Agenda

- Welcome and Introductions
- Understanding the Pieces
  - Who
  - How
- Breakout Sessions
- Best Practices and Success Stories
- Next Steps and Conclusion
Objectives

- Understand value of Community based NRGs
- Build Relationships
- Establish Lines of Communication
- Develop Working Groups
- Empower Residents to be Preparedness leaders
The Pieces

- NRG
- CERT
- Amateur Radio Operators
- MMRC
- Homeowner and Neighborhood Associations
- Commercial
- Individuals
NRG

- Neighborhood Response Group
- Neighbors coming together to plan on how to help each other
- Can take many forms, host different events, etc.
- Resident-led disaster preparedness and response
CERT

- Community Emergency Response Team
- National training curriculum focused on disaster response skills (fire safety, light search and rescue, team organization, and disaster medical operations)
- CERT members know what to expect from local responders and how to organize groups in standardized ways
Amateur Radio Operators

- Ham, MARS, ARES, etc.
- Citizens with a license to use certain radio frequencies
- Various equipment can send voice communication, photos, text, and Morse code.
- Can operate outside digital systems
- Can serve as communication links between different sites
Marin Medical Reserve Corps (MMRC)

- National Volunteer Program of health care professionals
- Augments disaster medical response
- Who has life saving skills in your neighborhood?
Homeowner and Neighborhood Associations

- Required and voluntary
- Responsibilities vary
- Offer an existing organizational structure
- Have data and communication mechanisms
Commercial

- What local business and commercial venues are in your neighborhood?
- What resources may they share?
- What support may they need?
Resources

- Open/Park Space
- Public Facilities (Schools, Community Centers, Libraries, etc.)
- Private Facilities (Businesses, Residential Care, Medical, etc.)
- Transportation Lines
Block Captains

- Coordinate a small group of neighbors
- Initiate meetings, talks, and activities
- Build and Foster relationships
- Gather and organize documentation
- CERT members or similar are excellent candidates
Breakout 1: Identify Your Pieces

- Introductions
  - Name
  - Where you live
  - Special skills/affiliations

- Map neighborhood resources
  - Medical
  - Open spaces/parking lots
  - Meeting locations

Outputs: Relationships, Resource Maps
Disaster Response

- What to expect
- Emergency Operations Center
- Challenges
  - Safety
  - Communication
  - Scale
Incident Command System (ICS)

- Lead - Coordinate/lead
- Operations - Does
- Planning - Looks to future

- Logistics - Resources & supplies
- Finance/Admin - Document & record
Span of Control

- Ideal person to leader ratio 1/5-10
- Block Size ~20 homes
- Number of Block Captains to Lead
- May need Sub groups
Possible Structure

Block/Cluster → Block Captain → NRG → Station Zone → EOC
Possible Structure

Block/Cluster → Block Captain → NRG → Station Zone → EOC
Possible Structure

Block/Cluster → Block Captain → NRG → Station Zone → EOC
Possible Structure

Block/Cluster → Block Captain → NRG → Station Zone → EOC
Possible Structure

Block/Cluster: 16,000
Block Captain: 800
NRG: 7
Station Zone: 1
EOC:

Diagram showing the possible structure with Block/Cluster, Block Captain, NRG, Station Zone, and EOC.
Communication

- Preparedness
- During a Disaster
  - Digital
  - Runner
  - Amateur Radios
BREAKOUT 2
Building a structure
Breakout 2: Building Structure

■ What structure makes sense for your zone?
■ What roles do you need?
  - Zone leader(s)
  - Steering committee
  - Communications
  - Operations
  - Block Captains
  - Other
■ Who can fill these roles?

Outputs: Organizational Chart
Best Practices

- There is no “one size fits all”
- Build relationships
- Don’t try to do too much
- Focus on empowerment, not fear
Lightening Round: Neighbor's Success Stories

- Jack Nixon – Wildfire Drill
- Paula Doubleday – Preparedness Outreach
- Rich Rusdorf – Organizing for Firewise
- Frank Cox – 5 steps of a Block Captain and Central Information Sharing
- Roger Byars – Data Collection
WILDFIRE DRILL
DOMINICAN BLACK CANYON
Important Notice Voluntary Fire Drill – Saturday, June 15 at 9:30 a.m.
Wildfire Simulation and Safety Fair

This drill is intended to simulate what Dominican Black Canyon residents would need to do if a wildfire occurs, and residents are advised to leave. The schedule for the drill and ways to prepare for it are listed below.

9:30 a.m. All residents of the Dominican Black Canyon Neighborhood should expect a phone call, text, and/or email from Alert Marin and the Marin County Office of Emergency Services announcing the start of the drill. Set a timer to get out in ten minutes. Imagine you are vacating your home for several days. Gather essential items before the timer goes off. Assembling what you need is faster if you prepare a list in advance. Also, put some items into a go-kit that is always ready (see below).

Load your car, be sure it fits, and drive to the Conlan Gym parking lot on Grand Avenue at Dominican University.

By 10:00 a.m., arrive at the Conlan Gym parking lot, park your car, and check in, just as you would at an evacuation center. If your time permits, visit tables staffed by the SR Fire Department, SR Police Department, FireSafe Marin, Marin County Red Cross, and neighborhood association members who will answer questions and provide handouts. Please sign up for Alert Marin at AlertMarin.org if you haven’t done so already.

To create your personal check list, consider the suggestions below. For more suggestions, Google “Evacuation Checklist”.

Last minute items
- Cash and wallet
- Identification, passport
- Cell phones, chargers, laptop, tablet
- Prescription medication
- Safe deposit box key
- Pets, leashes, carriers

Go Kit
- Water, emergency food
- Change of clothing, sturdy shoes
- Headlamp and flashlight
- Spare glasses/contacts
- Computer backup drive

Leaving the house
- Close all windows and doors
- Close interior doors
- Close garage door
- Attach hoses to outside spigots
- Open outside gates
5 simple steps to prepare. Let’s get started.

1. **Form a neighborhood group, identify a Block Captain, and share contact information. Identify anyone who might need assistance in an evacuation.**

2. **Store enough water for 5 days: Minimum 1 gallon per person per day. Don’t forget water for the pets, sanitation, and cooking. Write the date on the container and replace once a year.**

3. **Disasters can happen when it is dark! Put a flashlight or headlamp next to your bed. Don’t forget to check the batteries now and again.**

4. **Place a wrench near your gas meter and know how to turn it off. (Call PG&E if you don’t know and they’ll show you.) ONLY turn off the gas if you smell it! Also know how to turn off your water.**

5. **Put an old pair of shoes and socks under your bed. The most common injury in an emergency is cuts on the bottom of the feet. (Makes it hard to run!)**

**Is this enough?**

No. But we want to get you started. There are many more things you can do to prepare. On the other side of this postcard are more ideas you can do to get ready for an emergency, whether a fire, evacuation, or an earthquake.

Visit www.ReadyMarin.org for more information and resources.

OUR MISSION IS TO HAVE ALL RESIDENTS IN GERSTLE PARK ORGANIZED INTO GROUPS AND PREPARED FOR AN EMERGENCY. YES, WE THINK BIG. BE A PART OF IT.

www.gerstlepark.com
Pack a Kit

It won’t take you long to pull together some items to prepare for a disaster. If you have children, they need a kit too! If you had 10 minutes to evacuate your home, what would you take? Make a list and put those items close at hand. Consider an evacuation route out of your home for all family members and choose a place to meet, in case you get separated. Plan a drill with your kids!

Visit our neighborhood website for more information at www.gerstlepark.com

Have You Registered Your Cell Phone With the Telephone Emergency Notification System?

Previously, the Marin County TENS program contained all listed and unlisted landline numbers in their system. If there is an emergency, they can call thousands of people with an alert. This year, the system was upgraded to allow you to register all of your cell phones. If you aren’t at home when an alert goes out, such as a wildfire evacuation, you would get the call on your cell. Please register. It takes 5 minutes.

www.alertmarin.org

<table>
<thead>
<tr>
<th>In Your Car</th>
<th>In Your Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nutritious snack food</td>
<td>Water, water, water</td>
</tr>
<tr>
<td>Bottled water</td>
<td>Flashlight and batteries</td>
</tr>
<tr>
<td>Comfortable shoes and socks</td>
<td>First Aid Kit and Manual</td>
</tr>
<tr>
<td>Heavy work gloves</td>
<td>Portable radio and batteries</td>
</tr>
<tr>
<td>Cash in small denominations</td>
<td>Copy of driver’s license</td>
</tr>
<tr>
<td>Flashlight &amp; batteries</td>
<td>Cash in small denominations</td>
</tr>
<tr>
<td>Waterproof matches</td>
<td>Food</td>
</tr>
<tr>
<td>Portable AM radio</td>
<td>Paper plates</td>
</tr>
<tr>
<td>Toilet paper and sanitary supplies</td>
<td>Can opener</td>
</tr>
<tr>
<td>Small first aid kit</td>
<td>Portable toilet or bucket</td>
</tr>
<tr>
<td>Mylar space blanket</td>
<td>Wrench</td>
</tr>
<tr>
<td>Tools: screwdriver, pliers</td>
<td>Paper towels</td>
</tr>
<tr>
<td>Fire extinguisher: A-B-C type</td>
<td>Chlorine bleach</td>
</tr>
<tr>
<td>Flares</td>
<td>Plastic garbage bags</td>
</tr>
<tr>
<td>Never let your gas tank fall below 1/4 full</td>
<td>Feminine hygiene supplies</td>
</tr>
</tbody>
</table>

info@gerstlepark.com | www.gerstlepark.com
BECOMING FIREWISE
RAFAEL HIGHLANDS
TRAINING BLOCK
CAPTAINS
MOUNT MARIN
SAN RAFAEL PARK
STEP ONE

Put Flyer Into Mailbox With YOUR Captain Info...

Maybe put your Photo on back

Then follow-up With a visit
STEP TWO

Give Brief ‘Earthquake Talk’ – what Is this all about?

Maybe show Gas / water Shutoffs – etc.

Neighborhood Response Group of Marin
The ‘Earthquake Talk’ / getting Neighbors to participate

See: WWW.NRGMarin.ORG
https://www.youtube.com/watch?v=aO_xsZtOVt&feature=youtu.be

Block Captain Training - The Earthquake Talk
John and Lee Howard - Mariner Cove, Corte Madera
Lee has given est 314 or so ‘Earthquake talks’ in Mariner Cove – her suggestions:
Rough Notes from watching Lee’s 21 minutes long video:

Everything you need (Forms, information) is on the website
Neighborhood Response Group of Marin
WWW.NRGMarin.ORG (links to www.ReadyMarin.org in some places)
STEP THREE
Help Neighbor Fill out Form for YOUR use + Our records

Block Captains keep originals in waterproof binders to check on neighbors if there is a disaster. Give a PDF Copy to MMSRP Lead.

---

<table>
<thead>
<tr>
<th>MontMarin-SanRafael Park Neighborhood Emergency Assistance Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your information will be used solely for the purpose of the MMSRP Emergency Response Team, i.e. emergency preparedness and response should an emergency / disaster strike our Neighborhood.</td>
</tr>
<tr>
<td>Name / primary contact: [<em><strong>] Date: [</strong></em>]</td>
</tr>
<tr>
<td>Home Address: [___]</td>
</tr>
<tr>
<td>Residence Phone: [<em><strong>] Cell #: [</strong></em>] E-mail: [___]</td>
</tr>
<tr>
<td>Occupants (full or part time)</td>
</tr>
<tr>
<td>Adults Name: [<em><strong>] Workplace Location: [</strong></em>] Cellphone #: [___]</td>
</tr>
<tr>
<td>Children Name: [<em><strong>] Birth Mo/Yr: [</strong></em>] School: [___]</td>
</tr>
<tr>
<td>Emergency Contact(s) NOT in this area to contact if you become disabled: [___]</td>
</tr>
<tr>
<td>Pets Type Name Description: [___]</td>
</tr>
<tr>
<td>Special Needs: Please identify by name any: medical conditions, critical medications, life support (ie. dialysis, oxygen, respirator), disability (cognitive, speech, hearing, mobility, etc.) ESL language [___]</td>
</tr>
<tr>
<td>Skills: (e.g., CERT, CPR, First Aid, EMT, medical doctor, nurse, Search And Rescue, etc): [___]</td>
</tr>
<tr>
<td>Resources: Helpful tools (ie generator, HAM radio etc.) you can use if we have a disaster: [___]</td>
</tr>
<tr>
<td>Are you interested in helping as a Block Captain / Coordinator / other helper? [___]</td>
</tr>
<tr>
<td>Anything Else we should know? [___]</td>
</tr>
</tbody>
</table>

MMSRP Emergency Neighbor INFO FORM ato: /v. 5-5-2016
STEP FOUR

Leave OK/HELP sign
And 5 Step Card
STEP FIVE

Data Collection and Maintenance

1. TEAM member shared resources (not public):
   (URL to the SHARED TEAM portion of the Mont Marin Gdrive)

2. Coordinator / LOCKED Password protected
   team member personnel files and confidential homeowner files (backup for block captains)
Recent Neighborhood Response Team meetings:

- **Wednesday Jan 27, 2016** - Annual meeting. - with reps from Lucas Valley HOA & Quail Hill Homeowners.
- **Wednesday Feb 24, 2016** - Neighborhood Response Team Meeting, with Paula Doubleday (Dominican area coordinator, webmaster of www.ReadyMarin.org)
- **Wednesday April 27, 2016** - Get Ready Marin personal / family preparedness Class Marinwood Community Center
- **Wednesday June 22, 2016** - Neighborhood Response Team Meeting, with John & Lee Howard, Neighborhood organizers in Central Marin (www.argumarin.org)
- **Wednesday July 13, 2016** - Neighborhood Response Team Meeting, 5 steps for Block Captains, practice ‘Earthquake talk’
- **Wednesday Aug 24, 2016** - Neighborhood Response Team Meeting, Maggie Lang, CERT coordinator / Preparedness Trainer
- **Saturday, Sept 10, 2016** - 10am-Noon at Mill Valley Community Center, FIRE IN MARIN - Fire hazard in many parts of Marin is ranked among the highest in the state and the world! Todd Lando, FireSafe Marin Coordinator
- **Thursday, Sept 15, 2016** - 7-9pm at San Rafael City Chambers GET READY MARIN basic personal / family preparedness
- **Wednesday Sept 21, 2016** - Neighborhood Response Team Meeting, Judy Gronski, Quail Hill Neighborhood Response Control Team
- **Wednesday Oct 26, 2016** - Neighborhood Response Team Meeting, John Hansen + Bill Davis, CERTs, Marin Valley Emergency Services Team. MVVEST
- **Wednesday Nov 9, 2016** - Get Ready Marin personal / family preparedness Class Marinwood Community Center

- **Saturday February 4, 2017** - San Rafael CERTs meet in Terra Linda including Mont Marin SR Park, Marinwood, Lucas Valley HOA and many other CERTs!
- **Wednesday, Feb 8, 2017** - Annual Meeting at Marinwood Community Center. Great presentations by Bill Guerin, San Rafael Director of Public Works on the progress of the SMART Train, and Raffi Boloyan, Planning Manager at City of San Rafael speaking about the changes to the Los Gamos Drive area that will occur when Kaiser moves medical offices into 1650 Los Gamos Drive, and more.
- **Wednesday Feb. 22, 2017** - Neighborhood Response Team Meeting Tabletop exercise discussion based on earthquake scenario
- **Wednesday March 22, 2017** - 7:30 pm - 9:00pm Get Ready Marin (with Lucas Valley + Marinwood)
- **Wednesday, April 19, 2017** - 7:00 to 8:30pm at the Senior Access Center, 70 Skyview Terrace, San Rafael MMSRP Neighborhood Response Team meeting / introduction to disaster radio communications
- **Sunday May 21st 9am - Noon Neighborhood Response Team Radio Drill at Jerry Russoni Park**
  Over 20 volunteers broke into seven teams and successfully carried out a Radio Drill from all parts of MMSRP.
- **Wednesday June 28, 2017** - 7:00 to 8:30pm Neighborhood Response Team Meeting at the Senior Access Center, 70 Skyview Terrace, SR. We did a short half our ‘Refresher’ on our Team ‘5 Steps’, reviewed lessons learned in the Radio Drill, and planned more.
- **Thursday August 10, 2017** - 7:15pm to 8:00pm Three Community “Scratch” Radio Drill testing different types of radios, multiple frequencies, among MMSRP and Lucas Valley and Marinwood CERT to Marinwood Fire station ..., dry run for our Oct 14, 2017 major drill.
- **Wednesday June 28, 2017** - 7:00pm to 8:30pm Neighborhood Response Team Meeting at the Senior Access Center, 70 Skyview Terrace, SR. We did a short half our ‘Refresher’ on our Team ‘5 Steps’, reviewed lessons learned in the Radio Drill, and planned more.
- **Wednesday Sept 20, 2017** - 7:00pm to 8:30pm Neighborhood Response Team Meeting. We practiced for the upcoming Oct 14th Drill.
DATA COLLECTION READY GLENWOOD
Benefits of Data Collection for NRGs

- Identify, prioritize needs, and assist residents in an emergency
- Identify people who can be resources in an emergency
- Outreach to contact residents to promote disaster first aid and CERT classes
Ready Glenwood: An Overview

- 684 homes
- 40% of completed information form (276)
- 22 Block Captains
  - 84% of homes covered
  - ~20 homes per captain
  - Gather data and share information
  - Half are CERT members
Data Collection Tools

- Household Information Form
- Google and Excel spreadsheets (data from form goes into Google sheet, then downloaded to Excel)

- Pivot table (Excel)
  - Used to pull household information into individual forms showing data already collected on each household.
  - Block Captains use this for the annual update process.
Household Information Form

- The resident initials the form to indicate they authorize use of information in an emergency.
- Names of all in home, Address, Phone, Out of Area Contact, Email addresses.
- Block captain keeps a copy and one goes to Coordinator.
- Coordinators enter data into spreadsheet.
- Annual outreach by block captains to update information.
Household Form (cont.)

- Pets, Water on property, Vehicles
- Mobility Issues, Critical Needs, Medications
- Special Skills (Medical, Construction, CPR, etc.)
- Special Equipment
- CERT Graduate?
- Interested in Nextdoor or Homeowners’ Association?

<table>
<thead>
<tr>
<th>Pets</th>
<th>List type of animal, name and location of stored food</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Swimming Pool or Hot Tub?</td>
<td>Yes</td>
</tr>
<tr>
<td>Mobility limitations?</td>
<td>If yes, describe:</td>
</tr>
<tr>
<td>Critical Needs</td>
<td>If yes, describe (i.e., dialysis, diabetic, need prescriptions):</td>
</tr>
<tr>
<td>Special Skills</td>
<td>If yes, describe (i.e., medical professional, construction, CPR, CERT, etc.):</td>
</tr>
<tr>
<td>Special Equipment</td>
<td>If yes, describe (i.e., generator, chain saw, pry bar, etc.):</td>
</tr>
<tr>
<td>Vehicles</td>
<td>Describe color, make and model, year:</td>
</tr>
<tr>
<td>Amateur Radio</td>
<td>Are you willing to participate in the neighborhood radio network?</td>
</tr>
<tr>
<td>CERT Graduate?</td>
<td>Yes</td>
</tr>
<tr>
<td>Communication</td>
<td>Want to be on the Glenwood Homeowner’s Association email list?</td>
</tr>
<tr>
<td>Want to join NextDoor.com?</td>
<td>Yes</td>
</tr>
</tbody>
</table>
### Pivot Table example for verification, annual update

<table>
<thead>
<tr>
<th>What we currently have:</th>
<th>Please make any changes here:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Block Captain</strong></td>
<td>Byars</td>
</tr>
<tr>
<td><strong>Address</strong></td>
<td>Knight Drive</td>
</tr>
<tr>
<td><strong>Persons in Household</strong></td>
<td>Roger <a href="mailto:Byars@aol.com">Byars@aol.com</a></td>
</tr>
<tr>
<td></td>
<td>415-793-3456, rogerbyarsnet</td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td>415-793-3456</td>
</tr>
<tr>
<td><strong>Out of Area Contact</strong></td>
<td>Sarah 928-445-310-42 Sarah John</td>
</tr>
<tr>
<td><strong>Pets (with location of food)</strong></td>
<td>3 Cats “Bella”, “Baci”, and “Rama”</td>
</tr>
<tr>
<td><strong>Swimming Pool or Hot Tub?</strong></td>
<td>no</td>
</tr>
<tr>
<td><strong>Mobility Limitations</strong></td>
<td>goes slowly on stairs</td>
</tr>
<tr>
<td><strong>Critical Needs</strong></td>
<td>prescriptions</td>
</tr>
<tr>
<td><strong>Social Skills</strong></td>
<td></td>
</tr>
<tr>
<td>Special Skills</td>
<td>retired RNs</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Special Equipment</td>
<td>(blank)</td>
</tr>
<tr>
<td>Vehicles</td>
<td>2013 Grey</td>
</tr>
<tr>
<td>CERT Grad</td>
<td>yes</td>
</tr>
<tr>
<td>Radio Network?</td>
<td>yes</td>
</tr>
<tr>
<td>Add to GW HOA? (or already on?)</td>
<td>yes</td>
</tr>
<tr>
<td>Add to Nextdoor? (or already on?)</td>
<td>already on</td>
</tr>
<tr>
<td>Interested in CERT Training?</td>
<td>yes</td>
</tr>
<tr>
<td>OK to share information with neighbors?</td>
<td>yes</td>
</tr>
<tr>
<td>Last updated</td>
<td>8/14/2019 9:04</td>
</tr>
</tbody>
</table>
Lightning Round Summary

- Individual Preparedness
- Organizing for a specific purpose
- Drills and Exercises
- Structure and Block Captains
- Data Collection and Management
Moving forward

- Identify Neighborhood Organizers > Steering Committee
- Plan and Conduct a neighborhood meeting
- Establish Clusters or Blocks and Identify Cluster/Block Captains
- Establish annual plan/objectives
  - Meetings
  - Events/activities
- Establish policies and guidelines
Breakout 3

- Communication Plan
- First meeting or activity

Outputs: Communication Plan, Plans for next steps (empowerment)
Objective Review

- Understand value of Community-based NRGs
- Build Relationships
- Establish Lines of Communication
- Develop Working Groups
- Empower Residents to be Preparedness leaders