely shut off. Your valve may be rusted open, or it may only partially close. Replace it if necessary.
- Label this valve with a tag for easy identification, and make sure all household members know where it is located.



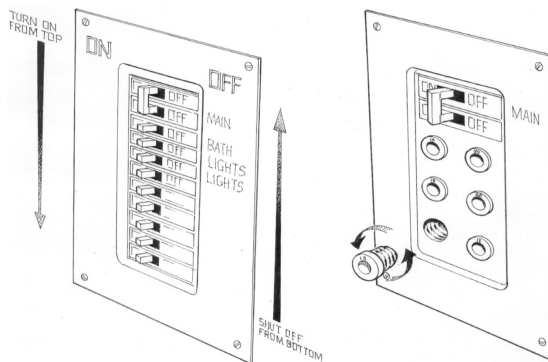
Electrical Shut Off

Electrical sparks have the potential of igniting natural gas if it is leaking. It is wise to teach all responsible household members where and how to shut off the electricity.

Preparing to shut off electricity

- Locate your electrical circuit box.
- Teach all responsible household members how to shut off the electricity to the entire house.

FOR YOUR SAFETY: Always shut off all the individual circuits before shutting off the main circuit breaker.





Simple Search and Rescue Tasks

Primary Responsibilities

- ▼ Conduct a search of the homes with damage and check to see if neighbors need help. Rescue anyone who may be trapped or injured. Your job will be to **locate**, **stabilize**, and **transport** the injured to the neighborhood First Aid Station.
- ▼ Respond to the houses that have HELP signs posted and assist those neighbors.
- ▼ Check on each home in the neighborhood to determine if your neighbors are OK.

Before the Disaster

- Make sure that every home in the neighborhood has a neighborhood communication card ("Help" printed on one side and "OK" on the other side) and they know how to use it.
- Determine the procedure your neighborhood wants implemented after a disaster to search homes that have sustained damage and/or appear to have people home that are non-responsive. For example, if the doors are locked and a neighbor is trapped or injured and unable to come to the door, what procedure should be followed to enter/not enter the home and give/not give assistance.
- Frequently review the Search and Rescue procedures listed on the back of this sheet.

After the Disaster

Priority #1: Take care of yourself, your family and your home

- Check yourself and your family members for injuries
- Take care of your house by
 - Putting out small fires using a portable fire extinguisher
 - Turning off your natural gas at the valve outside the house, **only if you smell natural gas, hear or see there is a problem or if you suspect a leak.**
 - Turn off your water at the main house valve and, if necessary, your electricity at the main electrical panel.
- Dress for safety and go to your meeting site
 - Put your help/OK sign in the window or on the door where it can be seen from the street
 - Wear comfortable clothing, hardhat, safety glasses, gloves, sturdy shoes
 - Bring a flash light and your first aid kit
 - Put your fire extinguisher at the end of the driveway for others to use if necessary.

Priority #2 Take Care of Others

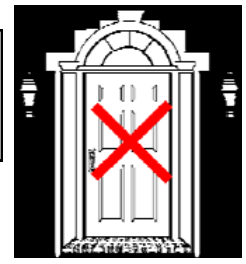
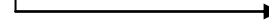
- Meet up with your other team members at the Neighborhood Meeting Site. Always go everywhere in teams of two. Make sure you are all dressed for safety.
- Help homes in this order:
 1. Homes that display the **Help** card
 2. Homes with damage that have **no card** displayed,
 3. Homes with no visible damage with no card displayed.
 4. Homes that display **OK** card
- Follow the safe search guide- lines listed on the back of this page. Before entering the building put the first half of an "X" on the door using tape.
- When you complete activity in that home and are leaving, place the second half of the taped "X" to signal the neighborhood the house has been checked and is fine. Ultimately, each home will have a taped "X" on its door.
- As you are checking the neighborhood, if you find any children, elderly, or disabled persons who are home alone and frightened, invite them to go with you to the neighborhood Care Center.
- As you are searching, if you find anyone who is injured, send one of your team to the First Aid Station to get someone to come and treat them. As soon as possible, resume your systematic search of the neighborhood
- Keep a log of all homes you search. Record the address, whether they were OK or needed help, and what type of help was given. Include the date and time the search was conducted.



As you enter each home,
place one-half of a large
masking tape "X" on the front
door



As you exit the home,
place the second half of
the masking tape "X" on
the door



Search and Rescue: Basic Guidelines

1. Dress in long pants, a long-sleeved shirt, and sturdy boots. Leather gloves, a hard hat, and a flashlight are essential. Eye protection, a dust mask, and a small first aid kit to take care of your own basic needs are also good ideas.
2. Establish who your partner will be. Never conduct a search and rescue alone. Plan your search. Do not wander aimlessly.
3. If the house is significantly damaged and you feel it is unsafe to enter (remember to check the back door also), respect your feelings. Do not go in.
4. Before you enter each home, placed 1/2 of a large tape "X" on the front door. This signals to the neighborhood your exact location (see front for illustration).
5. Before you enter each home, feel the top and bottom of the door with the back of your hand. If it is hot, do not enter. If it is cool, cautiously open the door.
6. Check the door jamb, and its accompanying wall and ceiling for cracks and splinters. If the house appears unsafe, do not enter.
7. Enter the house low, preferably on your knees. Be alert. Watch for falling objects.
8. While still in the entry way, smell for the odor of natural gas. If you can smell it, open the front and back doors and as many windows as you are able *without going inside* to provide ventilation. Enter the house only when the smell of the gas is gone.
9. While still in the entry way, loudly call out, "Is anyone here?" Listen for a response. If someone answers, ask them to tell you where they are, and what type of help they need. Pause occasionally during the search to listen for cries, moans, or other indicators of someone needing help.
10. Systematically search each room. Stay with your partner. Communicate frequently. Pay careful attention to these critical areas: under beds, behind furniture, inside closets, under stairs, and inside tubs or showers.
11. 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. Protect your own safety.
12. If it is dark, keep in contact with the wall. It is easy to become disoriented after experiencing trauma. Should you become disoriented, following the wall will eventually lead you back to the original entry door.
13. If you find a victim, get several neighbors to help move her/him as quickly as possible to the First Aid Station.
14. Upon completion of the search, complete the tape "X" on the door. This signals to the neighborhood that the house has been checked and is okay.

Remember. There is no golden rule for risking your life to rescue others. If you attempts are obviously beyond your physical capacity or skill, you may lose your life and you may endanger others coming to your aid. Sometimes it takes courage and wisdom to wait for help.



Primary Responsibilities

- ▼ Establish a neighborhood First Aid Station.
- ▼ Treat those who have been injured.
- ▼ Identify those who require skilled medical care.

Before the Disaster

- Take a basic first aid class.
- Take a Disaster First Aid class offered through Seattle Office of Emergency Management.
- Identify two neighborhood locations that could be used as a neighborhood First Aid Station.

After the Disaster

Priority #1: Take care of yourself, your family and your home

- Check yourself and your family members for injuries.
- Take care of your house by:
 - Putting out small fires using a portable fire extinguisher.
 - Turning off your natural gas at the valve outside the house, **only if you smell natural gas, hear or see a problem, or if you suspect a leak.**
 - Turn off your water at the main house valve and, if necessary, your electricity at the main electrical panel.
- Dress for safety and go to your meeting site:
 - Put your Help/OK sign in the window or on the door where it can be seen from the street.
 - Wear comfortable clothing, hardhat, safety glasses, gloves, sturdy shoes.
 - Bring a flashlight and your first aid kit.
 - Put your fire extinguisher at the end of the driveway for others to use if necessary.

Priority #2: Take Care of Others

- Go to your neighborhood Meeting Site. Always work in teams of two.
- Your Neighborhood Coordinator will ask you to set up a neighborhood First Aid Station. Post a large sign designating the site as the First Aid Station.
- As best as you are able, treat those with injuries using basic first aid.
- Identify those who will need more skilled medical care and give that information to the Neighborhood Coordinator.
- Write down the names and addresses of the injured and the treatment they were given.
- If someone needs advanced medical treatment and needs to be transported to a medical facility, listen to the radio for routes to take or avoid. Before leaving, notify the Neighborhood Coordinator of your plan.
- Maintain a list of who is being taken to which medical facility.
- Summarize the treatment you provided and send it with the patient being transported.

First Aid Treatment Log

Completed by: _____

Date	Person's name (include age, sex)	Injuries	Treatment	Transported to	Time



Sheltering and Special Needs Tasks

Primary Responsibilities

- ▼ Set up a neighborhood Care Center to help those with special needs following a disaster. This may include children, older adults or those who may have a disability.
- ▼ Ensure that all neighbors have shelter following a disaster.

Before the Disaster

- Using the back of this sheet as a guide, identify those who may need special assistance following a disaster. Reassure parents that information about their children will be kept confidential.
- Identify a home that could be used as the neighborhood Care Center. Providing a place where children can be brought for a few hours will allow other team members to complete their responsibilities.
- Become acquainted with the psychological needs of children and elderly listed on the back of this sheet.

After the Disaster

Priority #1: Take care of yourself, your family and your home

- Check yourself and your family members for injuries.
- Take care of your house by:
 - Putting out small fires using a portable fire extinguisher.
 - Turning off your natural gas at the valve outside the house, **only if you smell natural gas, hear or see a problem, or if you suspect a leak.**
 - Turn off your water at the main house valve and, if necessary, your electricity at the main electrical panel.
- Dress for safety and go to your meeting site:
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 - Wear comfortable clothing, hardhat, safety glasses, gloves, sturdy shoes.
 - Bring a flashlight and your first aid kit.
 - Put your fire extinguisher at the end of the driveway for others to use if necessary.

Priority #2: Take Care of Others

- Meet up with your team members at the neighborhood Meeting Site. Always work in teams of two.
- Immediately check on children and those who live alone or may need additional assistance. If the structure they are in appears damaged, coordinate this effort with the Search & Rescue Team. If they have been injured, immediately take them to the neighborhood First Aid Station.
- Establish a neighborhood Care Center. Post a large sign so all neighbors know where to bring their children while they complete their neighborhood response tasks.
- Try to find a way for those brought to the Care Center to participate in the recovery effort. It is comforting to help the neighborhood resume its normal routine.
- Determine if anyone in the neighborhood needs shelter. If you are unable to house them in the neighborhood, coordinate with the Neighborhood Coordinator to find out if shelter sites have been opened near your neighborhood.
- Maintain a list of those who are staying at neighbors homes or in shelters and their locations. This information will be valuable to family members or friends who come looking for them.



Psychological Needs of Children and Older Adults

Children and older adults can be easily overwhelmed by a disaster and may experience difficulty in coping with the situation and their feelings. You can help by talking openly about what has happened and how they feel about it.

- ▼ Encourage them to speak freely about whatever is on their minds. Be careful not to argue or tell them how they should feel.
- ▼ Express confidence in your ability to help them. Reassure them that the recovery process is underway.
- ▼ Encourage them to participate in the rebuilding efforts. Explain that as they contribute their skills to the neighborhood, life will start returning to normal.

Talking With Kids About Disaster

You may notice the following NORMAL reactions in children:

- Reluctance to be separated from parents, fear, and general upset.
- Problems going to sleep.
- Increased fears that may not appear to be related to the event.
- Stomachaches or headaches.
- An increase in their questions as they try to figure out what happened.

Use these guidelines when talking with children:

- **Reassure** children that they – and the key adults in their lives – are safe.
- **Explain** that it's OK to feel upset. Let kids talk about their feelings and help them put those feelings into perspective.
- **Observe** their emotional state, keeping an eye on changes in behavior, appetite or sleep patterns.
- **Maintain** a normal routine as much as possible, sticking to set times for homework, dinner and bed.

Children & those with special needs in our neighborhood

Name: _____ Phone: _____
 Address: _____ Will be checked on by: _____
 Need: _____

Name: _____ Phone: _____
 Address: _____ Will be checked on by: _____
 Need: _____

Name: _____ Phone: _____
 Address: _____ Will be checked on by: _____
 Need: _____

Name: _____ Phone: _____
 Address: _____ Will be checked on by: _____
 Need: _____

Name: _____ Phone: _____
 Address: _____ Will be checked on by: _____
 Need: _____



Damage Assessment Tasks

Primary Responsibilities

- ▼ Conduct preliminary and then updated surveys of the damage the neighborhood has sustained, and report the results of these surveys to the Neighborhood Coordinator.
- ▼ Remind all neighbors of the importance of taking photos or videos of all valuables *now* and after the disaster as documentation for insurance claims.

Before the Disaster

- Complete a training course in damage assessment offered through Seattle Office of Emergency Management.
- Encourage your neighbors to file copies of important documents (tax records, insurance policies, journals, etc.) in a safe place, and to take photos or videos of all valuables as documentation for insurance claims.

After the Disaster

Priority #1: Take care of yourself, your family and your home

- Check yourself and your family members for injuries.
- Take care of your house by:
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 - Turning off your natural gas at the valve outside the house, **only if you smell natural gas, hear or see a problem, or if you suspect a leak.**
 - Turn off your water at the main house valve and, if necessary, your electricity at the main electrical panel.
- Dress for safety and go to your meeting site:
 - Put your Help/OK sign in the window or on the door where it can be seen from the street.
 - Wear comfortable clothing, hardhat, safety glasses, gloves, sturdy shoes.
 - Bring a flashlight and your first aid kit.
 - Put your fire extinguisher at the end of the driveway for others to use if necessary.

Priority #2: Take Care of Others

- Meet up with your team members at the neighborhood Meeting Site. Always work in teams of two.
- Be prepared to help other teams who may need immediate assistance.
- As soon as possible, conduct a preliminary survey by *counting the number of the following items*. Do not enter the homes or structures; observe what you can from outside.

_____ # of extinguished fire	_____ # of broken gas mains
_____ # of power lines down	_____ # of broken water lines
_____ # of blocked roadways	_____ # of homes severely damaged or uninhabitable

- Within 36-48 hours, complete a detailed damage survey of the neighborhood using the form on the back of this sheet. This will keep information about the disaster consistent with the City.
- Listen to the AM/FM radio to find out where amateur radio operators are located. Be prepared to provide or deliver a detailed damage report to their location.
- Remind neighbors to take photos of the damage to their property and keep receipts of repair supplies for assistance applications and insurance claims.



Primary Responsibilities

- ▼ Establish and maintain communications within your neighborhood and others around you.
- ▼ Establish communications between your neighborhood and the City of Seattle using Auxiliary Communications Services (ACS) radio frequencies and protocols, if available.
- ▼ Monitor local radio stations and share information with your neighbors.

Before the Disaster

- Obtain a battery-operated, hand-cranked or other alternative-powered radio. Keep a list of Seattle's emergency radio stations readily available:
 - KIRO-AM 710 and/or FM 97.3
 - KOMO-AM 1000 or FM 97.7
- Decide as a neighborhood if you will purchase and use "walkie-talkie" radios in disaster response. Be sure to purchase additional batteries with the radios.
- If possible, have a neighbor or two take a class to become an amateur radio operator and join the Auxiliary Communications Service (ACS) group in Seattle.

After the Disaster

Priority #2: Take Care of Others

Priority #1: Take care of yourself, your family and your home

- Check yourself and your family members for injuries.
- Take care of your house by:
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 - Wear comfortable clothing, hardhat, safety glasses, gloves, sturdy shoes.
 - Bring a flashlight and your first aid kit.
 - Put your fire extinguisher at the end of the driveway for others to use if necessary.

- Meet up with your team members at the neighborhood Meeting Site. Always work in teams of two.
- Monitor radio stations for disaster information. Share relevant information with Team Coordinators.
- Be prepared to help other teams who may need immediate assistance. **Specifically, serve as a runner with the Search & Rescue Team as they conduct door-to-door searches.** If people are found who need first-aid care, "run" to get First Aid Team members to come and provide treatment.
- If your neighborhood has a life-threatening situation that requires emergency services, call 911. (Only call if you have a life-threatening situation that you can't take care of yourselves.)
- Complete the report on the back of this sheet. For those with amateur radio or ACS members, have them report **only those things your neighborhood has not been able to take care of, using ACS radio protocols.**
- If you don't have an amateur radio operator in your neighborhood, listen to the radio to find the nearest amateur radio locations. If necessary, go to that site and report **only those things your neighborhood has not been able to take care of.** Be sure to include your street name or SNAP group in your report.
- Return to your neighborhood and report to your Neighborhood Coordinator. Continue to monitor the radio. Share pertinent information with your neighbors.
- The City will want the full extent of the disaster's impact on your neighborhood. Gather the data listed on the back of this sheet. Keep listening for information about where and how to report this data.

SNAP Communications Team Report

Date _____ Time _____
Block numbers and street names (ex: 700 & 800 blks of 45th Ave N)

If you have an ACS member in your neighborhood, report this information using ACS frequencies and protocols. If you don't have an ACS member or amateur radio operator, listen to KIRO 710 AM to find out the location of the nearest amateur radio station to your neighborhood. This report should be taken to amateur radio operators.

A. Priority (circle all that apply)

1. Threat to health or public safety
2. Services requested
3. Information report, no services needed at this time

B. Problem Category (circle all that apply)

1. Casualties
2. Injuries
3. Trapped persons
4. Fire
5. Buckled/damaged streets
6. Debris blocking roadways
7. Bridge down
8. Landslide/mudslide
9. Sinkhole
10. Water utility damage
11. Flooding
12. Sewer problems
13. Electrical lines down
14. Structural damage (off foundation, collapsed)
15. Chemical release/hazmat incident
16. Animal problems
17. Natural gas
 - a. rupture/leaking in street
 - b. leak/meter damage at home (s)
18. Other _____

C. Problem Description

D. Services Requested (circle all that apply)

1. Fire
2. Medical
3. Rescue
4. Police
5. Shelter
6. Food
7. Supplies
8. Utility (specify) _____
9. Structural inspection (DPD)
10. Street/Bridges/Signals
11. Health department
12. Mortuary
13. Animal control
14. Other _____

E. Service Request Comments:

F. Location of Problem(s)

House/building # _____

Complete street name _____

Closest cross streets _____

Name of apartment/condo, etc _____

G. Contact Person at Site (Neighborhood Coordinator)

H. Approximate date/time problem occurred

Date _____

Time _____

I. Name of Person Making Report

REMINDERS:

- Following a major disaster, the City will be inundated with calls. Initially, report only those situations that require services beyond what your neighborhood is able to provide.
- Once an amateur radio site is established in your area, you may need to return to the Communications Site more than once. Sometimes your neighborhood needs will not be immediately known or obvious.
- Eventually, the City will want to know all that happened in your neighborhood and the full extent of your neighborhood response. Try to document the situation as completely as possible.
- Help the Damage Assessment Team in gathering information for Item B (Problem Category) of this form. The City will inform you of when and where to report this information.



Neighborhood Meeting Site



Neighborhood

First-Aid

Station



Neighborhood Shelter & Care Site

Purpose: Getting Organized

Type of Drill: Orientation
Level of Difficulty: Easy
Time to plan: Less than one hour
Time to Complete: Less than one hour
Scenario: Earthquake

Before the drill:

- Choose a date, time and place to hold the drill
- Invite your neighbors or team
- Make a sign-in sheet for the drill
- Create a map of your neighborhood and make one large copy for the group or a small version for each person that will be participating in the drill
- Request Ok/Help signs from the Office of Emergency Management by calling 206-233-5076

OBJECTIVES:

- Participants will be able to identify the locations of the neighborhood meeting site and the first aid station.
- Participants will understand how to use the Ok/Help sign
- Participants will understand the response tasks that need to be accomplished following a disaster.
- Participants will understand the people tasks that need to be accomplished following a disaster.

SCENARIO:
An earthquake starts shaking the area.

Group Discussion

Review Quake Safe Actions to Take:

Take a quake safe action quickly, within 3—4 seconds.

Find a quake safe place where you are.

Options:

- Beneath** any desk, table or Counter (Drop Cover and Hold)
- Beside** and inside wall or heavy piece of furniture
- Between** rows of chairs

After the Disaster—Take care of yourself, your family and your home:

1. Check yourself and your family for injuries
2. Dress for safety
3. If necessary, shut off the natural gas at the meter.
4. Shut off the water at the main house valve or at each toilet and water heater
5. Post your OK/Help card on the front door or window so it is visible from the street
6. Take your first aid kit with you
7. Check at the neighborhood meeting site

Orientation Drill: Group Activity

1. Using a map of the neighborhood, decide a centrally located site that everyone will meet to help each other.
2. Using a map of the neighborhood, decide a centrally located site where first aid would be administered. It should be near the neighborhood meeting site, but not at the same location.
3. Distribute the OK/Help signs and discuss the following points:
 - The purpose of the OK/Help sign is to minimize duplication of efforts and to identify where help is needed immediately.
 - This is a communications tool for your neighborhood only. First response agencies will not be looking for or will they respond to this sign.
 - If you or a member of your family needs help, place the card in the window with the Help side towards the street.
 - If everyone is OK, place the card in the window with the OK side towards the street.
 - Before you leave your house, always place your OK/Help sign in the window or on the door where it can be seen from the street.
4. Discuss the two groups of tasks that need to be completed following a major disaster: If you have only a few people, ask neighbors to chose what group of tasks they would like to do following a disaster.—priority response tasks or secondary response tasks—and ask them to identify their group on the sign-in sheet.

Group 1 Priority Response Tasks:	Group 2 Secondary Response Tasks
Utility Control Simple Search and Rescue Disaster First Aid	Shelter and Care Communications Damage Assessment

5. If you have enough people, ask neighbors to choose a specific task within the group they want. Depending on the number of people helping, more than one task can be accomplished at one time. If you have a limited number of people, focus on the priority tasks first. As you complete the priority tasks or have additional resources, move on to the secondary tasks.

Purpose: Getting Organized

Evaluation Tool:

Review the key points with the neighborhoods to be sure they understand the objectives that the drill was intended to test:

Ask the group:

Does everyone understand the location of the Neighborhood Meeting Site?

“This is the place where we will all meet to help each other”

Does everyone understand the location of the First Aid Site?

“This is the place where people who are hurt can get first aid care”

Does everyone understand the purpose of the OK/Help Sign?

“This is just for our neighborhood to use to help us communicate who needs help and who is OK. This is not to signal first response agencies.”

Does everyone understand the differences between the Priority Response Tasks and the Secondary Response Tasks?

“The response tasks are tasks that have first priority to complete because they impact life safety the most. If any of you already have first aid training, know how to control utilities or can work with a team to lift heavy objects or people, please sign up for these tasks.”

“Secondary tasks have to do more with taking care of people and can be delayed if necessary while completing the primary tasks. These tasks are less strenuous but are equally important. If you are an amateur radio operator or want to help an take care of people who need a bit more care, please sign up for these tasks.”

The Seattle Office of Emergency Management manages the SNAP program. If you have any questions as a result of this drill or would like to suggest ways to improve this drill, please e-mail SNAP@seattle.gov, or mail your suggestions to

Seattle Office of Emergency Management
SNAP program
105 5th Ave South, Suite 300
Seattle, WA 98104

Thank you for participating in SNAP!