

City & County of San Francisco



# **COMMUNITY DISASTER PLAN SUPERVISORIAL DISTRICT 5**

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**2<sup>nd</sup> Draft for Discussion  
Only  
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## SECTION 1 – INTRODUCTION

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### 1.1 PURPOSE

Experience has shown that after a major disaster, police, fire, rescue and other emergency response and support agencies will experience a tremendous demand on service. During the first 72 hours or more, they may not be able to respond immediately to every call. They will need to deploy resources to deal with life-threatening events such as structural fires and the collapse of buildings. A prepared community will be better equipped to stabilize and recover within the first 72 hours of a disaster.

The purpose of this Community Disaster Plan is to help districts, neighborhoods, and/or residential communities in San Francisco to prepare for a disaster. The plan suggests steps that will help local entities to fill any gaps that may occur between government response and local needs during the first 72 hours or more of a major disaster event. The plan also strongly encourages local residents to become actively involved in the San Francisco Fire Department's NERT Program (Neighborhood Emergency Response Team). NERT is a cornerstone to becoming a prepared neighborhood. However, this Community Disaster Plan goes beyond the NERT program and outlines strategies for how communities can devise a local response to disaster that complements the City and County of San Francisco's larger Emergency Operations Plan.

When individuals and their neighborhoods are prepared to mutually assist each other immediately after a disaster, lives can be saved, property can be spared and emergency services can focus on responding to the most devastated areas. The plan is applicable for any type of neighborhood or geographic entity that wants to increase the disaster readiness for that locality.

- **A Supervisory District** may use the guidelines for how to prepare the various neighborhoods within that District.
- **A Neighborhood within the District** may use the guidelines for how to prepare the various residents (and blocks) of that neighborhood. A neighborhood emergency preparedness committee may then coordinate activities with a district emergency preparedness committee.
- **A Residential Community** (such as a condominium or apartment complex) may use the guidelines for how to prepare its tenants. The residential emergency preparedness committee may then coordinate activities with a neighborhood emergency preparedness committee.

Specific objectives of this plan are as follows:

- To identify assumptions about the impact of a large disaster within the community
- To outline the major disaster risks within the community



- To describe a process for how the community can organize an Emergency Preparedness Committee
- To outline various levels of community preparedness and to describe the organization, procedures, and responsibilities for achieving preparedness at each level
- To discuss roles for the community to play in helping the City to meet disaster needs in their community (i.e., feeding, sheltering, bulk distribution of emergency relief items, support for elderly and disabled persons, etc.)
- To identify resources within the community to support implementation of the disaster plan (i.e., recreation centers, schools, congregations, neighborhood associations, etc.)
- To provide information for how local residents can work together to improve their individual preparedness and capacity to shelter safely in place for 72-hours post disaster
- To support community emergency planning groups with information on where to go for additional resources and training

The essence of this Community Disaster Plan is to provide a blueprint that will bring together the skills, resources and knowledge that the neighborhood currently possesses.

## 1.2 GEOGRAPHY

District 5 is formed by a variety of neighborhoods:

- **Alamo Square** - takes up four city blocks and is bordered by Hayes Street to the south, Fulton Street to the north, Scott Street to the west, and Steiner Street to the east.
- **Cole Valley** - its boundaries are usually considered to be Stanyan Street and the Sutro Forest to the west, Tank Hill to the south, Clayton Street to the east, and Waller Street to the north.
- **Haight/Upper Haight** - that area of the Haight which stretches from Stanyan to Masonic.
- **Haight/Lower Haight** - in general terms, it lies between Oak Street and Duboce Avenue, and between Divisadero Street and Market Street.
- **Hayes Valley** - boundaries are not very well defined, but it is generally considered to be the area around Hayes Street west from Fillmore Street (near Alamo Square) and to Gough, Franklin or Van Ness to the east. Northward and southward, it extends a few blocks away from Hayes Street in either direction.
- **Inner Sunset** - that area from 3<sup>rd</sup> Avenue between Lincoln Way and Judah out to 19<sup>th</sup> Ave.



- **Japantown** - comprises about six square city blocks in the Western Addition. The main thoroughfare is Post Street. Its focal point is Japan Center, the site of three Japanese oriented shopping centers and the Peace Pagoda.
- **Western Addition** - the boundaries of it are not very well defined, but it is located in the area of the City between Van Ness Avenue on the east, the Richmond District on the west, Pacific Heights to the north, and the Haight-Ashbury and Haight-Fillmore to the south. The Western Addition also contains many smaller neighborhoods such as Japantown, The Fillmore, Hayes Valley, Lower Pacific Heights, North Panhandle, Cathedral Hill, and Anza Vista.

### 1.3 DEMOGRAPHIC DATA

The following data is taken from the 2000 City and County Census Data. District 5 has a population of 70,335 or 11% of the City and County of San Francisco's total population

- Race and Ethnicity, Percentage
  - White - 60%
  - Asian - 17%
  - Black, African American 16%
  - Hispanic or Latino 7%

Note:

- A key cultural and ethnic characteristic in District 5 is the presence of the second largest African American community in the City.
- At the same time, District 5 one of the higher percentages of Whites living in the District, relative to other Districts.

- Home Ownership, Children and Elderly, Percentage and Rank by District
  - Home Ownership Rate - 19% (compared with 70% for District 11)
  - Households w/ Children Under 18 - 12%
  - Households w/ Seniors 65 or Over - 19%

Note:

- District 5 is among the five districts with lower children and youth population statistics.
- However, District 5 has a prominent population "cluster" or group of children and youth within the center of the Western Addition.
- There is also a senior population "cluster" within the Western Addition.

- District 5 has a per capita income of \$36,248, which ranks it 5<sup>th</sup> relative to the eleven other City Districts.



- District 5 ranks second in the number of people living per acre (4.8 persons per acre). The population density in District 5 could be associated with a high housing density.
- The highest number of residents with postgraduate degrees occur in Districts Two (29%), Eight (26%), Seven (24%), and Five (20%).

## 1.4 PLANNING ASSUMPTIONS

The following planning assumptions provide a realistic view of what communities in District 5 will face in a *major disaster*.

1. City emergency services will be overwhelmed. Fire and rescue personnel will respond to major fires and building collapses, but resources will be limited during the first several hours.
2. Temporary shelter will be needed immediately and a longer term relocation of residents may be necessary, given the potential for extensive building damage and significant disruption of utilities.
3. Neighborhood residents must be prepared to assist one another and may need to be self-sufficient (without City services) for at least 72 hours after a major earthquake.
4. Businesses will remain closed for several days or weeks, and may not be able to return to pre-earthquake leased or owned space because of building damage and disruption of utilities and other services.
5. Larger disasters will generally have cumulative impacts that will disrupt utility, communications, medical, transportation, and food service systems. Blocked roads, closed bridges and inoperable transportation systems will slow initial response by limiting available resources. It will also cause people to be initially separated from their families.
6. Large disasters will impact all segments of the population, however typically people with fewer resources require more support to recover. In addition, there will be persons in the community who will need specific assistance because of age, disability, or language needs.
7. In addition to opening disaster shelters and feeding sites, the disaster response may require the opening of emergency aid stations, or some type of disaster service center (i.e., Help Center) as another place for local residents to go for disaster assistance and relief.
8. No single agency or organization will be able to satisfy all emergency resource requests during a major emergency or disaster. Prior community planning and collaboration with neighborhood and faith-based organizations and the private sector is important for augmenting the resources and skill sets to meet recovery needs.



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## SECTION 2 – HAZARD ANALYSIS

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### 2.1 EARTHQUAKE

The biggest and most likely risk threat involves a major earthquake on any one of the dozen fault segments that run under the Bay Area. The three earthquake faults with the potential to produce the most damage for San Francisco include the San Andreas, Northern San Gregorio and Hayward Faults. A large earthquake would also likely trigger one or more of the secondary disaster impacts listed below.

- Fires started by broken gas lines
- Hazardous materials releases and spills
- Earthquake-triggered landslides in hillside areas
- Dam/dike (reservoir) failure

In addition, a major earthquake would cause significant utility breakdowns in communications, water, electricity, gas, sewage and transportation systems. Residents without essential utilities will need support to shelter-in-place; otherwise the strain on public disaster shelters will be enormous. Response systems – police, fire, 9-1-1, paramedics, and the ability to quickly mount a care and shelter response – will all clearly face overwhelming service delivery demands. Any failure to normal communications systems will complicate the ability to maintain effective command and control. Confirmed information regarding the event will generally be limited initially.

### 2.2 STORM/FLOODING

San Francisco is not subject to flooding of natural waterways. (The National Flood Insurance Program, which designates flood-prone areas, has identified no areas in San Francisco.)

Flooding as a result of dam or reservoir failure is unlikely, and is most likely to occur as a result of an earthquake. However, severe winter storms can create power outages. An extended outage is a particular risk to older or disabled persons and medically fragile persons who rely on medical equipment that is electricity dependent.

### 2.3 TERRORISM

A terrorist incident is generally defined as a violent act, or an act dangerous to human life, that is in violation of the criminal laws of the United States, or of any State, to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of a political or social objective. Terrorism hazards may be a Weapon of Mass Destruction (WMD), including





conventional explosives, secondary devices and combined hazards, or other means of attack, including low-tech devices and delivery, attacks on infrastructure and cyber terrorism.

Weapons of Mass Destruction are defined as any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals; disease organisms; radiation or radioactivity; or explosion or fire. At least two important considerations distinguish these hazards from other types of terrorist tools. First, in the case of chemical, biological, and radioactive agents, their presence may not be immediately obvious, making it difficult to determine when and where they have been released, who has been exposed, and what danger is present for first responders and medical technicians. Second, although there is a sizable body of research on battlefield exposures to WMD agents, there is limited scientific understanding of how these agents affect civilian populations. WMD agents are classified in the acronym CBRNE.

**Chemical.** Chemical agents are intended to kill, seriously injure, or incapacitate people through physiological or psychological effects. Hazardous chemicals, including industrial chemicals and agents, can be introduced via aerosol devices (e.g., munitions, sprayers, or aerosol generators), breaking containers, or covert dissemination. Such an attack might involve the release of a chemical warfare agent, such as a nerve or blister agent or an industrial chemical, which may have serious consequences.

**Biological.** Recognition of a biological hazard can occur through several methods, including identification of a credible threat, discovery of bioterrorism evidence (devices, agent, clandestine lab), diagnosis (identification of a disease caused by an agent identified as a possible bioterrorism agent), and detection (gathering and interpretation of public health surveillance data).

**Radiological/Nuclear.** The difficulty of responding to a nuclear or radiological incident is compounded by the nature of radiation itself. In an explosion, the fact that radioactive material was involved may or may not be obvious, depending upon the nature of the explosive device used. The presence of a radiation hazard is difficult to ascertain, unless the responders have the proper detection equipment and have been trained to use it properly. Radiation is a natural form of energy found in air, food and water. Properly contained radioactive materials have a variety of medical, industrial and energy generation uses. While radiological accidents are rare, they come with a variety of health and safety issues. The possible terrorist use of a radiological dispersal device (RDD) such as a "dirty bomb" to inflict physical and psychological harm is a serious domestic threat. Nuclear events from nuclear power generators such as nuclear power plants will have far greater physical, psychological and long-term impact on life and property.

**Explosives.** The easiest to obtain and use of all weapons is a conventional explosive device, or improvised bomb, which may be used to cause massive local destruction or to disperse chemical, or radiological agents. Planning for the possibility of terrorist attacks must consider the fact that explosives can be delivered by a variety of methods. Small explosive devices can be left in packages or bags in public areas for later detonation, or they can be attached directly to a suicide bomber for detonation at a time and place when and where the terrorist feels that maximum



damage can be done. The relatively small size of these explosive devices and the absence of specific security measures in most areas make these types of terrorist attacks extremely difficult to prevent. Small explosive devices can also be brought onto planes, trains, ships, or buses, within checked bags or hand carried. Larger quantities of explosive materials can be delivered to their intended target area by means of car or truck bombs.

## **2.4 HAZARDOUS MATERIALS RELEASE**

A hazardous materials release can be dangerous under any conditions. During an earthquake the risk, and the difficulty in responding to the risk, is much greater. The release of a hazardous material could cause significant problems to human health, the environment or property. The adverse effects of a hazardous materials release are dependent on the type, location and quantity of the material released. Although hazardous material incidents can happen almost anywhere, certain areas of the State are at higher risk. Jurisdictions near roadways that are frequently used for transporting hazardous materials and jurisdictions with industrial facilities that use, store, or dispose of such materials all have increased potential for major accidents, as do jurisdictions crossed by certain railways, waterways, airways and pipelines.

Across the country and around the world, releases of explosives and highly flammable materials have caused fatalities and injuries, necessitated large-scale evacuations and destroyed millions of dollars worth of property. Toxic chemicals in gaseous form have caused injuries and fatalities among emergency response personnel and passersby. When toxic materials have entered either surface or ground water supplies, serious health effects have resulted. Releases of hazardous materials have been especially damaging when they occurred in highly populated areas or along heavily traveled transportation routes.

## **2.5 FIRE**

San Francisco does not have the conditions for large, devastating wild land fires. Urban fires are a constant threat, and the worst case urban fire is conflagration associated with an earthquake. A conflagration is defined as a fire incident with a front of at least 300 feet or when a fire has jumped across a natural barrier. Congestion, density, mix of dwellings and businesses and light industry are factors that contribute to the potential for an urban conflagration.



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## SECTION 3 – DEVELOPING A COMMUNITY PREPAREDNESS PLAN

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### 3.1 THE EMERGENCY PREPAREDNESS COMMITTEE

The first step in the process of developing the Community Disaster Plan is to form an Emergency Preparedness Committee. The Committee, when formed, will represent those residents within that community or neighborhood who are willing to take ownership for that locality's disaster preparedness. The role for this Committee is outlined below.

- To provide the necessary leadership and direction for development of the Community Disaster Plan.
- To facilitate and support community/neighborhood preparedness.
- To promote and support the local NERT program.
- To establish liaison with other community organizations for the purpose of coordinating local disaster relief efforts for residents.
- To identify residents with disaster skills/interests and then facilitate the development of those residents into teams that will work together to meet community disaster needs.
- To recruit residents who wish to assume disaster leadership positions (i.e., serve as neighborhood block captains).
- To identify facilities, equipment and other material resources that can be shared within that community in times of disaster.
- To provide a specific point of contact for that community with local government and emergency responders before and during a disaster.

### 3.2 HOW TO FORM THE EMERGENCY PREPAREDNESS COMMITTEE

Use the following four steps to form an Emergency Preparedness Committee.

1. Identify a Core Group of Concerned Neighborhood Residents
2. Plan the First Emergency Preparedness Committee Meeting
3. Create a Structure for the Emergency Preparedness Committee
4. Determine Preparedness/Planning Goals for the Community



## 1. Identify a Core Group of Concerned Neighborhood Residents

### If You Are Working With An Existing Community or Neighborhood Group:

- ❑ List the Community Disaster Plan as an agenda item at an upcoming meeting. Discuss the urgency of individual, family and neighborhood preparedness.
- ❑ Ask for volunteers from the meeting to help get an Emergency Preparedness Committee started.
- ❑ Given a core group of interested volunteers, pick a convenient time and location to launch the first formal meeting of the newly formed Emergency Preparedness Committee. Invite other neighbors with an interest in getting involved.

### If You Are Not Working With An Existing Neighborhood Group:

- ❑ Develop a recruitment list of potential members for the Emergency Preparedness Committee (it only takes a handful of volunteers to get a Committee started). Approach representatives from the following organizations in your community and ask for their involvement:
  - Neighborhood Associations/Neighborhood Leaders (see Section 4.5)
  - Local Emergency Management Organizations – City Office of Emergency Services (see Section 6.1) and NERT (see Section 6.2)
  - Homeowner Groups
  - Local Congregations/Religious and Faith-Based Organizations (see Section 4.4)
  - Neighborhood Merchants, Merchant Associations and Businesses Groups
  - Elected Officials or Neighborhood Advisory Commissions
  - Local Schools/Educational Leaders (see Section 4.2)
  - Union Leaders
  - Community-Based Organizations/Community Service Groups

#### Note:

- To be effective, the Emergency Preparedness Committee needs to be representative of the demographics and culture of the community.

## 2. Plan the First Emergency Preparedness Committee Meeting

- ❑ Pick a date, time and convenient location (i.e., local congregation, library, or community center) for a first meeting.
- ❑ Whether you are working with an existing neighborhood group, or starting from the beginning, distribute a simple one-page flyer within the community to generate interest and recruit new/additional members for the Emergency Preparedness Committee.

### Use any of the following items below as bullet points on the flyer:

- Are you concerned about earthquakes or other disasters?
- Do you have an emergency plan for your family?



- Do you have emergency supplies at home?
- If you have children, are you familiar with the school's evacuation procedures?
- Are you interested in helping to create and implement a disaster preparedness plan for this neighborhood?
- Announce how community residents can participate in a more prepared community

Note:

- Include a name and contact information so neighborhood residents can call someone if they want to get involved, or need more information
- Distribute the flyer throughout the neighborhood in stores, on bulletin boards, etc.
- Invite representation from the local NERT (Neighborhood Emergency Response Team) program to the first planning meeting (see Section 6.2).
  - The local NERT (Neighborhood Emergency Response Team) program will serve as a very important adjunct to the work of the Emergency Preparedness Committee and to the development of the Community Disaster Plan.
  - The committee will want to work closely with NERT in promoting Neighborhood Emergency Response Team training for community residents.
- As preparation for the first Emergency Preparedness Committee meeting, consider the following questions:
  - What geographic area can you realistically cover? Determine the physical area (neighborhood, district, government body, etc.) that the Emergency Preparedness Committee will coordinate.
  - What, if anything, is currently being done in your community regarding disaster preparedness and who is doing it? The NERT (Neighborhood Emergency Response Teams) program may already have a team in place, and as stated above, should be involved with efforts to develop a Community Disaster Plan.
  - Are there additional local players or neighborhood institutions that should be involved? Who else might help?
- Form a meeting agenda.

Sample Agenda for the First Emergency Preparedness Committee Meeting:

- Welcome, introductions, purpose of meeting, and review of agenda.
- Consider inviting a guest speaker – perhaps from the City's Office of Emergency Services – to discuss "How to Prepare for Disaster" (see Section 6.1).
- Brainstorm and prioritize initial community disaster preparedness planning ideas.
- Discuss initial goals, structure and functioning of the Emergency Preparedness Committee.



- Identify next steps and sign-up volunteers for specific tasks.
- Set a next meeting date. The second meeting can be scheduled to further discuss the structure of the Emergency Preparedness Committee (see step 4 below)
- Before concluding the meeting, make sure everyone has signed-in with their contact information. After the meeting, distribute a roster of the newly formed Emergency Preparedness Committee to all who attended; include cell, home, and office telephone numbers.

### **3. Create a Structure for the Emergency Preparedness Committee**

- Use the second Emergency Preparedness Committee meeting to discuss the structure and organization for the committee.
  - The initial core group of volunteers who came to the first Emergency Preparedness Committee meeting can serve as the temporary steering committee or leadership body while a more formal structure is being developed.

- Out of this initial leadership group, designate a Community Emergency Preparedness Coordinator or Co-coordinators. This position is responsible for the following:

#### Role for the Community Emergency Preparedness Coordinator(s):

- Provides leadership for the Emergency Preparedness Committee; has primary responsibility for development of the Community Disaster Plan.
  - Serves as the liaison between that neighborhood, other neighborhoods, NERT (Neighborhood Emergency Response Team), the larger District (if applicable) and the City's Office of Emergency Services.
  - Recruits participants for the Neighborhood Block Captain position, if the community determines that it wants to institute the block captain program.
  - If block captains are identified, works to support the block captains and helps them to schedule neighborhood meetings with their block.
- Decide on a regular meeting schedule for the Emergency Preparedness Committee and divide-up key responsibilities.

#### Smaller work groups or sub-committees:

##### **□ Operations Committee:**

- Brings personnel, resources, supplies and equipment together to provide the emergency services designated by the Emergency Preparedness Committee.
- If the community decides to designate a Help Center (see Section 3.5), the operations committee will have responsibility for developing and running the center.



❑ **Planning Committee:**

- Gathers demographics (see Section 1.3) about the community that might be useful in preparedness and plan development (i.e., total area population, languages spoken other than English, the percentage of homeowners and renters, etc.).
- Works on outreach to expand community participation and to recruit new members for the Emergency Preparedness Committee.
- Identify community residents who have special skills (see Section 3.3 on Create a Disaster Skill and Interest Registry). Planning can also work to identify any specific neighborhood hazards.

❑ **Logistics Committee:**

- Identifies resources within the community – equipment, supplies, facilities, personnel, etc. – as needed to fulfill the Community Disaster Plan and support the community's preparedness (and work of the operations committee).
- Makes agreements, as needed, with businesses or other community-based organizations to provide these resources for the community in a disaster.

❑ **Administration and Finance Committee:**

- Manages financial activities and administrative aspects of the Emergency Preparedness Committee's work.
- Raises money where necessary to purchase supplies.

#### **4. Set Community Planning Goals**

Once a structure of organization is complete, the committee may proceed through scheduled meetings to determine what additional levels of preparedness and planning it will pursue. Five levels of community or neighborhood planning are outlined for the Committee's consideration. The Committee is encouraged to adapt or implement any of the ideas suggested in the five levels that follow.

The Five Levels of Community or Neighborhood Preparedness:

- Level 1 – Encourage Neighbors to Help Neighbors
- Level 2 – Designate Neighborhood Block Captains
- Level 3 – Establish a Help Center
- Level 4 – Create an Emergency Management Organization
- Level 5 – Plan to Provide Basic Emergency Relief Services





### 3.3 LEVEL 1 – ENCOURAGE NEIGHBORS TO HELP NEIGHBORS

#### A. Organize a Neighborhood Preparedness Event

For neighborhood residents to support each other and avoid becoming disaster victims, they must first take steps to prepare as individuals and as families at home and work. One of the keys for that preparedness is for neighborhood residents to get to know each other so that they will be better able to support each other in a disaster. The goal is for residents in the community to know the 5 neighbors immediately closest to them in each direction and to make sure those neighbors know them.

The Emergency Preparedness Committee can be a catalyst for encouraging local, personal and family preparedness efforts.

- ❑ The following personal preparedness resources are available to the Emergency Preparedness Committee.
  - The City's Office of Emergency Services Preparedness has information on How to Make a Plan, Build a Kit and Get Involved at <http://www.72hours.org>. In addition, the City's Office of Emergency Service will arrange for a staff person to come out and make a personal preparedness presentation to members of the community; contact 415-558-2700. See also Appendix A – Individual and Family Preparedness.
  - Similarly, contact the American Red Cross, Bay Area Chapter, to setup an onsite Preparedness Class utilizing a Red Cross trained instructor (call the Community Preparedness Program, 510-595-4459, or <http://www.preparebayarea.org>).
  - NERT (Neighborhood Emergency Response Team) training is also available for community residents; contact 415-970-2022, or [http://www.sfgov.org/site/sfnert\\_index.asp](http://www.sfgov.org/site/sfnert_index.asp).
- ❑ The following are outreach ideas to help the Emergency Preparedness Committee distribute preparedness information to community residents and at the same time recruit additional committee members.
  - Utilize existing public events to promote preparedness; setup a table with information and have a person available to answer questions.
  - Pass out personal preparedness flyers door-to-door; this is more manageable if using neighborhood block captains and a block approach.
  - Set up a preparedness information table on a busy corner to get information to people.
  - Work with local congregations and discuss how neighborhood congregations can support the work of the Committee to prepare congregation members.





## **B. Create a Disaster Skill and Interest Registry**

The purpose of a Disaster Skill and Interest Registry is to identify community residents with skills or interests that would be helpful to the community's response and recovery from a disaster. Residents with similar skills and interests can be grouped together as teams. For example, the community may have teams of residents to provide various relief services – shelter, feeding, bulk distribution, mental health counseling, etc. In a disaster these teams will significantly increase the community's level of self-sufficiency.

It is important that the Emergency Preparedness Committee take note that NERT teams are already identified in most communities to play an immediate disaster response role in the area of disaster first aid, damage assessment, search and rescue, small fire suppression and utility control (see Section 6.2). Therefore, the committee may want to focus on the development/expansion of existing NERT Teams, before expanding into other relief teams.

See Appendix E for a sample Disaster Skill and Interest Survey. The Emergency Preparedness Committee for that community has responsibility for the survey's distribution and the compilation of survey results into a registry (such as a database, or whatever format works). If neighborhood block captains are in place (see Section 3.4), the block captain can perform this assessment by surveying the people on their block.

- ❑ The following are some of the skill areas to include in the survey
  - Amateur Radio
  - Counseling
  - First Aid/CPR
  - Language Translation
- ❑ In addition, the survey could identify areas of interest (for help with relief and recovery)
  - Animal Rescue
  - Child Care
  - Clean-up
  - Shelter Operations
  - The emergency preparedness committee should include the question "Are you willing to serve as a neighborhood block captain?" if it wants to develop a block preparedness program.
- ❑ Useful tips in developing the survey (again, see Appendix E for a sample survey):
  - Keep the information confidential – inform participants that this information will be kept confidential so they will participate.
  - Keep the survey short – no more than two sides of one page. Anything longer will discourage people from completing it.



- ❑ Convene a meeting of people who complete the survey. The meeting will help participants to get acquainted and it will allow for the formation of teams.
  - Organize people with like skills into various community disaster teams (i.e., local clergy, school psychologists, counselors, and mental health professionals all have some counseling skills and could be organized into a mental health team).
  - Identify a lead person and an additional backup person to be points of contact for the team. These persons will be responsible for maintaining the team list.
  - Get as much contact information as possible, including cell phones and email addresses. Update the information annually.

### **3.4 LEVEL 2 – DESIGNATE NEIGHBORHOOD BLOCK CAPTAINS**

A Block Preparedness Program utilizes community members who act as Neighborhood Block Captains to help facilitate the preparedness of residents on that block. The Neighborhood Block Captain also acts as a liaison or communication link between residents on the block and the next level of neighborhood coordination or communication. Block captains can also help to organize community residents on the block (or within the neighborhood) into various disaster teams, based on response from the Disaster Skill and Interest Survey, cited in the previous section. The concept of organizing “block captains” can be applied in a large, multi-story building (i.e., floor captains) or for a series of buildings within a block (i.e., building captains). In each case, the “captains” act as a point of information and organization.

#### **A. Neighborhood Block Captain Roles and Responsibilities**

- Sponsors a block or neighborhood meeting once a year to help neighbors meet each other (or to get reacquainted) and plan together. The meeting will also serve to provide residents with individual and family disaster preparedness information and will encourage them to prepare or to renew their commitment to stay prepared (see Appendix A – Individual and Family Preparedness and see also <http://www.72hours.org>).
- Ensures that critical response information gets communicated among residents on the block during a disaster (and prior to a disaster, ensures that preparedness information gets distributed).
- Works with the community’s Emergency Preparedness Committee and/or Coordinator to survey and organize block residents for disasters (see previous Section 3.3 – Create a Disaster Skills and Interest Registry).
- Contacts new neighbors who move onto the block and informs them of the “Block Preparedness Program.”



- Promotes additional emergency preparedness training opportunities among block residents (i.e., NERT training and Red Cross Shelter Operations Training; see Section 6 – Disaster Planning Resources).
- Notes residents on the block who may need additional assistance in a disaster or who will require a post-disaster “check-in” to make sure they are okay. This may include elderly persons living alone, persons with disabilities, people with chronic illnesses, and latchkey children.
- Keeps the Emergency Preparedness Committee and Coordinator updated on changes within the block.
- Acts as a leader for the residents and disaster teams on that block in a disaster; helps to stabilize the neighborhood immediately after a disaster.
- Facilitates an evacuation of residents on that block, if necessary.
- Finds a replacement from among other residents on the block if no longer able to fulfill the duties of a Neighborhood Block Captain.
- The captain will also join with other neighborhood block captains in the area for periodic information-sharing meetings.

Although the Captain is responsible for making sure the above activities are performed for the block, the Captain does not personally have to perform them all. Some responsibilities can be delegated to, or shared by other residents on the block.

## **B. How to Form a Block Preparedness Program**

- ❑ The community’s Emergency Preparedness Committee will identify residents who wish to serve as neighborhood block captains. In addition, consider block co-captains to ensure a backup.
  - Use the Disaster Skill and Interest Survey to identify residents willing to serve as a neighborhood block captain (see Appendix E).
- ❑ Once the Neighborhood Emergency Preparedness Committee selects a neighborhood block captain(s), the captain(s) need to pull together a block gathering – a meeting of residents who are interested in participating in the block program.
- ❑ Use the meeting to focus on the two components of the block preparedness program.
  - Encourage the preparedness of neighborhood residents. Residents should set a goal to get to know the 5 neighbors closest to them in all directions and to develop



an informal buddy system so that people within the neighborhood are assigned to check on more vulnerable residents.

- Organize neighborhood residents into teams with the goal of being able to respond to the anticipated needs that arise following disasters (see the previous Section 3.3 – Create a Disaster Skills and Interest Registry).
- Thereafter, hold annual block gatherings.
  - Meeting options include potlucks and barbecues, which are great in the summer, and open house parties, which are ideal during the holidays.

### **3.5 LEVEL 3 – ESTABLISH A HELP CENTER**

In addition to designating neighborhood block captains, the community's emergency preparedness committee may also want to designate one specific location within the community that can be used as a Help Center. A Help Center is activated when there has been widespread destruction within the community. Because it may take up to 72 hours or more before the full range of government disaster relief services reach all areas of the City, the Help Center becomes the community's response to meeting its own immediate disaster needs.

#### **A. Purpose and Role of the Help Center**

What is a Help Center?

- A place that functions as the community's command or emergency operations center – a place for decision making and where information is communicated to and from community residents.
- A place where community leaders can gather to respond to or obtain assistance and information in the event of a disaster (i.e., to get a comprehensive understanding of the emergency situation within that community).
- A place from which to provide disaster situation information to the City's Emergency Operations Center (i.e., forward specific requests for help).
- A central place within the community where basic emergency relief services are coordinated/provided and where relief supplies are distributed. The Help Center can operate jointly with other local community organizations that provide social services.
  - Emergency Shelter
  - Food and Water
  - Emergency First Aid
  - Bulk Distribution of Emergency Relief Items
  - Mental Health Counseling



- Outreach to Vulnerable Residents
  - Animal Care
  - Management of Emergent Volunteers
  - Reunification of Residents
  - Transportation
  - Post Disaster Recovery Assistance
- A place where people in the community who need help can go for assistance – the Help Center will likely become a focal point for community relief for persons in that neighborhood.
  - It is a place within the community to locate and store emergency supplies and equipment prior to a disaster.

Help Centers shall maintain contact with the Care and Shelter Branch at the City's Emergency Operations Center (for more information see Section 6.1 – Office of Emergency Services). In the event of a widespread disaster, District-based Help Centers may be established, and in such cases Neighborhood Help Centers should coordinate with these centers.

## B. Criteria for a Help Center

The first step is to identify facilities within the community with the capability of serving as a Help Center (in addition, identify a backup site in the event of damage to the primary site).

### Possibilities for a Help Center include:

- Community, Neighborhood, or Residential Community Centers
- Libraries
- Local Congregations (neighborhood church, parish, synagogue, etc.)
- **SFUSD Public Schools are not considered appropriate sites for a community Help Center.** Schools may have children in them at the time of a disaster and hence will need to provide temporary shelter to students, or conversely, schools may be opened as disaster shelters for the general public

### Note:

- If at all possible, the Help Center should be located at a facility, which has emergency power (i.e., a generator).
- The Help Center should have a telephone, fax machine, television, copy machine, and computer with internet/email access.

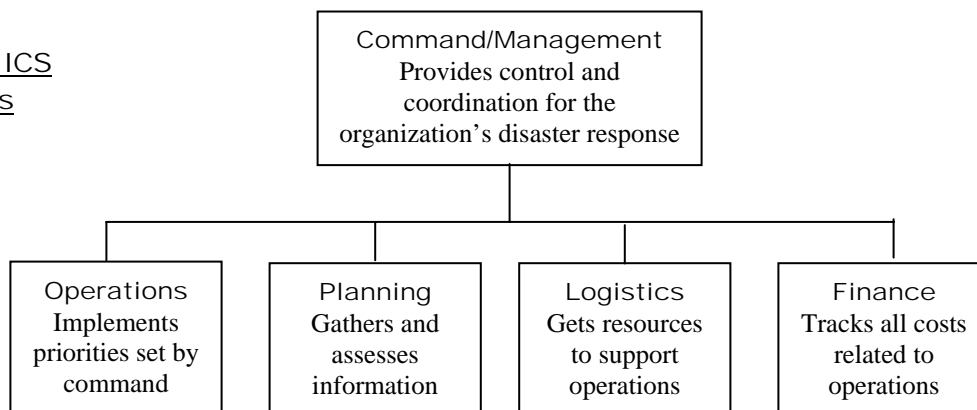


- Additionally, the Help Center should have a kit with emergency supplies, such as a battery operated AM/FM radio, flashlights, identification tags, first aid kits, clipboards, pens, paper, neighborhood maps and a neighborhood information book.
- Plans should be made for backup radio communications capability with the City's Emergency Operations Center (see Section 6.1 – Office of Emergency Services).

### 3.6 LEVEL 4 – CREATE AN EMERGENCY MANAGEMENT ORGANIZATION (THE INCIDENT COMMAND SYSTEM)

Whatever the disaster response entity or organization (i.e., emergency preparedness committee, neighborhood block, Help Center, or NERT), there is a model for how to organize in an emergency – The Incident Command System. The Incident Command System designates functions that must be accomplished in disaster response. A large organization, such as the City's Emergency Operations Center, will have numerous departments or branches under each function. By comparison, a very small community-based organization may find the Executive Director performing all five functions.

#### The Five ICS Functions



Hence, it is important to think of the Incident Command System in terms of functions in disaster response; not necessarily staff positions. Community residents or members of the emergency preparedness committee may be assigned to these functions before or at the time of disaster.

#### The Five Primary Functions Using the Incident Command System

- **Command/Management** – The command or management function has overall control of the community's disaster response. Providing direction and setting priorities are primary functions. In short, the Incident Commander provides a leadership function. As an incident develops and as other response teams or personnel arrive, the Incident Commander may need to delegate tasks to the four functions below. Key responsibilities are as follows:
  - Responsible for overall emergency policy and coordination for the other functions.



- Responsible for liaison with other agencies (or blocks, or neighborhoods).
- **Operations** – The function of the operations is to carry out the community's emergency response. In government Emergency Operations Centers, as stated earlier, this section has many branches from fire and medical, to transportation and law enforcement. Operations will assign, train, and coordinate the schedules for community residents or volunteers engaged in response activities. Key responsibilities are as follows:
  - Implements the emergency plans and/or implements priorities as established by incident command.
  - Coordinates the provision of services or operations that the organization provides following a disaster (i.e., search and rescue, emergency shelter, feeding, outreach to more vulnerable community residents, etc.).
- **Planning** – Planning is responsible for the collection and evaluation of information about the emergency so as to develop a plan for response. Planning might get information from news media, reports from persons in the field, or from the City's Emergency Operations Center. Key responsibilities are as follows:
  - Collects, evaluates and disseminates information and maintains documentation (i.e., road closures, damage assessments, disaster relief needs, etc.).
  - Develops action plans in coordination with other functions (that are then carried out by persons in Operations).
- **Logistics** – Logistics is responsible for providing equipment, supplies, support systems, facilities, personnel, etc., in support of the organization's disaster operations. Key responsibilities are as follows:
  - Provides facilities, services, personnel, equipment, and materials (i.e., obtains the resources to support operations). For example, (1) facilities for sheltering, (2) food and water, (3) first aid supplies, (4) bulk distribution sites, etc.
  - Someone who knows the community well and is good at identifying where resources are located is a good choice to manage this function.
- **Finance/Administration** – Responsible for financial and administrative functions not assigned to the other functions. Finance must ensure that staff time and costs are properly accounted, and claims and contracts are properly executed. Key responsibilities are as follows:
  - Manages financial activities and administrative aspects not assigned to other functions.
  - Includes record keeping and documentation; maintaining complete and accurate records from the very beginning of disaster activities to the conclusion.





### **3.7 LEVEL 5 – PLAN TO PROVIDE BASIC EMERGENCY RELIEF SERVICES**

The final level to community disaster planning is the organization and formation of neighborhood teams to provide disaster relief services. The impact from a large disaster will deprive many individuals and families of their normal means for obtaining food, clothing, shelter and medical needs. Moreover, government disaster assistance is likely to take a few days to reach all neighborhoods in San Francisco after a catastrophic disaster. There will clearly be unmet needs within neighborhoods. A community or neighborhood emergency preparedness committee may wish to encourage the organization of the following services (and formation of the following teams) to take care of the neighborhood's emotional health and well being in the immediate aftermath of a disaster until government relief services are fully employed.

#### **1. NERT (Neighborhood Emergency Response Teams)**

The San Francisco Fire Department makes NERT (Neighborhood Emergency Response Team) training available for people that live or work in San Francisco. First responders of the San Francisco Fire Department do the training. NERT's provide direct assistance to neighbors in distress, and will constitute the majority of the District's Emergency Response Program members. Neighborhoods within the District should be encouraged to develop NERT programs.

Many neighborhoods in San Francisco already have organized NERT Teams, which are multi-functional teams, cross-trained in basic emergency skills (i.e., disaster first aid, damage assessment, basic search and rescue, etc.). Many neighborhoods in San Francisco already have organized NERT Teams, which are multi-functional teams, cross-trained in basic emergency skills (i.e., disaster first aid, damage assessment, basic search and rescue, etc.).

- Local NERT Teams will provide the following disaster response services within the neighborhood they serve.
  - Light Search and Rescue
  - Damage assessment
  - Basic Disaster First Aid
  - Small Fire Suppression
  - Utility Control
  - Management of Hazardous Spills
  - Support to the Department of Public Health's Disaster Registry for Seniors and Disabled Persons (check-in on program registrants)





## **2. Communications and Information**

### **A. Disaster Assumptions (Communications):**

- Local telephone service is likely to be severely impacted given the volume of telephone traffic; it will be difficult to place local calls.
- Important disaster information must be communicated to neighborhood residents.
- Communication issues are both top down (i.e., from government to community residents) and laterally (among residents within a neighborhood).
- Each community has different language needs (including persons who are Deaf); information must get to people in a language they can understand.

### **B. Planned Citywide Response/Resources (Communications):**

- In the immediate aftermath of a large disaster, the City will share information and messages with residents through the Emergency Alert System (formerly known as the Emergency Broadcast System). The EAS is authorized by the Federal Communications Commission (FCC) to operate in a controlled manner during a state of disaster, or other national emergency.
  - When the decision is made to activate the EAS, original programming will be interrupted and an emergency message will be broadcast via local broadcast media.
  - Community residents should listen for instructions by tuning a radio to a news source, such as KCBS 740 AM.
  - In any disaster where sheltering is required, the City will provide information on sheltering options via the Emergency Alert System.
- San Francisco Cable Channel 26, is the City's government access channel used to convey essential elements of information directly to the public over the cable network routinely or following an emergency. The cable head end located in the City's Emergency Operation's Center (EOC) allows the Incident Commander and other officials to cablecast directly from the EOC.

### **C. Suggested Plan for the Community to Implement (Communications):**

- Use the Help Center (or designate some type of emergency coordination center) as an information clearinghouse – a central point of communication for the community in disaster. For example, use the Help Center to:
  - Serve as a point of contact with the City's Emergency Operations Center (to provide the EOC with information on needs in that neighborhood).
  - Provide the community with information on sheltering options.
  - Pass along basic health and safety information.



Note: The more informed people are during a disaster; the less likely they will panic.

- ❑ Identify local HAM radio operators (as part of the neighborhood skills survey). Put Ham radio operators at the Help Center and at other critical points of contact within the community.
- ❑ Neighborhood Block Captains, if available, can also play an important role in getting out accurate information to neighborhood residents. For example, information from the Help Center can be relayed to block captains, who can in turn pass on the information to residents on their block, or disseminate where needed.
- ❑ In the event that normal communication systems fail, consider roles for bicycles and runners as another means of relaying information to distribution points within the community.
- ❑ Consider also the need to have interpreters available (again, as part of the neighborhood skills survey) to translate information into common languages spoken in your neighborhood, including sign language.
- ❑ Remind community residents to maintain battery-powered radios (with extra batteries) and following a disaster to listen for instructions and updates from emergency response officials by tuning a radio to a news source, such as KCBS 740 AM.
- ❑ Because of the difficulty in making local calls in the immediate aftermath of a large disaster, remind community residents to designate an out-of-area contact person (telephone circuits for long distance calls are more likely to be available).

Instruct family members inside the affected area to contact this person with their status following a disaster. This person will act as a liaison between the family members affected by the disaster and others who need to be informed of your family's status (see Appendix A for more personal preparedness information).

### **3. Emergency Shelter**

#### **A. Disaster Assumptions (Emergency Shelter):**

- Persons displaced from their home in a disaster will need to seek alternative shelter.
- Some persons will find alternative shelter with family, friends, or neighbors; other persons will need to seek temporary shelter at public or mass care sites.
- Given a large citywide disaster event, multiple shelters will need to be opened.

#### **B. Planned Citywide Response/Resources (Emergency Shelter):**

Providing shelter in a disaster for displaced persons is a shared responsibility between the American Red Cross and the City. Depending on the requirements for sheltering within the affected area, shelter sites will be opened and announced to the public (through local



radio emergency broadcasting stations), but only after the sites have been inspected for safe occupancy and resources and personnel are in place.

- Both the American Red Cross and the City will contribute the following resources to shelter operations.
  - Shelter managers and operations staff
  - Health and medical support (emergency first aid)
  - Mental health support
  - Food service and bottled water
  - Security and traffic control
  - Support with special needs and reasonable accommodations
  - Care of pets and animals (in an area that is separate from the shelter)
  - Buses for evacuation and transportation to the shelter
  - Providing sanitation support at shelters (e.g. portable toilets, showers, hand washing stations)
  - Operational supplies -- cots and blankets, comfort kits/toiletries, signage, etc.
- Disaster shelters are generally located at neighborhood recreation centers, school sites and other public and private facilities such as neighborhood congregations. The City, along with the American Red Cross, maintains a database of these sites.
  - All SFUSD schools could be made available as needed for shelter operations given a catastrophic event.
  - The Recreation and Parks Department has 23 Recreation Centers that could be used as shelter sites, although resources also vary at each site.
- Facilities that provide care for the medically fragile such as nursing homes and residential care programs for the elderly must evacuate to like facilities. However, if necessary, the Department of Public Health may setup and operate shelters that are specifically for persons who are medically fragile.

Note:

In the early stages of a large shelter operation resources will be limited. People evacuating to shelters may need to sleep on the floor initially, as cots may not be immediately available. People who plan to take refuge in a public shelter should bring bedding (sleeping bags, blankets, pillows, etc.), in addition to basic toiletries, food for special diets, including baby food and formula, and any special medications.

Disaster shelters should be used as a last resort. Sleeping accommodations in a shelter are very basic and conditions may be overcrowded. The dormitory area is generally a gymnasium or multi-purpose room with hundreds of cots (or floor mats) lined up in rows. If it is safe to do so, neighborhood residents are encouraged to remain at home and to shelter in place, following a large disaster event.



Only service animals are allowed in emergency shelters. If you own a pet and evacuate to a shelter and are unable to make other arrangements for your pet, the City's Animal Care and Control staff will be available at "human" shelters to help with pet sheltering needs. They will establish temporary "animal" shelters for dogs and cats.

**C. Suggested Plan for the Community to Implement (Emergency Shelter):**

It may take up to three days before the Citywide sheltering system is fully operational. In the interim, the community can provide short term sheltering for displaced community residents who need a temporary place to stay until other housing arrangements can be made, or until Red Cross or City run facilities are up and running.

- ❑ Work with the Office of Emergency Services and the American Red Cross (see Section 6.1) to identify facilities within the community that could provide temporary shelter to displaced community residents (preferably at a location other than the Help Center).
  - Both the American Red Cross and the Office of Emergency Services have developed a database of potential shelter sites. However, the community's emergency preparedness committee can help to identify facilities within their jurisdiction not already identified by the City or the American Red Cross.
  - Types of facilities to consider include the following: Congregations, Neighborhood Centers, Schools, Union Halls, etc. (any facility that has a large open space that can be used as a dormitory/sleeping area).
- ❑ Recruit community residents to help run the shelters and provide them with Red Cross Shelter Training. Use the Disaster Skill and Interest Survey to identify potential team members.
  - Contact the Red Cross to schedule a 3-hour Shelter Operations Class. This training will provide interested community residents with the skills to open and run shelter facilities within their locality (see Section 6.3 for contact information).
  - All shelters are to be operated in accordance with Red Cross shelter standards and procedures. These standards are outlined in the class above.
- ❑ Encourage neighborhood residents who come to the shelter to bring a Go Bag that includes the following items (see Appendix A for more Go Bag information).
  - Supply of food/snacks and water
  - Blanket, pillow, and air mattress or sleeping pad
  - Important medications
  - Jacket with a change of clothing



- ❑ Again, going to a disaster shelter is the option of last resort. The following message should go out from the emergency preparedness committee (or Help Center to neighborhood residents.
  - Encourage displaced residents stay with family or friends if possible.
  - Stress that community residents shelter-in-place, if possible, assuming they have the resources to do so.
- ❑ Another option to consider, given an organized block, is distributive sheltering where neighbors shelter other neighbors

#### **4. Food and Water**

##### **A. Disaster Assumptions (Food and Water):**

- There will be a disruption to normal food and water distribution systems. A large disaster will cause infrastructure damage to roadways and will impact utilities (water, electricity and gas). This has implications for access to regular drinking water and for the delivery, cooking and refrigeration of food supplies. Stores may temporarily close.
- People displaced from their home will be without the usual resources to prepare meals.
- Food will need to be provided to disaster victims in shelters and at other service delivery locations.

##### **B. Planned Citywide Response/Resources (Food and Water):**

- In the initial aftermath of a major disaster, the City may obtain large quantities of Meals Ready to Eat (MRE's) and "heater meals" by requesting them through the mutual aid system from the State and FEMA.
- As soon as possible, the City will establish feeding programs to serve people in shelters and then will expand out to serve people in affected neighborhoods as needed. However, City-run feeding programs may take up to three days or more to fully implement.
- The Salvation Army will support mass care feeding efforts, including feeding at shelters and other congregate sites. In addition, the American Red Cross has vendor agreements with large local private food service firms to deliver snacks, beverages and meals directly to shelter sites. However, these programs also will take a few days to reach maximum capacity.
  - The Salvation Army kitchen has the capacity to produce 30,000 meals within a 24-hour period (although it does not maintain a similar level of raw food supplies); however, 2,000 meals can be produced immediately with just the resources on hand.



- The City, American Red Cross and Salvation Army will rely on both fixed facilities and mobile units for preparing and serving meals.
  - Fixed feeding sites include Meals on Wheels, Project Open Hand, St. Anthony's Foundation Kitchen, and Glide Memorial Church. The City also has institutional kitchen facilities at Laguna Honda Hospital, the Hall of Justice Jail, the San Francisco Unified School District and San Francisco General Hospital.
  - Once resources are available, the American Red Cross and Salvation Army, along with other disaster relief agencies, may deploy self-contained mobile feeding units to supplement fixed feeding facilities.
  - Transportable field kitchens operated by community organizations (i.e., Red Cross, Salvation Army, Southern Baptist Disaster Relief and also State agencies such as the California State Division of Forestry) may also be employed to feed people in shelters and neighborhoods.
  - Finally, the distribution of restaurant or grocery store vouchers or allotments may be issued through the Disaster Food Stamp Program administered by the City's Human Services Agency.

**C. Suggested Plan for the Community to Implement (Food and Water):**

- ❑ Survey the community to identify existing food resources (i.e., community organizations and congregations with kitchens that serve meals, in addition to food pantries or food banks, grocery or food stores, and neighborhood restaurants).
- ❑ Coordinate emergency food and water planning with those identified community resources. Determine the extent to which these organizations and merchants can work together to pool resources (food, water, storage and cooking capacity) to provide/distribute emergency meals or food to community residents.
- ❑ Given the resources identified above, the community may want to identify one facility within the community that could serve as a mass feeding, or water supply site (either the Help Center, or in addition to the Help Center).
  - Facilities should have the capability to store food.
  - Facilities should also have a preparation area and service area that is appropriate for its intended use.
  - Typically, schools, congregations, or community centers are the best facilities for preparing meals.
- ❑ Plan to deliver meals and water to the home of those residents who need help. Elderly and disabled community residents may have difficulty getting to feeding sites. Local community based organizations may have lists of those more vulnerable residents and may also assist with the distribution of food and water to them.



- ❑ Encourage community residents to store a 3-day emergency food and water supply at home (see Appendix A for food and water tips). Residents who are fully prepared may pool resources with the larger community as feeding needs arise.

## **5. Emergency First Aid**

### **A. Disaster Assumptions (Emergency First Aid):**

- Following a large disaster hospitals and emergency healthcare providers will operate at maximum capacity and will experience constraints.
  - The number of victims will exceed the amount of professional help available.
  - Responders will need to employ a triage system where disaster victims with more serious injuries will be given higher priority.
  - The medical system may require mutual aid assistance.
  - Community residents may have difficulty getting through to 911 and medical response may not be immediately available.
  - Community residents will need to be self-reliant (i.e., maintain first aid supplies and receive basic first aid training).

### **B. Planned Citywide Response/Resources (Emergency First Aid):**

- The City's Department of Public Health coordinates the provision of emergency health services and organizes a health care response to the disaster.
  - Evaluates and prioritizes medical and health requests from local responders.
  - Implements any critical public health programs (such as appropriate vaccination programs).
  - Ensures safe water, food and sanitation conditions post-disaster, and assists in the response when there is a release of hazardous materials.
- Each hospital in the City will coordinate with the Department of Public Health to obtain additional medical and health personnel, supplies and equipment.

### **C. Suggested Plan for the Community to Implement (Emergency First Aid):**

As part of its disaster planning, the community may want to take an active role in responding to basic first aid needs among residents within its jurisdiction.

- ❑ NERT Teams have the capacity to provide Disaster First Aid (very basic first aid for disaster victims until help arrives). Therefore, any emergency first aid response planning at the community/neighborhood level should be done in coordination with NERT (see Section 6.2 for NERT contact information and below for first aid training).
- ❑ Survey the community to identify existing health and medical resources (i.e., hospitals, neighborhood health clinics, and convalescent or nursing homes).





- ❑ Coordinate emergency first aid response at the neighborhood level with those identified community resources (including NERT). Determine the extent to which these organizations can work together to pool resources and assist community or neighborhood residents with first aid response post-disaster.
- ❑ The community's Help Center (if one is established) can supplement the City's emergency medical response to a disaster.
  - First, it can serve as a primary first aid or mass health care station.
  - Second, it can act as a clearinghouse for public information on available disaster health care services, or with the dissemination of important health care messages.
- ❑ Neighborhood emergency medical or first aid teams can be formed from those residents who identified themselves as having medical or first aid skills (on the Disaster Skill and Interest Survey). Neighborhood block captains may help to form first aid response teams with residents on their block.
- ❑ The San Francisco Fire Department offers training in Disaster Medicine as one of the six sessions in the NERT (Neighborhood Emergency Response Team) program. The class covers the following topics:
  - Health considerations for the rescuer
  - Opening airways
  - Stopping bleeding and shock position
  - S.T.A.R.T. triage
  - Minor injuries and burns
- ❑ In addition, organizations like the American Red Cross (see Section 6.3) and the American Heart Association offer more comprehensive classes in First Aid and CPR.
- ❑ Encourage local residents to store first aid kits at home and to have a working knowledge of basic first aid treatment as part of their disaster preparedness.

## **6. Bulk Distribution of Emergency Relief Items**

### **A. Disaster Assumptions (Bulk Distribution):**

- Bulk distribution programs are very important following a major disaster (such as an earthquake) to support the ability of people to continue to shelter-in-place at home. Even if people have not sustained damage to their residence, there is still the issue of utilities that may be temporarily out of service.
  - This has implications for heating, lighting, cooking and the refrigeration of food.
  - It also means that stores may be temporarily closed and hence residents will find it more difficult to obtain or replenish supplies.





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**B. Planned Citywide Response/Resources (Bulk Distribution):**

- In addition to food and water (and containers for water), priorities for bulk distribution include ice, sanitation items, batteries, first aid and baby supplies, bedding and plastic sheeting (pet food may also need to be distributed).
- The City's Care and Shelter Operating Branch, which includes the American Red Cross and Salvation Army, will establish bulk distribution sites for disaster victims.

**C. Suggested Plan for the Community to Implement (Bulk Distribution):**

- Following a disaster, and after it secures the necessary supplies, the City will make bulk distribution items available to each affected community. The community can then provide the City with the distribution network to get those items to local residents.
  - These items include bottled water, food, ice, tarps, rolls of plastic, work gloves, trash bags, and other items depending on the situation and need.
- Identify facilities that could serve as bulk distribution sites for the above goods and materials (either the Help Center, or in addition to the Help Center). Suggested sites for Bulk Distribution include places where the community gathers.
  - Large parking lots at malls or shopping centers
  - Service delivery sites, assistance centers, or disaster recovery centers in each District
  - Neighborhood or Community Centers
  - Neighborhood Congregations (churches, parishes, synagogues, etc.)
  - Sites that may be close to shelters (but not at shelters so as to minimize congestion)
  - Large nonprofit organizations – only if they have large storage capacity and parking
- Identify potential bulk distribution teams and resources (such as trucks or warehouse space) through use of the Disaster Skill and Interest Survey. Neighborhood block captains may also help to form a bulk distribution network with residents on their block.
- Canvass merchant and community organizations to determine their capacity and willingness to provide a startup of bulk distribution supplies for local residents during the interim (initial few days) until City resources arrive.



## 7. Mental Health Counseling

### **A. Disaster Assumptions (Mental Health Counseling):**

The mental health needs arising from disasters are often widespread among affected communities. Feelings of depression, anxiety, irritability and sleeplessness are common reactions to disaster and loss. Post-disaster stress can last from six months to a year or more. It is important that disaster victims have an opportunity to let their feelings out.

### **B. Planned Citywide Response/Resources (Mental Health Counseling):**

- The Department of Public Health's Behavioral Health Care Services Division will coordinate the City's disaster mental health response as follows.
  - Make counselors available to shelter facilities to provide mental health services for shelter residents.
  - Form mental health assessment teams to perform outreach at other sites where disaster victims congregate.
- The American Red Cross and Salvation Army will also provide counseling services as part of their package of disaster relief services.

### **C. Suggested Plan for the Community to Implement (Mental Health Counseling):**

- Use the Disaster Skill and Interest Survey to identify community residents with skills as psychologists, psychiatrists, social workers or counselors. Highlight those professionals with experience in assisting people affected by trauma or disasters
  - Residents with mental health and counseling skills can be formed into community or neighborhood disaster mental health teams.
- Identify additional community-based resources such as crisis hotlines, grief counseling services and even pastoral care and faith-based counseling services that could also respond to the mental health recovery needs of the community.
- Use the Help Center as a site for the community mental health teams to assist neighborhood residents who need counseling or emotional support.

## 8. Outreach to Vulnerable Residents

### **A. Disaster Assumptions (Vulnerable Residents):**

Because of language differences, disability, age, or income, some populations will need additional support to ensure their needs are met following a disaster.

- Seniors and People with Disabilities – The primary need is to make disaster services accessible and to see that disaster information and services are reaching seniors and people with disabilities.



- People who are Medically Fragile or Dependent – The primary need is supporting licensed care facilities and home health care agencies to maintain the continuity of care to their clients.
- Persons who are non-English Speaking – The primary need is to provide translation assistance at appropriate service delivery sites so that non-English speaking persons can convey needs and receive disaster information and services.
- Pre-disaster Homeless Persons – The primary need is to support the continuity of existing supportive service programs for the pre-disaster homeless population.
- Unaccompanied Children – The primary need is to reunite unaccompanied children with their parents, guardian, or a responsible family member – otherwise, temporary placement with Child Protective Services may be necessary.

Generally, low-income elderly and disabled persons are the persons who have the most difficulty recovering in a disaster. They often have needs, yet unless they show up at disaster shelters they may remain isolated, and therefore don't get much attention. An aggressive program of outreach is necessary to assess their needs and make this population aware of available services and support.

#### **B. Planned Citywide Response/Resources (Vulnerable Residents):**

- The City's response to more vulnerable community residents is primarily through the Department of Public Health's Disaster Registry Program for Seniors and Disabled Persons. Key features of this program include the following.
  - Community residents who feel they need assistance, or at minimum someone to check on them following a disaster, may enroll in the program by completing a questionnaire about their status. The questionnaire is online at the Registry website – <http://www.sanfranciscoems.org/drp.php> (see also Section 6.6).
  - Information from this questionnaire is maintained in a secure database. The Registry consists of more than 8,000 self-registered elderly and disabled persons. Moreover, the database identifies the level of critical need for each registrant.
  - The program maintains an organized response plan for doing a post-disaster status check on database registrants. Each month a list of database registrants, sorted by City District, is given to the Fire Battalion Station for that District. Following a large disaster event, NERT volunteers will obtain access to the locked box where the list is kept, and upon dividing up the list, will attempt to do a home check on each registrant listed.
- Many community based organizations that serve more vulnerable persons, including the City's Office on Aging and the In-Home Supportive Services Program, maintain their own internal database of clients and will provide some type of post-disaster client check-in. Priority is given to persons who need daily assistance to live



independently such as clients who receive in-home care, home-health care or home-delivered meals.

- There are 3 response strategies for supporting persons who are medically fragile.
  - First, for persons in licensed care residential programs, such as nursing homes or other skilled healthcare facilities, the facility, given an evacuation its residents, has a legal responsibility to continue to provide care for those residents in whatever shelter setting is established (ideally in a like facility).
  - Second, a temporary infirmary may be established within public disaster shelters by simply partitioning an area within the shelter. The evacuated institution will continue to care for its residents within this designated space.
  - Third, a separate shelter facility specifically for medically fragile persons may be established and will be operated under the responsibility of the Department of Public Health.

**C. Suggested Plan for the Community to Implement (Vulnerable Residents):**

- Work with NERT Team members who have been designated with checking on those persons registered in the Department of Public Health's Disaster Registry Program for Seniors and Disabled Persons (see Section 6.2 for NERT contact information).
  - Promote the Disaster Registry at neighborhood events; encourage signups with the Disaster Registry.
  - If neighborhood block captains are in place, the block captains can be an adjunct to NERT teams in checking on more vulnerable community residents within the block area.
- In addition to the Disaster Registry, the community can also develop a neighborhood-based program for checking on neighborhood residents who need extra assistance or attention in the aftermath of a disaster.
  - A first step involves identifying those persons who may need additional assistance because of age, disability or language.
  - Make note of some of these needs, for example, people who are Deaf and hard of hearing will need assistance with verbal communications and warnings about the disaster.
  - People who are blind, or who use a wheelchair will need help if an evacuation is required.
  - Elderly persons, who live alone, will need a "buddy" or someone from the neighborhood to check on them post-disaster to make sure they are okay and have enough food, water and prescription medication.
  - People who use life-support equipment that is dependent on electricity, will need help getting to a facility with backup generator power (or a hospital) if electricity is out in the neighborhood.



- Consider areas in the community where there is a high concentration of seniors, or people who are non-English speaking. Facilities within the community that work with more vulnerable populations may also need extra help (i.e., residential care or assisted living facilities).
- If there are neighborhood block captains, the system for identification and response may be as simple as setting up a buddy system where some block residents are assigned to check on other more vulnerable block residents.  
If not, then consider breaking the community or neighborhood into manageable pods and have a response coordinator for each pod. Use the Help Center, if available, to coordinate the response that goes out from these pods.
- Support more vulnerable neighborhood residents (i.e., residents identified above) to develop a personal disaster plan (see Appendix A). If possible, meet individually with those residents and help them to develop a disaster plan that fits their needs. The most important feature of the plan is the need to establish a buddy system – someone who will check in on that person immediately after a disaster.
- Consider the needs in a disaster of non-English speaking residents in the community.
  - Look up recent census data to learn more about the community's language needs.
  - Identify residents to be translators and interpreters, as part of the Disaster Skill and Interest Survey.

## 9. Animal Care

### **A. Disaster Assumptions (Animal Care):**

- Some pets become separated from their owners in a disaster.
- Many citizens will not go to public shelters if it means separation from their pet (given health concerns, disaster shelters cannot allow pets inside except for service animals which by law are to remain with their owner).

### **B. Planned Citywide Response/Resources (Animal Care):**

- The City's Animal Care and Control (ACC) has responsibility for the coordination and resolution of animal care issues in a disaster. ACC will respond to animal health and safety issues as follows.
  - Provide for the rescue of animals and the delivery of medical care to sick and injured animals
  - Make pet arrangements for persons who come to public shelters with their pet (per health regulations, public disaster shelters do not allow pets indoors).
  - Work closely with the SPCA, local veterinarians and other animal care providers to ensure that pets receive appropriate care during shelter operations.



- Provide pet owners with information on nearby kennels, animal shelters, and veterinary clinics that have agreed to temporarily shelter pets.
- Work on the reunification of lost pets with their owners.
- Assist with needs of service animals attending their owners in mass care shelters.

**C. Suggested Plan for the Community to Implement (Animal Care):**

- Use the Help Center, if available, as an information and resource center to track lost pets and reunify them with their owner.
- Identify a location or site in the community to serve as a temporary pet shelter, such as a fenced-in outdoor site. The community may need to pool equipment and supplies for animals that need to be sheltered in kennels.
  - Work cooperatively with local animal shelters, animal care, or the SPCA to identify resources and coordinate a neighborhood animal care plan.
- Use the Disaster Skill and Interest Survey to identify community residents who can help with the disaster care, shelter and reunification of neighborhood pets/animals.
  - Consider making local veterinarians a part of neighborhood animal disaster teams.
  - If neighborhood block captains are available they can help with the organization of these teams.
- Encourage neighborhood residents to develop a pet disaster plan. Consider holding a neighborhood meeting with animal owners if the community has a large animal population (see also Appendix A for tips on developing a Pet Disaster Plan).
  - Encourage all animal owners to license or document their animals (micro chips don't get lost and they can be used on large animals as well as small).
  - Pets will also need an extra 3-day food supply.

## **10. Emergent Volunteer Management**

**A. Disaster Assumptions (Emergent Volunteer Management):**

- Following disaster there will be a large response from within the community of residents who want to volunteer.
- Identifying areas where volunteers can help and coordinating the matching of volunteers with those disaster needs is a large challenge.
- Local communities can benefit from a system to connect the many volunteers who emerge to help following the disaster with recovery needs in the community.



### **B. Planned Citywide Response/Resources (Emergent Volunteer Management):**

- The City has an agreement with the Volunteer Center of San Francisco to manage volunteers who emerge following a disaster to help. Depending on the situation, the Volunteer Center will respond as follows.
  - Phone Bank – If phones are operational, potential volunteers will simply call the Volunteer Center wherein a bank of volunteers will provide referrals over the phone of volunteer needs or opportunities based on the applicant's area of interest, skill, time availability, or location.
  - Volunteer Reception Center – The Volunteer Center will literally activate a walk-in center to connect emergent volunteers with organizations that need volunteers to help with disaster relief operations.

### **C. Suggested Plan for the Community to Implement (Emergent Volunteer Mgmt.):**

- Establish a community Volunteer Mobilization Center. The community can establish a site – preferably a large indoor room with tables and chairs – to act as a Volunteer Mobilization Center. The Volunteer Mobilization Center will augment the work of the Volunteer Center of San Francisco, by referring local volunteers to needs in its own community.
  - The community may want to identify opportunities for volunteers in advance of a disaster and develop written descriptions of these assignments.
  - Contact the Volunteer Center of San Francisco before a disaster to see about potential disaster relief volunteer opportunities in your community.
  - In addition, contact community and faith based organizations within the neighborhood to determine the needs for volunteer help that they anticipate following a disaster.
  - Opportunities for involving volunteers in disaster recovery include food services, shelter services, health care, translation, clean up, supporting special populations, animal care, distributing fliers, walking door-to-door to assess needs, etc.

## **11. Reunification of Community Residents**

### **A. Disaster Assumptions (Reunification of Residents):**

- In a large disaster event, there will be people separated from their families due to impassible transportation routes and gridlock.
  - Many separations will involve children in school and parents at work.
  - If the disaster occurs during normal working hours, it will likely trap thousands of commuters in the City and make it difficult for San Francisco residents who work outside the City to immediately return home.
  - Family reunification support will be necessary.





**B. Planned Citywide Response/Resources (Reunification of Residents):**

- The American Red Cross will establish a Disaster Welfare Inquiry (DWI) Service, which is primarily used to provide information about disaster victims to family members and other interested parties outside the disaster area. The goal is to help out-of-area family members check on family in the affected area.
  - DWI registration will be offered at shelters, bulk distribution sites and emergency aid stations. Information is also taken from casualty lists, hospitals and other community sources.
  - The DWI system uses an 800 toll free number for persons to call.

**C. Suggested Plan for the Community to Implement (Reunification of Residents):**

- Work in cooperation with the American Red Cross to provide reunification services.
- The Help Center can serve as the focal point (and call center) for tracking and updating information on missing persons within the community or neighborhood.
- Another resource for connecting lost persons or household members are Internet bulletin boards, which can be created for that community or neighborhood, or can be created Citywide.

## **12. Transportation Services**

**A. Disaster Assumptions (Transportation Services):**

- Transportation services are necessary for the movement of people, food and other resources to carry out disaster relief operations. This includes the transport of persons who otherwise have no means for getting to disaster shelters or service centers (e.g., frail elderly persons and persons with disabilities).
- Earthquake infrastructure damage (roadways, bridges, tunnels and overpasses) will severely disrupt Bay Area transportation systems.

**B. Planned Citywide Response/Resources (Transportation Services):**

- MUNI is the primary public resource for moving people in a disaster.
  - Other City Departments involved with transportation logistics in a disaster include the Department of Public Works and the Port of San Francisco.
  - Additional transportation resources include school buses or commercial services such as shuttle vans and even limousine services.
  - In addition to moving people, the City's transportation plan calls for the movement of material and equipment and personnel necessary for disaster operations.





- Paratransit resources will be utilized in cases where there is a need to transport or evacuate persons using wheelchairs.

**C. Suggested Plan for the Community to Implement (Transportation Services):**

- Consider the transportation resources available with the community.
  - Use the survey form to identify vans, pickup trucks and drivers.
  - Use the survey form to identify private vehicles available.
- The Help Center may serve as a central clearing-house for receiving requests on transportation needs and then providing or coordinating transportation resources.

### **13. Post Disaster Recovery Assistance**

The Help Center may transition to a center (one stop shop) for government disaster assistance programs from FEMA grants, to small business administration loans.



## SECTION 4 – COMMUNITY RESOURCES ALREADY IN PLACE

### 4.1 RECREATION CENTERS

<ul style="list-style-type: none"><li>▪ Booker T. Washington Community Center 800 Presidio Ave. San Francisco, CA 94115</li></ul>	<ul style="list-style-type: none"><li>▪ Buchanan YMCA 1530 Buchanan Street San Francisco, CA 94115</li></ul>
<ul style="list-style-type: none"><li>▪ Ella Hill Hutch Community Center 1050 McAllister St. San Francisco, CA 94115</li></ul>	<ul style="list-style-type: none"><li>▪ Hamilton Recreation Center 1500 Geary Blvd San Francisco, CA 94115</li></ul>

### 4.2 SCHOOLS

#### High Schools

<ul style="list-style-type: none"><li>▪ Jewish Community High School 1835 Ellis St San Francisco, CA 94115</li></ul>	<ul style="list-style-type: none"><li>▪ Ida B Wells High School 1099 Hayes St San Francisco, CA 94117</li></ul>
<ul style="list-style-type: none"><li>▪ Urban School Of San Francisco 1563 Page St San Francisco, CA 94117</li></ul>	<ul style="list-style-type: none"><li>▪ Wallenberg Alternative High 40 Vega St San Francisco, CA 94115</li></ul>

#### Middle Schools

<ul style="list-style-type: none"><li>▪ Benjamin Franklin Middle School 1430 Scott St San Francisco, CA 94115</li></ul>	<ul style="list-style-type: none"><li>▪ Aim High Middle School 1351 Haight St San Francisco, CA 94117</li></ul>
<ul style="list-style-type: none"><li>▪ Sacred Heart Grammar School 735 Fell St San Francisco, CA 94117</li></ul>	

#### Elementary Schools

<ul style="list-style-type: none"><li>▪ Golden Gate Elementary School 1601 Turk St San Francisco, CA 94115</li></ul>	<ul style="list-style-type: none"><li>▪ John Muir Elementary School 380 Webster Street San Francisco, CA 94117</li></ul>
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▪ New Traditions Alternative 2049 Grove St San Francisco, CA 94117	▪ Pacific Primary School 1500 Grove St San Francisco, CA 94117
▪ Rosa Parks Elementary School 1501 O'Farrell St San Francisco, CA 94115	▪ Sacred Heart Grammar School 735 Fell St San Francisco, CA 94117
▪ William R De Avila Elementary School 1351 Haight St. San Francisco, CA 94117	

### 4.3 LIBRARIES

▪ Western Addition Branch Library 1550 Scott Street San Francisco, CA 94115	▪ Park Branch 1833 Page St./Cole St. San Francisco, CA 94117
▪ Sunset Branch 1305 18th Ave./Irving St. San Francisco, CA 94122	

### 4.4 CONGREGATIONS

▪ All Saints' Episcopal Church 1350 Waller St., SF 94117 415-621-1862	▪ Bethel AME Church 916 Laguna Street, SF 94115 415-921-4935
▪ Christ Episcopal Church 2140 Pierce St., SF 94115 415-921-6395	▪ City Church 2460 Sutter St. SF 94115 415-346-6994
▪ First Union Baptist Church 1001 Webster St., SF 94115 415-563-3532	▪ Glad Tidings Church 1280 Webster St., SF 94115 415-346-1111
▪ Jones Memorial United Methodist 1975 Post St., SF 94115 415-921-7653	▪ Macedonia Missionary Baptist 2135 Sutter St., SF 94115 415-346-1154
▪ Mt. Zion Baptist Church 1321 Oak St., SF 94117 415-863-4109	▪ Shrine of St. Jude Thaddeus 2390 Bush St., SF 94115 415-931-5919



▪ St. Agnes Church 1025 Masonic Ave., SF 94117 415-487-8560	▪ St. Dominic's Church 2390 Bush St., SF 94115 415-567-7824
▪ Third Baptist Church, Inc. 1399 McAllister St., SF 94115 415-346-4426	▪ Trinity Episcopal Church 1668 Bush St., SF 94117 415-775-1117
▪ Uptown Church of Christ 949 Fillmore St., SF 94117 415-931-9333	▪ Zion Lutheran Church 495 - 9th Ave., SF 94118 415-221-7500

## 4.5 NEIGHBORHOOD ORGANIZATIONS

▪ 1300 McAllister Club 3700 California Street, SF 94115	▪ Alamo Square Neighborhood Assoc PO Box 15372, SF 94115 Emmett Gilman, President
▪ Anza Vista Civic Improvement Club 2433 O'Farrell Street Paul Kirwin	▪ Beideman Area Neighborhood Grp/BANG 1332 B Scott St. , SF 94115 Barbara Meskunas President
▪ Buena Vista Neighborhood Association 555 Buena Vista West #601, SF 94117-4143 Richard Magary	▪ City Hub Neighborhood Alliance 207 Gough Street, SF 94102 Ed Goehring
▪ Cole Valley Improvement Association PO Box 170611, SF 94117 David Crommie, President	▪ Dubocce Triangle Neighborhood Assoc. Ed Dundas
▪ Edgewood Neighborhood Association 100 Edgewood Ave., SF 94117 Edgar McEachron	▪ Fillmore Jazz Merchants Association Charles Spencer
▪ Fillmore Street Merchants & Improvement 2130 Fillmore Street, SF 94155 Thomas Reynolds	▪ Golden Gate Association 792 Lyon Darolyn Fox
▪ Golden Gate Community Association 1985 Golden Gate Avenue, SF 94115	▪ Haight Ashbury Improvement Assoc/HAIA PO BOX 170098, SF 94117 Cheryl Brodie
▪ Haight Ashbury Merchants Association PO Box 170022, SF 94117 Flip Sarrow, President	▪ Haight Ashbury Neighborhood Council PO Box 170518, SF 94117 Lara Sallee, President



▪ Haight Divisadero Neighborhood Merchants 950 Page St., SF 94117 Richard Kay, President	▪ Hayes Valley Merchants Association 568 Hayes Street, SF 94102
▪ Hayes Valley Neighborhood Assoc/HVNA P.O. Box 642805, SF 94164-2805 Paul Olsen, President	▪ Hill Point Court Association No contact info
▪ Inner Sunset Action Committee John Bardis	▪ Inner Sunset Merchants Association/ISMA 1032 Irving St., Box 711, SF 94122 Craig Dawson
▪ Inner Sunset Park Neighbors 1032 Irving St., Box 344, SF 94122 Susan Maerki, President	▪ Japantown Merchants Association 1638 Post Street, SF 94115 Rich Machiso
▪ Japantown Task Force 1765 Sutter Street Linda Jofuku	▪ Lower Pacific Heights 2516 Sutter Street, SF 94102 Gene Mayo
▪ North of Panhandle N'hood Assoc/NOPNA PO Box 591504, SF 94117 Tys Sniffen, President	▪ Oak-Fillmore Neighborhood 829 Hayes #3, SF 94115 Joanne Minsky, President
▪ Panhandle Residents Organization/PROSF 250 Ashbury Street, SF 94117 Mary Helen Briscoe, President	▪ Planning Assoc for Divisadero St./PADS 339 Divisadero St., SF 94117 Patricia Vaughey
▪ Stanyan Fell Neighborhood Assoc/SFNA 2039 Hayes St., SF 94117 Cheryl Brodie	▪ Sunset Heights Association of Responsible People (SHARP) 1627 10th Ave., SF 94122 John Barry
▪ Sunset Parkside Education and Access Committee (SPEAK) 1329 7th Ave., SF 94122 Marc Duffet, President	▪ Waller Street Association (WSA) 1526 Waller St., SF 94117 Ted Loewenberg, President
▪ Western Addition Neighborhood Association (WANA) 2331 Bush Street, SF 94115 Jan Bloaffi, President	▪ Woodland Avenue Association 54 Woodland Ave., SF 94117 Molley Lowry, President

#### 4.6 NURSING HOMES

▪ California Convalescent Hospital 2704 California Street 94115 (415) 931-7846	▪ Central Gardens 1355 Ellis Street, 94115 (415) 567-2967
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<ul style="list-style-type: none"><li>Golden Gate Healthcare Center 2707 Pine Street, 94115 (415) 563-7600</li></ul>	<ul style="list-style-type: none"><li>Laurel Heights Convalescent Hospital 2740 California St., 94115 (415) 567-3133</li></ul>
<ul style="list-style-type: none"><li>SF Community Convalescent Hospital 2655 Bush Street, 94115 (415) 922-4141</li></ul>	<ul style="list-style-type: none"><li>Victorian Healthcare Center 2121 Pine Street, 94115 (415) 922-5085</li></ul>

#### 4.7 NERT STAGING AREAS

<ul style="list-style-type: none"><li>Duboce Triangle Duboce Park - Duboce &amp; Steiner Contact: Rochelle McCune</li></ul>	<ul style="list-style-type: none"><li>Haight-Ashbury Panhandle, Masonic @ Oak Contact: NERT Program Office</li></ul>
<ul style="list-style-type: none"><li>Hayes Valley TBD</li></ul>	<ul style="list-style-type: none"><li>Inner Sunset Golden Gate Park, 7th Ave. @ Lincoln</li></ul>
<ul style="list-style-type: none"><li>North of Panhandle Panhandle, Oak @ Masonic Contact: Tys Sniffen</li></ul>	<ul style="list-style-type: none"><li>Parkview Kezar Triangle, Lincoln &amp; Arguello Contact: NERT Program Office</li></ul>
<ul style="list-style-type: none"><li>Western Addition Uptown Church of Christ, Fillmore @ McAllister, or Tennis Courts, Clay @ Steiner</li></ul>	<ul style="list-style-type: none"><li>Pacific Heights Park?? Contact: Katherine Florio, NERT Kcflorio@hotmail.com</li></ul>



## SECTION 5 – EMERGENCY SERVICES WITHIN THE COMMUNITY

### 5.1 ALERTING SYSTEMS (SIRENS)

<ul style="list-style-type: none"><li>▪ Siren # 24 Turk and Webster</li></ul>	<ul style="list-style-type: none"><li>▪ Siren # 28 Haight and Masonic</li></ul>
<ul style="list-style-type: none"><li>▪ Siren # 53 Lincoln and Arguello</li></ul>	

### 5.2 MEDICAL FACILITIES

<ul style="list-style-type: none"><li>▪ California Pacific Medical Center - California Campus 3700 California Street, 94115</li></ul>	<ul style="list-style-type: none"><li>▪ California Pacific Medical Center - Davies Campus Castro at Duboce Streets, 94117</li></ul>
<ul style="list-style-type: none"><li>▪ Cole Street Clinic 555 Cole St./Haight St., 94117</li></ul>	<ul style="list-style-type: none"><li>▪ Haight Ashbury Free Medical Clinic 558 Clayton St./Haight St., 94117</li></ul>
<ul style="list-style-type: none"><li>▪ Kaiser Permanente Medical Ctr 2425 Geary Blvd., 94115</li></ul>	<ul style="list-style-type: none"><li>▪ Maxine Hall Health Center 1301 Pierce St./Ellis St., 94115</li></ul>
<ul style="list-style-type: none"><li>▪ St Francis Memorial Hospital 900 Hyde St, 94109</li></ul>	<ul style="list-style-type: none"><li>▪ St Mary's Medical Ctr 450 Stanyan St., 94117</li></ul>
<ul style="list-style-type: none"><li>▪ UCSF Medical Center at Mount Zion 1600 Divisadero St., 94115</li></ul>	<ul style="list-style-type: none"><li>▪ UCSF Medical Center at Parnassus 505 Parnassus Ave, 94122</li></ul>

### 5.3 POLICE STATIONS

<ul style="list-style-type: none"><li>▪ Northern Station 1125 Fillmore St., SF 94115 (415) 614-3400</li></ul>	<ul style="list-style-type: none"><li>▪ Richmond Station 461 - 6th Ave., SF 94118 (415) 666-8000</li></ul>
<ul style="list-style-type: none"><li>▪ Park Station 1899 Waller Street, SF 94117 (415) 242-3000</li></ul>	<ul style="list-style-type: none"><li>▪ Taraval Station 2345 - 24th Avenue, SF 94116 (415) 759-3100</li></ul>





## 5.4 FIRE STATIONS

<ul style="list-style-type: none"><li>Station 21 Grove and Baker</li></ul>	<ul style="list-style-type: none"><li>Station 5 Turk and Webster</li></ul>
<ul style="list-style-type: none"><li>Station 22 Irving and 16<sup>th</sup> Avenue</li></ul>	



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## SECTION 6 – DISASTER PLANNING INFORMATION & ASSISTANCE

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### 6.1 OFFICE OF EMERGENCY SERVICES & HOMELAND SECURITY

The Office of Emergency Services and Homeland Security (OES/HS) is dedicated to developing, implementing and maintaining programs and relationships which will provide for the safety and protection of the City and County of San Francisco from the threat or effects of natural, man-made or technological disasters. The OES/HS works closely with emergency responders, private partners and citizens in San Francisco to develop comprehensive planning for an effective and successful emergency operations system.

The Office of Emergency Services and Homeland Security performs the following functions:

- Develop and manage the Emergency Operations Plan and its various annexes
- Coordinate all protective and relief services
- Training of all personnel connected therewith
- Operation and implementation of all emergency plans and activities
- Coordination with Federal, State, & Regional Disaster Management Agencies
- Management of the Homeland Security Program
- Management of the Emergency Operations Center (see below)

#### **Emergency Operations Center**

The Office of Emergency Services and Homeland Security manages the City's Emergency Operation's Center (EOC), which acts to coordinate City response actions during an emergency or disaster. The EOC is located in the Emergency Communications Building at 1011 Turk Street, which is also home to the Office of Emergency Services. Depending upon the severity and nature of the emergency, representatives from different City departments will report to the EOC when it is activated. So the EOC functions as the City's emergency central command center – information and resources are brought together at the EOC to make decisions and develop response strategies. Coordination with State and Federal agencies also occurs through the EOC.

#### **72hours.org / For Community Preparedness Information**

The Office of Emergency Services and Homeland Security also maintains the City's primary preparedness website – <http://www.72hours.org>. The site is designed to provide community residents with information, ideas, and resources to prepare for and respond to disasters. Depending on availability, the Office of Emergency Services may arrange for a speaker to conduct a presentation on Disaster Preparedness at appropriate community meetings.

**For more information contact the Office of Emergency Services and Homeland Security at 415-558-2700, or go to the OES website [http://www.sfgov.org/site/sfnert\\_index.asp](http://www.sfgov.org/site/sfnert_index.asp).**



## 6.2 NERT

The San Francisco Fire Department makes NERT (Neighborhood Emergency Response Team) training available for people that live or work in San Francisco. First responders of the San Francisco Fire Department do the training.

The goal of NERT is to help the residents of San Francisco be self sufficient in a major disaster situation by developing multi-functional teams, cross-trained in basic emergency skills. Through this program, individuals will learn hands-on disaster skills that will help them as members of an emergency response team and/or as a leader directing untrained volunteers during an emergency, allowing them to act independently or as an adjunct to City emergency services. There is no cost for the neighborhood training. The NERT Training Program is a 20-hour comprehensive program consisting of six (6) class sessions lasting approximately 3 hours each.

- NERTs provide direct assistance to neighbors in distress, and will constitute the majority of District Emergency Response Program members. Neighborhoods within the District should be encouraged to develop NERT programs.
- Each team should have a team leader and several members. Its primary responsibility is to its own neighborhood. Teams should have basic personal safety gear (hard hat, gloves, flashlight, whistle, etc.), gas shut off tool, small first aid kit, "occupants OK" tags with duct tape and markers, food and water.
- In the event of a major disaster when government assistance may be delayed, NERTs may have to perform the following functions:
  - Locate and care for the injured and provide basic first aid.
  - Perform rescues within the ability of the team (NERTs are not expected to engage in hazardous rescue activities).
  - Shut off customer level gas and electric utilities to reduce hazards.
  - Communicate needs for outside assistance to government agencies via the District Emergency Coordination Center structure.
  - Identify and tabulate damaged structures, roads, and utilities.
  - Assist neighbors who are unable to occupy their homes in finding temporary shelter.
  - Check on persons with disabilities, the elderly or vulnerable populations.

NERTs should be prepared to manage convergent volunteers, that is, people who have not been trained under the NERT program but want to help. They should be asked to identify special skills and where possible, paired up with experience NERT members.

**For more information contact the NERT program office at 415-970-2022, or go to the NERT website [http://www.sfgov.org/site/sfnert\\_index.asp](http://www.sfgov.org/site/sfnert_index.asp).**



## 6.3 AMERICAN RED CROSS

The American Red Cross (ARC) has the care and shelter expertise and has been chartered under federal law to provide relief to victims of disasters. Regardless of the size of the disaster, whether it involves one family or thousands, the types of response services that the Red Cross will provide remains generally the same, sheltering, feeding, physical and mental health support. ARC recovery assistance includes clothing, basic household furnishings, rental assistance, general referral services and work related supplies or equipment.

The following care and shelter roles and responsibilities apply to ARC:

- Provide leadership and staffing for emergency shelter operations; ARC shelter teams will open and operate emergency shelters for the displaced population
- Support shelters with logistical needs: cots, blankets, food, water, comfort kits/basic toiletries, paper goods, sanitation supplies, and shelter kits containing signage and office supplies
- Establish fixed and mobile feeding services, as needed, for persons both in shelters and at other service delivery sites; The Salvation Army may support this effort
- Serve as the primary distributor of bulk distribution items
- Provide a Disaster Welfare Inquiry (DWI) Service, which is a victim locator system that provides information about disaster victims to family members and other interested parties outside the disaster area
- Provide aid to disaster victims through ARC's Emergency Assistance program, which can include casework, financial assistance, vouchers for clothing, occupational supplies, basic home furnishings, hotel lodging, rent and utility deposits to support disaster victims with finding temporary housing

The ARC also has roles and responsibilities during the preparedness phase of emergency management.

- Recruit and train local volunteers to open and manage disaster shelters; maintain these teams for shelter operations
- Develop statements of understanding with designated shelter sites to clarify terms of use

**For more information contact the San Francisco Office for the American Red Cross Bay Area, 415-427-8000, or go to the local Red Cross website at <http://www.bayarea-redcross.org>.**



## 6.4 THE SALVATION ARMY

Through its local organization and with the assistance of Divisional Headquarters, TSA's disaster response teams will provide a range of emergency services to individuals and families. The local Corps of the Salvation Army has a very large kitchen capacity and maintains a fleet of mobile food service canteens, including mobile kitchen units, which on short notice can be deployed to feeding sites. The following roles and responsibilities apply to TSA.

- Feeding – The Salvation Army will support mass care feeding efforts, including feeding at shelters and other congregate sites
- Sheltering – Shelters may be established and maintained in Salvation Army facilities or at other community locations
- Distribution of Basic Commodities – The Salvation Army may elect to purchase and distribute basic commodities such as water, health and sanitary needs, baby and child care products, medicines, bedding and other items where an immediate need exists
- Counseling – Critical incident stress management services to individuals, families, and response and relief workers
- Assistance with minor home cleanup, in some cases (for seniors and people with disabilities)

**For more information contact the San Francisco Office of the Salvation Army, 415-553-3500, or go to the Salvation Army website [http://www1.salvationarmy.org/usw/www\\_usw.nsf](http://www1.salvationarmy.org/usw/www_usw.nsf) (this site is for the Western Region).**

## 6.5 THE CARD PROJECT

CARD (Community Agencies Responding to Disaster) improves the disaster preparedness of community-based organizations (CBO's) serving vulnerable populations. CARD's mission in a disaster is to ensure an effective response and recovery for vulnerable and under-served populations within the CCSF. CARD will also work to broker mutual aid between CBO's to help them to continue services post-disaster. The following functions apply to CARD.

- Serve as an advocate to ensure the effective recovery of more vulnerable disaster victims with needs from language requests to reasonable accommodations; help identify resources to meet those needs
- Support community-based organizations that are part of the CARD network to meet the disaster or special needs of those clients they serve; support the capacity of CBO's to help their clients to continue to shelter safely in place following a disaster
- Utilize the CARD network of member CBO's to inform CBO clients (especially more vulnerable persons) about available disaster services and programs



- Identify community-based organizations able to provide support mass care efforts to disaster victims (emergency food, bulk distribution, shelter, language translation, etc.)
- Conduct emergency planning with human service agencies (CBOs)

For more information contact 415-786-0552, or <http://www.sfcad.org>.

## 6.6 DISASTER REGISTRY

The Department of Public Health's Disaster Registry Program for Seniors and Disabled Persons (DRP) allows the elderly and persons with disabilities to pre-register with the Department of Public Health's (DPH) Emergency Medical Services Agency (EMSA). The DRP consists of a database of 8,000 self-registered elderly and disabled persons. The program maintains an organized response plan for doing a post-disaster status check on database registrants. The DRP distributes updated lists to certain San Francisco Fire Department (SFFD) Stations to provide information to emergency responders after a disaster. The DRP contains information provided voluntarily such as the persons name, address and reason for registering. Moreover, the database identifies the level of critical need for each registrant.

As resources become available later in the course of the disaster event, the volunteer Neighborhood Emergency Response Teams (NERT) with other rescue and assistance resources will be organized to check on persons in the registry. The SFFD Battalion Chiefs will provide the authorized rescuers with Disaster Registry Program information sheets for their neighborhood. They will then begin canvassing the neighborhood first going to those who have registered with the DRP.

NERT teams and other rescuers will make an assessment of each address, determining the need to enter any damaged buildings to check on the registrant. If no one is home or requires assistance, the teams will move on to the next address. If the registrant requires assistance, basic first aid may be provided and the SFFD will be notified to request an ambulance or other resource as available.

Because the DRP relies on the availability of volunteer responders, the DRP does not provide a guaranteed timely response! Registering with the DRP should be done along with other preparedness activities. All citizens are encouraged to be self sufficient for at least 72 hours including food, water and medications with the assumption that all public utilities will not be available.

**For more information contact the Department of Public Health Office that manages the Disaster Registry, 415-355-2632, or go to the website (the website contains a downloadable enrollment form) <http://www.sanfranciscoems.org/drp.php>.**



## 6.7 VIAL OF LIFE

The Vial of Life program is generally targeted for older adults or for persons living independently with some medical risk. The program is designed to help provide emergency responders with immediate patient information in the event of a medical emergency.

A person participating in the Vial of Life program completes a short, one-page Medical History Form. This form is then stored in a plastic vials (similar to the plastic vials which contain prescription medication) and placed in a highly visible location inside a person's refrigerator.

Because the program has a standardized method for the storage and identification of vital medical information, and is well known among emergency responders, it is very effective. A "Vial of Life" sticker is affixed on the front door or front window of the home so that when emergency personnel arrive, they see the sticker and know to check the refrigerator. An "Emergency Medical Information" sheet is placed on the refrigerator, alerting people that important information concerning the individual's medical condition, prescriptions and allergies can be found within. The responding medical team will read the important medical information in the vial, which could help save a life when every second is precious. In many cases, local hospitals, police and fire departments, and senior citizen centers can help distribute the vials.

**For more information contact Darnisha Wright, 415-558-3800, or go to the website at <http://www.vialoflife.com>.**

## 6.8 SAN FRANCISCO SAFE

San Francisco SAFE Inc. (Safety Awareness for Everyone) is a community crime prevention and public safety program that works in cooperation with the San Francisco Police Department and other city agencies to help San Franciscans protect themselves from becoming victims.

The following services are provided by San Francisco SAFE.

- SAFE creates strategies to increase public safety awareness.
- Facilitates neighborhood watch groups
- Provides safety presentations for all age groups
- Develops security strategies for businesses
- Provides outreach and resources to people in each police district
- Acts as liaison between communities and the San Francisco Police Department.

**For more information, call 415-553-1984 (or 415-673-SAFE), or <http://www.sfsafe.org/>**





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## Appendix A – Individual and Family Preparedness

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### A. Household/Family Plan

Talk with your family about the potential disasters that can happen and why it's necessary to prepare for them. Involve each member of your family in the planning process. By showing them simple steps that can increase their safety you can help reduce their anxiety about emergencies.

- Make sure everyone knows where to find your disaster supply kit and go-bags.
- Have a flashlight and a pair of shoes under everyone's bed in case there is an earthquake during the night. Use a plastic bag tied to the leg of the bed to keep these items from moving during an earthquake.
- Plan where to meet after a disaster if your home becomes unsafe. Choose two places, one just outside your home and one outside your neighborhood in case you are told to evacuate.
- Determine the best escape routes from your home. Try and identify two escape routes.
- Make sure each member knows who your family's out-of-state contact is and instruct them to call this person and tell him/her where they are.
- Locate the gas main and other utilities and make sure family members know when and how to turn them off.
- Practice your evacuation routes, Duck, Cover & Hold and Stop, Drop & Roll drills.
- Teach each member of your family how to use a fire extinguisher.
- Create emergency response cards for each of your family members.
- Take into account the special needs of children, seniors or people with disabilities, family members that don't speak English and pets.

### B. Basic Emergency Supplies

After a major disaster the usual services we take for granted, such as running water, refrigeration, and telephones, may be unavailable. Experts recommend that you should be prepared to be self-sufficient for at least three days. Your basic emergency kit should include:

▪ Water – one gallon per person per day	▪ Food – ready to eat or requiring minimal water
▪ Manual can opener	▪ First Aid kit & instructions
▪ Essential medications	▪ Flashlight
▪ Radio – battery operated	▪ Batteries
▪ Cash in small denominations	▪ Copy of important documents & phone #'s



▪ Unscented liquid household bleach for water purification	▪ Personal hygiene items including toilet paper, feminine supplies, and soap
▪ Sturdy shoes	▪ Heavy gloves
▪ Warm clothes, a hat and rain gear	▪ A local map
▪ Extra prescription eye glasses, hearing aid or other vital personal items	▪ Plastic sheeting, duct tape and utility knife for covering broken windows
▪ Blanket or sleeping bag	▪ Extra keys to your house and vehicle
▪ Large plastic bags for waste and sanitation	▪ Any special-need items for children and seniors or people with disabilities. Don't forget water and supplies for your pets

Note - Recommended foods include: ready-to-eat canned meats, fruits and vegetables, canned juices, milk and soup, high-energy foods, such as peanut butter, jelly, crackers, granola bars and trail mix, comfort foods, such as hard candy, sweetened cereals, candy bars and cookies, dried foods (select carefully as some have a high salt content), and instant meals that don't require cooking or water.

### C. Preparing a Go-Bag

A go-bag is for use in the event of an evacuation. Be sure that your bag is easy to carry and that it has an ID tag. Prepare one for each family member. Keep a go-bag at home, at work and in your vehicle. Include the following:

▪ Some water, food, and manual can opener	▪ Flashlight
▪ Radio – battery operated	▪ Batteries
▪ Whistle	▪ Pocket knife
▪ Personal medications and prescriptions	▪ Extra keys to your house and vehicle
▪ Basic First Aid kit and instructions	▪ Toilet paper, plastic bags, hygiene supplies
▪ Extra prescription eye glasses, hearing aid or other vital personal items	▪ Walking shoes, warm clothes, a hat, and rain gear
▪ Dust mask	▪ Paper, pens and tape for leaving messages
▪ Cash	▪ Copies of insurance and ID cards

- Any special-need items for children and seniors or people with disabilities. Don't forget pet supplies.



## **D. Home Safety**

During a disaster ordinary objects in your home can cause injury or damage. However there are simple steps you can take to make your home safer. Start by viewing each room with a “disaster eye” and identify potential hazards – bookshelves that could tip over in an earthquake and block exits, heavy objects that could fall and cause injury, or reactive chemicals, such as bleach & ammonia, stored together under a kitchen sink.

- Install smoke detectors on each level of your home and change batteries every 6 months.
- Move beds away from windows.
- Move mirrors and heavy pictures away from couches or places where people sit.
- Clear hallways and exits for easy evacuation.
- Store heavy items on the lowest shelves.
- Keep ABC type fire extinguishers and know how and when to use them.
- Strap down your water heater and fit it with a flexible gas supply line.
- Store flammable or highly reactive chemicals securely and separate from each other.
- Secure pictures, wall hangings and heavy items such as bookcases and file cabinets.
- Know how and when to switch off your utilities.

## **E. Children**

Include your children in family discussions and planning for emergency safety. Teach your children their basic personal information so they can identify themselves and get help if they become separated from a parent or guardian. Prepare an emergency card with information for your child, including their full name, address, phone number, parent’s work number and out of state contact.

- Teach children to dial their home telephone number and Emergency 911.
- Know the policies of the school or daycare center your children attend. Make plans to have someone pick them up if you are unable to get to them.
- Make sure each child knows the family’s alternate meeting sites if you are separated in a disaster and cannot return to your home.
- Make sure each child knows how to reach your family’s out-of-state contact person.
- Teach children what gas smells like and advise them to tell an adult if they smell gas after an emergency.

## **F. Seniors & People with Disabilities**

- Tell your neighbors if you cannot move well or quickly in an emergency and make arrangements for someone to check on you. Develop a personal support network of people who will check on you following a disaster.
- Your personal attendant or home health agency worker may have problems related to the disaster and may not be able to help you. Talk with your personal attendant about their agency’s plan for continued client services in an emergency.



- Try to always maintain a 3-day supply of your prescription medication. If you use oxygen, keep an emergency supply for 3-days or more.
- For all medical equipment requiring electrical power, such as breathing equipment and infusion pumps, check with your medical supply company about a backup power source. This could include a battery pack or generator.

## G. Pets

- Arrange for a neighbor to check on your pets and take care of them if a disaster occurs while you are not at home.
- If you must evacuate your home in a disaster, keep in mind that most disaster shelters cannot accept pets because of health and safety regulations. Service animals for people with disabilities are an exception.
- Ask friends or relatives outside the affected area to shelter your animals if necessary.
- Ask local animal shelters, kennels, veterinarian practices; animal clinics, or pet stores if they provide emergency shelter or foster care for pets in a disaster.

## H. Utilities

### Natural Gas

- Natural gas leaks can cause an explosive and flammable atmosphere inside a building.
- The main shutoff valve is next to the main gas meter, usually located on the exterior of your home or building.
- If you smell gas, shut off the main valve and open all windows and doors.
- Only turn off the gas if you smell a leak. Another indicator of a leak is if the unmarked wheels on the gas meter are spinning.
- Never use candles or matches. Do not turn on electrical switches or appliances.
- To turn gas off, turn the lever 1/4 turn; when lever crosses the direction of the pipe (across the flow) the gas is off.
- Keep a crescent wrench or gas shut-off tool nearby to turn the lever.
- Once you turn off the gas it may take several days for it to be turned back on. NEVER ATTEMPT TO TURN THE GAS BACK ON...LET PG&E DO IT.

### Electricity

Electricity can be deadly. Electrocutation can result from direct contact with live wires or anything that has been energized by these wires. Know where your home's main electric switch is. It may be a pull handle or very large circuit breakers inside the panel box. Shut off electricity when:

- Arcing or burning occurs in electrical devices
- You smell the distinct odor of burning insulation
- The area around switches or plugs is blackened and/or hot to the touch
- The complete loss of power is accompanied by the smell of burning material.



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### Water

- Water not only creates property damage, but it can also cause electrocution if electrical wires energize it.
- An inside water shutoff is usually located in the basement, garage, or alley. The inside water shutoff is located on a riser pipe and is usually a red or yellow wheel.
- In either case, to shut off the water, turn wheel clockwise until off.
- Shut off the water when there is a severe leak inside the building

Additional information on individual and family preparedness can be obtained from the OES/HS Preparedness Website at <http://www.72hours.org>.



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## Appendix B – Business/Commercial Preparedness

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Businesses are just as vulnerable to the effects of emergencies as ordinary citizens. Basic steps that a business should take to prepare for an emergency are similar to family preparations and planning.

- Prepare backups of all computer records and copies of paper records (i.e. payroll, inventory records, lease, insurance) and store them offsite. This will need to be done periodically.
- Know where your customers, employees and suppliers travel from; this will help in planning for both your emergency response and later recovery.
- Have an evacuation plan in place to evacuate staff and customers and test this plan regularly.
- Create a safe environment for customers and employees: strap cases and cabinets down, or to the wall; pay attention to lighting fixtures and ceilings; brace or secure displays.
- Have a place on site where employees can keep their Go Kits.
- Maintain sufficient insurance coverage for your business.
- Identify critical business functions that absolutely must continue (i.e. shipping, inventory control, and payroll) and come up with processes to ensure these will carry on.

Note: To be further developed.....



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## Appendix C – Preparedness for Licensed Care Facilities

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Key components of emergency planning for licensed care facilities include the following.

- Evacuation MOUs with Like Facilities -- Each facility must provide for the evacuation and relocation of that facility's population to a comparable or like facility in an emergency (when an evacuation is required).
- Evacuation Supplies -- Requires that licensed care facilities bring the following with each patient in an evacuation (to accommodate a 72 hour period).
  - Medical equipment such as oxygen, insulin or infusion pumps
  - Individual records, medical charts and identification for each resident
  - Special supplies such as adult diapers, egg crate mattresses or dietary items
  - Required prescription medication for residents
  - Extra clothing
- Ongoing Client Care -- The evacuated institution is legally responsible and accountable for the continuous care of its residents and for ensuring that their special needs are met during the course of shelter operations, in whatever facility is utilized.

Residential facilities that operate under licensing agreements through the California Department of Health Services or the California Department of Social Services are required to have current plans in place for the evacuation and sheltering of their populations. These facilities may provide specialized nursing, mental health, or protective care services for children, adults with disabilities, or the elderly.

Licensing agreements stipulate that facilities are responsible for the welfare and safety of their clients, who may need specially trained staff to care for them and specific types of equipment or facilities to meet their needs.

Regulations also require that facilities have an emergency plan that (1) provides for the evacuation and relocation of the facility's population (preferably to comparable facilities in an emergency) and that (2) provides for their clients' continual care during and after the time an evacuation is required.

However, in a major disaster, it may not be possible for some facilities to reach their pre-designated relocation site. They may lack the transportation or personnel assets to get clients there. Hence, the Care and Shelter Branch should expect to support the care and shelter needs of some Licensed Care Facilities.





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## Appendix D – Personal & Business Response/What to Do If

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Getting information during an emergency situation is vital. Have a battery operated radio tuned to a local all-news or talk-radio station, such as KCBS (740 AM) or KGO (810 AM). Radio and television stations provide the quickest means to obtain information.

### A. Earthquake

Know what to do when the shaking begins: DROP, COVER, & HOLD ON!

- DROP to the floor.
- Take cover under a sturdy piece of furniture or next to an interior wall. COVER your head and neck with your arms. Stay away from windows.
- HOLD ON to a sturdy piece of furniture and be prepared to move with it.
- Stay where you are until the shaking stops and you're sure it's safe to exit – use caution when exiting buildings.
- Never take elevators after an earthquake.
- If you are outdoors, find a clear spot away from buildings, trees, and power lines. Drop to the ground.
- If you are in a car, slow down and drive to a clear place (as described above). Stay in the car until the shaking stops.
- After the shaking stops check yourself and others for injuries. Give first aid for serious injuries.
- Turn off the gas only if you smell gas.
- Listen to the radio for instructions. Expect aftershocks.
- Check your phones to be sure they have not shaken off the hook and are tying up a line.
- Inspect your home for damage.

### B. Storm / Flooding

Winter rains can cause floods, landslides, uprooted trees, and downed or broken utility lines in almost any neighborhood. For information on free sandbags to protect your property, call (415) 28-CLEAN. The Department of Public Works also provides up to 10 sandbags per household from their yard located at Marin & Kansas streets.

#### During the Storm

- If water has entered a garage or basement, do not walk through it – it may contain hazardous materials.
- Do not try to drive over a flooded road. If your car stalls, abandon it immediately. Attempting to move a stalled vehicle in flood conditions can be fatal.
- Tune to KCBS 740 AM or local TV channels for emergency advisories and instructions.
- If you are asked to leave your property, disconnect all electrical appliances.
- Call (415) 28-CLEAN to report fallen trees or tree limbs, or clogged catch basins.
- Call (415) 695-2096, at the SF Public Utilities Commission, to report flooded streets.
- Avoid downed power lines and broken gas lines. Report them to PG&E, (800) 743-5000.



### **C. If Your Power Goes Out**

- Remain calm and assist family members or neighbors who may be vulnerable if exposed to extreme heat or cold.
- Locate a flashlight with batteries to use until power comes back on. Do not use candles - this can cause a fire.
- Turn off sensitive electric equipment such as computers, VCRs, and televisions.
- Turn off major electric appliances that were on when the power went off. This will help to prevent power surges when electricity is restored.
- Keep your refrigerator and freezer doors closed as much as possible to keep cold in and heat out.
- Do not use the stove to heat your home as this can cause a fire or fatal gas leak.
- Use extreme caution when driving. If traffic signals are out, treat each signal as a stop sign. Come to a complete stop at every intersection and look before you proceed.
- Do not call 911 to ask about the power outage. Listen to radio news for updates.

### **D. Fire**

If your smoke detector goes off or if there is a fire:

- Remain calm and get out. Do not try to fight the fire.
- Call 9-1-1 from a safe place.
- If your clothes catch on fire, STOP where you are, DROP to the ground, and ROLL over and over to smother the flames.
- Drop to the floor to avoid smoke and fumes - crawl to safety.
- Feel the door with the back of your hand before you open it. If it is hot, find another way out.
- If you are unable to get out of your home for any reason, stay near a window and close to the floor. If possible, signal for help.

### **E. Technological Hazards Emergencies**

If you are notified or become aware of a technological hazards emergency such as a chemical, biological, or radiological emergency as well as a fire or explosion, do not panic. The best defense from any of these emergencies is education and awareness. In the unlikely event that there is a technological emergency, knowing how to respond will greatly reduce panic and fear. If you need to get out of the surrounding area or are directed to evacuate, do so immediately and:

- Take your Emergency Go Kit.
- Lock your home.
- Travel on routes specified by local authorities.
- Travel with car windows up and air vents, air conditioner, and heater turned off.
- Head up-wind of the incident.



If you are sure you have time:

- Close and lock windows and doors and close all vents and fireplace dampers.
- Turn off all fans and heat or air conditioning.
- Shut off water, gas, and electricity before leaving.
- Post a note telling others when you left and where you are going.
- Make arrangements for your pets.

If you are instructed to stay inside and not to evacuate:

- Lock your home.
- Shelter-in-place

## **F. What Shelter-in-Place Means**

One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere (including chemical, biological, or radiological contaminants) is to shelter-in-place. It means selecting a small, interior room, with no or few windows, and taking refuge there. It does not mean sealing off your entire home or office building.

How to Shelter-in-Place At Home:

- Close and lock all windows and exterior doors.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Turn off all fans, heating and air conditioning systems.
- Close the fireplace damper.
- Get your family disaster supplies kit and make sure the radio is working.
- Go to an interior room without windows that's above ground level. In the case of a chemical threat, an aboveground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed.
- Bring your pets with you and include additional food and water supplies for them.
- It is ideal to have a hard-wired telephone in the room you select. Call your emergency contact and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room.
- Keep listening to your radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.
- If you suspect chemical or biological agents have entered your house, move to a safe room and the interior of the house on a higher floor if possible. Many harmful agents that could enter a house will fall and accumulate at lower levels.
- If harmful vapors do enter the house, covering your nose and mouth with a cloth can provide minimal breathing protection. Stay inside until authorities say it is safe to leave.

## **G. Evacuation**

If you are told to evacuate by local officials, leave immediately:



- Wear sturdy shoes and appropriate clothing.
- Take your emergency go-bag.
- Follow instructions of public safety officials and use authorized travel routes.
- Lock your home, if possible.
- If you have time, leave a note telling others when you left and where you are going.
- Once you are safe, call your out-of-state contact and tell them where you are.

#### Plan Ahead

- Identify ahead of time where you could go if you are told to evacuate. Choose several places--a friend's home in another town, a motel, or a shelter.
- Keep handy the telephone numbers of these places, as well as a road map.
- Consider the need to take any important prescription medications and medical supplies, as well as important documents with you.

### **H. Recovering from an Emergency**

Recovery from a disaster requires you and other family or community members to confront the emotional and psychological effects of the event. Reactions may include:

- Restless sleep or nightmares
- Anger or wanting revenge
- Numbness or lack of emotion
- Needing to keep active, restlessness
- Needing to talk about your experiences
- Loss of appetite
- Headaches
- Mood swings

All of the above are normal reactions to stressful events, and it is important to let people react their own way. It may be helpful to:

- Talk with your family and friends about what happened and how you feel about it, and try to evaluate and plan for the chance it could happen again
- Volunteer at a local shelter, blood bank, or food pantry to assist emergency victims
- Spend time doing things other than watching or listening to news of the disaster
- Consult your minister or spiritual advisor

In particular, children may need reassurance and extra attention. It is best to encourage them to share their feelings, even if you must listen to their stories repeatedly—this is a common way for children to grasp what they've experienced. You may also want to share your feelings about the event with them.



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## Appendix E – Disaster Skill & Interest Survey

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Date \_\_\_\_\_

Name (First) \_\_\_\_\_ (Last) \_\_\_\_\_

Phone (Day) \_\_\_\_\_ (Evening) \_\_\_\_\_

Other Phone (Cell) \_\_\_\_\_ Email: \_\_\_\_\_

Address \_\_\_\_\_

**Skills (check appropriate categories):**

<input type="checkbox"/> Administration	<input type="checkbox"/> Amateur Radio
<input type="checkbox"/> Computer	<input type="checkbox"/> Construction
<input type="checkbox"/> Crisis Counseling	<input type="checkbox"/> Damage Assessment
<input type="checkbox"/> Fire Fighting	<input type="checkbox"/> First Aid/CPR
<input type="checkbox"/> Heavy Equipment Operations	<input type="checkbox"/> Medical
<input type="checkbox"/> Search & Rescue	<input type="checkbox"/> Security & Safety
<input type="checkbox"/> Shelter Operations	<input type="checkbox"/> Supervision

☐ Language Translation (specify language) \_\_\_\_\_☐ Other \_\_\_\_\_**Willing To Do (please check all that apply):**

<input type="checkbox"/> Animal Care	<input type="checkbox"/> Animal Rescue
<input type="checkbox"/> Building / Construction	<input type="checkbox"/> Casework
<input type="checkbox"/> Child Care	<input type="checkbox"/> Clean-up
<input type="checkbox"/> Damage Assessment	<input type="checkbox"/> Data Entry
<input type="checkbox"/> Driving	<input type="checkbox"/> Food Service
<input type="checkbox"/> Health Care	<input type="checkbox"/> Interpreting
<input type="checkbox"/> Office	<input type="checkbox"/> Phones
<input type="checkbox"/> Rescue	<input type="checkbox"/> Sandbagging
<input type="checkbox"/> Shelter Services	<input type="checkbox"/> Outreach to vulnerable populations

Are you willing to serve as a neighborhood block captain? \_\_\_\_ Yes \_\_\_\_ No

**Equipment or Supplies Available (please check all that apply):**

<input type="checkbox"/> Amateur Radio	<input type="checkbox"/> Bedding (cots, blankets, etc.)
<input type="checkbox"/> Chain Saw	<input type="checkbox"/> Hand Tools
<input type="checkbox"/> Power Tools	<input type="checkbox"/> Emergency Water
<input type="checkbox"/> First Aid Supplies	<input type="checkbox"/> Lanterns/Portable Lighting
<input type="checkbox"/> Portable Generator	<input type="checkbox"/> Shelter (tents, camp trailer)



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## Appendix F – Placeholder

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