

BERKELEY DISASTER PREPAREDNESS NEIGHBORHOOD NETWORK

DISASTER FIELD MANUAL

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INSTRUCTIONS: The contents of this Field Manual are intended to be an all-in-one package for new and developing neighborhood disaster groups to use in response to a disaster in their area. The information is organized into checklists for each member of a full Incident Command Center (ICC) organization, modeled after the FEMA Incident Command System. Each group should tailor the positions and checklists to their own needs and capabilities. One copy of the manual should be kept by the Incident Commander. The specific pages of the second copy should be given to the volunteers who are filling the positions of the ICC so each person will know their duties and priorities.

DISCLAIMER: The information provided here reflects the experiences and best practices of experienced disaster relief workers and community members in situations that may or may not be similar to the one you face. Always consider whether this information is appropriate to your situation, and do not hesitate to modify, innovate, or improvise as may be required to meet the challenges that you face.

Your comments and contributions to future editions of this manual are welcome. Please send your inputs to: info@bdpnnetwork.org

COMMAND STAFF POSITIONS AND THEIR SUBORDINATES

INCIDENT COMMANDER: Commands the entire emergency response and the continued response to any disaster that affects the neighborhood. Makes decisions about actions, supervises all activities, and communicates with all outside agencies. Directly supervises Safety Officer, Staff Officer, Operations Section Chief, and Logistics Section Chief.

SAFETY OFFICER: Ensures the safety of all personnel. Monitors activities of all teams in the field and makes recommendations on safety. Monitors the physical and mental exhaustion of team members and advises them to take a break. Advises the Commander on safe locations for Clinic, Housing, etc.

STAFF OFFICER: Runs the headquarters operation. Ensures all communications are maintained and all activities documented. Coordinates with Logistics Supply Chief when supplies are needed. Directly supervises Communications, Administration, and Volunteers.

COMMUNICATIONS: Responsible for two-way radio communications and recording all communications and activities of the teams in the field.

ADMINISTRATION: Responsible for monitoring all external non-radio communications for the headquarters, including paperwork from the teams in the field, communication via telephone, internet, and runners to the fire dept and Emergency Operations Center.

VOLUNTEERS: Responsible for documenting all volunteers, giving them an ID card and whistle, and assigning them to appropriate teams. Coordinates personnel using megaphone.

OPERATIONS SECTION CHIEF: Manages the operations of the disaster response. Responsible for Search and Rescue (SAR), Fire, and Medical Groups and Teams. Coordinates with Logistics Section Chief to ensure supplies are available and needs are met.

SEARCH AND RESCUE GROUP SUPERVISOR AND TEAMS: Manages all initial damage assessments and subsequent search and rescue (SAR) operations. Ensures communication between teams and headquarters.

FIRE GROUP SUPERVISOR AND TEAMS: Responds immediately to all fire threats. Ensures the streets are cleared of debris, when duties permit, to allow emergency vehicles access to the neighborhood. Ensures adequate fire suppression supplies are available, from the cache and from supplies within the neighborhood.

MEDICAL GROUP SUPERVISOR: Manages all medical needs for the disaster response. Ensures adequate medical supplies are available in the cache and in the neighborhood, including using improvised materials. Directly supervises the Clinic, Morgue, First Aid, and Counseling Team Leaders.

CLINIC TEAM LEADER: Sets up the Clinic and Triage areas, coordinating with the Commander on site selection. Coordinates all immediate medical care for injured victims (Triage), assessing life-threatening injuries, head-to-toe assessments, and providing quick medical care. Coordinates all long-term medical care for injured victims, including preparing victims for transportation to designated medical facilities.

MORGUE TEAM LEADER: Sets up the Morgue area in a remote neighborhood location to avoid the spread of disease, coordinating with the Commander on site selection. Ensures all deceased victims are bagged and identified on the exterior using any information available.

FIRST AID TEAM LEADER: Responsible for mobile medical care, taking medical supplies to people who are outside the Clinic (such as victims trapped in structures), then stabilizing them enough for movement. Coordinates movement of victims to the Clinic.

COUNSELING TEAM LEADER: Sets up a quiet area with some privacy (if possible!) to do trauma and grief counseling. Provides counseling wherever needed, including the Clinic or Shelters. Helps people to cope with the difficulties of a disaster.

LOGISTICS SECTION CHIEF: Manages the logistics of the disaster response. Responsible for Supply, Security, Sanitation, Morale, and Shelter Group Supervisors. Coordinates with all staff officers to ensure supplies and facilities are available and needs are met.

SUPPLY GROUP SUPERVISOR AND TEAMS: Responsible for finding and acquiring a variety of supplies for the entire neighborhood effort.

SECURITY GROUP SUPERVISOR: Responsible for the security of the neighborhood, including patrolling the area or responding to security situations as requested.

SANITATION GROUP SUPERVISOR: Sets up temporary toilet facilities. Ensures waste is stored properly for collection after the disaster is over. Sets up proper trash receptacles and ensures the neighborhood is kept clean to keep disease under control.

MORALE GROUP SUPERVISOR: Monitors the morale and welfare of the people, including the victims and volunteers. Devises fun distractions for victims and off-duty volunteers. Procures games, cards, books, etc., for all personnel, particularly for Shelters Group areas.

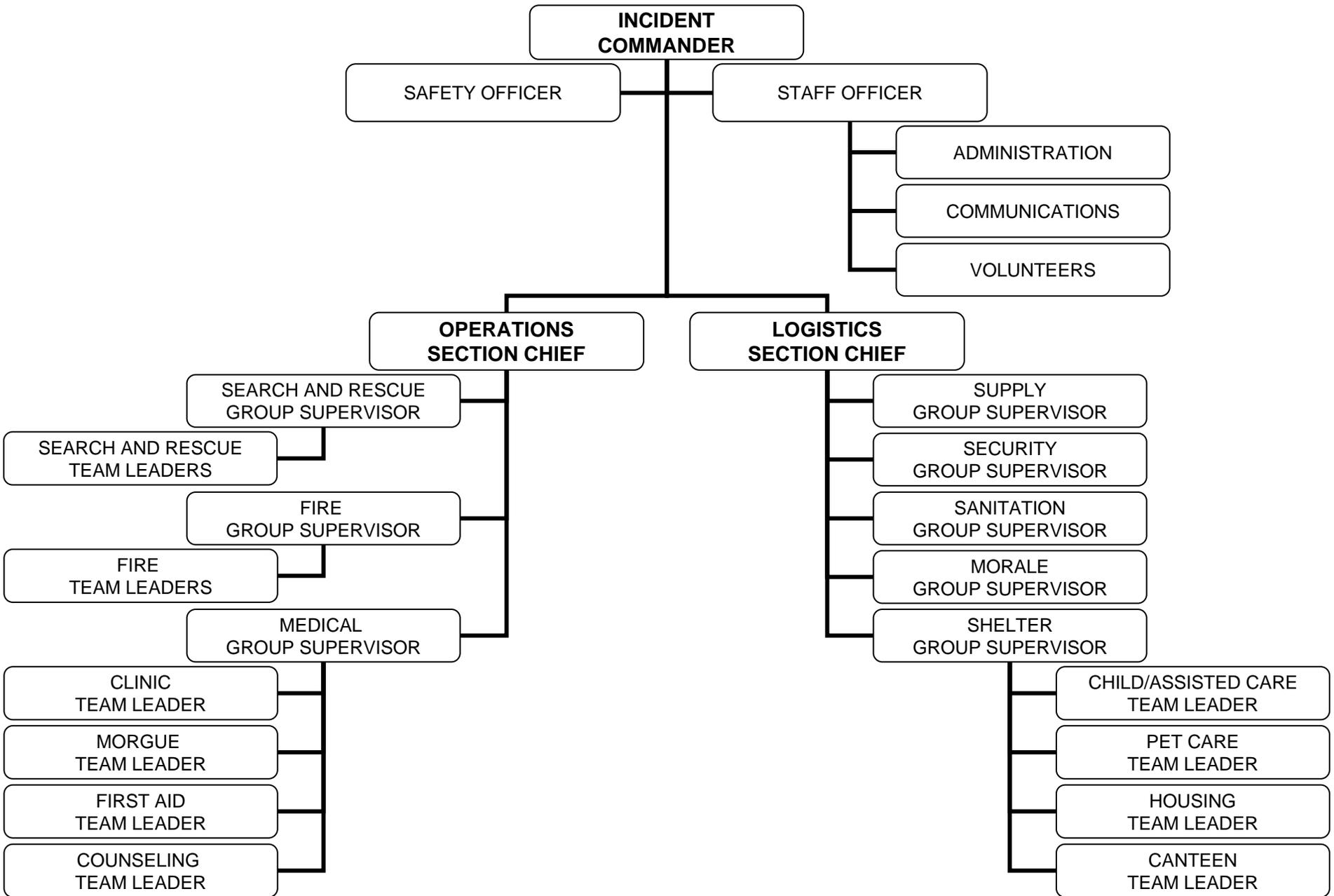
SHELTER GROUP SUPERVISOR: Responsible for short-term and long-term survival needs. Responsible for Child/Assisted Care, Pet Care, Housing, and Canteen Teams.

CHILD/ASSISTED CARE TEAM LEADER: Sets up child care and assisted (elderly) care area, coordinating with Commander on site selection. Ensures plenty of games, books, and distractions are available for young children while maintaining a safe restricted environment.

PET CARE TEAM LEADER: Sets up pet care area, coordinating with Commander on site selection. Ensures animals are separated from each other and secured to avoid runaways.

HOUSING TEAM LEADER: Sets up separate housing facilities for volunteers and victims, coordinating with Commander on site selection, using existing structures or else tents and other temporary structures.

CANTEEN TEAM LEADER: Ensures adequate water for volunteers and victims, and sets up small-scale food facilities to support volunteer operations.



**INCIDENT
COMMANDER**

SAFETY OFFICER

STAFF OFFICER

ADMINISTRATION

COMMUNICATIONS

VOLUNTEERS

**OPERATIONS
SECTION CHIEF**

**LOGISTICS
SECTION CHIEF**

**SEARCH AND RESCUE
TEAM LEADERS**

**FIRE
TEAM LEADERS**

**CLINIC
TEAM LEADER**

**MORGUE
TEAM LEADER**

**FIRST AID
TEAM LEADER**

**COUNSELING
TEAM LEADER**

**SUPPLY
TEAM LEADERS**

**SECURITY
TEAM LEADERS**

**SANITATION
TEAM LEADERS**

**MORALE
TEAM LEADER**

**CHILD/ASSISTED CARE
TEAM LEADER**

**PET CARE
TEAM LEADER**

**HOUSING
TEAM LEADER**

**CANTEEN
TEAM LEADER**

INCIDENT COMMANDER (COMMANDER)

You are the CERT Incident Commander. You have the overall responsibility for the entire neighborhood response.

You should pass on the Commander duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Takes command of the emergency response and the continued response (if needed) to any disaster that affects the neighborhood.
- Communicates often with your subordinates and make sure everyone is working together.
- Becomes the final authority for all decisions that must be made, after receiving input from subordinates as needed and appropriate.
- Supervises the work of the headquarters, ensuring the timely accomplishment of tasks
- Ensures communications with your team members at all times (radios, runners, ham radio operators, etc.)
- Coordinates directly with outside emergency response agencies and telling them what you need, such as fire dept, police dept, FEMA, Red Cross, PG&E, EBMUD, etc.
- Provides overall direction to the team of volunteers responding to the disaster.
- Understands the organization chart to better coordinate all activities.

TASKS (note your initials and the date and time when completed)

	Take the supplies from the cache , get the Commander's backpack, and put on your white hard hat and vest. Ensure you have your whistle and ID card as well.
	NUMBER ONE PRIORITY is to fight fires. If you are dealing with a fire, get a message to the fire department in any way possible, as quickly as possible. Get volunteers to grab the supplies from the cache and fight the fire, if able. If unable, then start evacuations immediately. Otherwise, continue with the checklist.
	Establish the location of the headquarters. Choose a building location that is not damaged and is structurally sound. If none available, get volunteers to set up the Easy Up Tent for the headquarters away from hazards. Put out the flag or poster announcing the location of the headquarters.
	Remember that your primary location should be in/near the headquarters to direct activities. Let your Command Staff run the show, with your supervision.
	Start selecting your Command Staff from the volunteers (see below). Make sure they have already signed in as a volunteer, and ensure they have their safety equipment (hard hat or bike helmet, whistle, and ID card). Give them their checklist/instructions to learn their jobs. Brief them on the activities thus

	far. Remind them to hand off their duties when someone more experienced is available, but make sure that they brief their replacements on everything that has happened so far.
	Get a Staff Officer to oversee the creation/manning of HQ (give them their checklist). First priority is to set up a volunteer registration area and sign everybody in.
	Get an Operations Section Chief immediately (give them their instructions). Ideally they will be CERT Search and Rescue trained. They will select their personnel. Their task priority is fire suppression (for reported fires), then search and rescue, then medical.
	Get a Logistics Section Chief next (give them their instructions). They will select their personnel.
	Get a Safety Officer to oversee all the safety aspects of the command (give them their instructions).
	Assist the Staff Officer with setting up the HQ, removing all needed supplies from the cache, and starting the generator for power. Set up the headquarters per the pre-planned diagram.
	Turn on your radio and start listening to the group communications, once you have a staff. Conserve battery power.
	Tailor your command staff based upon the size of the event. You may not need as many people as the plan dictates, so use your judgment, but the staff members listed so far would be the minimum required.
	Ensure communications are established with your assigned Fire Station # _____, located at _____. Alternate Fire Station is # _____ located at _____.
	Make decisions about neighborhood status depending upon initial reports from Search and Rescue Teams. After initial assessments are completed, begin formal search and rescue operations.
	Make decisions about locations of other areas of your command, using inputs from your command staff: clinic/triage, child care, pet care, sanitation, shelter, food & water, other. Use the pre-planned neighborhood map as a guide, but assess damage and safety for each site.
	When the time-critical operations have been completed, have a quick staff meeting with your Staff Officer, Safety Officer, Operations Chief, and Logistics Chief to assess the situation, set priorities, and plan ahead for the long-term, including a HQ moving plan if aftershocks or fires occur.
	Keep oversight of the big picture on how incident response is progressing, keeping the fire department and the city Emergency Operations Center informed, and maintaining updated information to provide to visiting professional rescue personnel at any time.
	Always keep a list of your needs (such as professional search and rescue for trapped people, medical supplies, specific heavy equipment, etc.) when help arrives so you can tell them EXACTLY what you need.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

STAFF OFFICER (STAFF)

Reports to: Incident Commander (Commander)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Sets up the headquarters using the pre-planned site diagram.
- Manages all headquarters operations for the Commander
- Ensures all communications are maintained and all activities documented.
- Directly supervises Volunteers, Communications, and Administration areas.

TASKS (note your initials and the date and time when completed)

	Read all these instructions.
	Ensure you have safety equipment (hard hat/bicycle helmet, whistle, and ID card).
	Assist the Commander in selecting the location for the headquarters. If there are no suitable buildings, you will need to erect the Easy Up Tent to serve as headquarters until you can find a better location. Logistics Chief will help you.
	Get the headquarters supply kit from the cache and two bulletin boards.
	Set up the headquarters operation. Use the pre-planned diagram for guidance. Ensure the flag or poster is displayed to tell people where the headquarters is located. Make sure you have 3 areas: Volunteers outside, Administration in the front area of the house, and Communications in the quiet rear of the house (for example).
	Start the generator and set up electrical power and lighting. Make sure the generator is kept away from open windows and doors, as the fumes are hazardous and can kill people.

THESE ARE YOUR PRIORITIES:

	Get 2 Volunteers Workers. Give them their instructions. They need a table and 2 chairs, along with Volunteers paperwork and pens, the megaphone, the box of whistles, and the ID cards. Choose strong willed people who can direct traffic well. They are responsible for manning the Volunteers table outside the headquarters. They will have the megaphone to coordinate people, and they will have sign-in sheets to log in the volunteers as they arrive. They will hand out whistles and ID cards as people walk up. They will ensure that people are wearing a hard hat or a bicycle helmet when they volunteer.
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	<p>Get 4 Communications Workers. Give them their instructions. All of them will work in the quiet Communications area. This area will have the bulletin boards, the large neighborhood maps, the radio log forms, two walkie-talkies, and one radio charger. Only the Commander, Safety Officer, Operations Section Chief, Logistics Section Chief, and you are allowed into this area unless the Commander permits it.</p>
	<p><u>Radio Officer:</u> They will do all the talking and listening on the radios. It is VERY IMPORTANT that this person is proficient on the radios.</p>
	<p><u>Scribe:</u> They will sit with the Radio Officer and write down everything into the log that is said on the radios. They must have good hearing.</p>
	<p><u>Boards:</u> They are responsible for the bulletin boards and keeping track of the Search and Rescue Teams, Fire Teams, and others when they are deployed.</p>
	<p><u>Relay:</u> They will move messages between the Communications area and the Administration area as needed.</p>
	<p>Get 4 Administration Workers. Give them their instructions. All of them will work in the Administration area (front of the house). Their list of supplies includes the forms (other than the radio log), the radio rechargers, the AM/FM radio, the extra batteries, and all the extra supplies for the headquarters and Operations teams.</p>
	<p><u>Switchboard:</u> They will coordinate all non-radio communications for the headquarters. They will monitor the AM radio for important messages from the City (AM 1610). They will monitor the telephone (if operational). They will write messages to be delivered to the Communications area by the Relay. They will coordinate runners to the fire dept or to the Emergency Operations Center when the time comes.</p>
	<p><u>Files:</u> They will take in the paperwork as it is delivered by the Search and Rescue Teams, the Fire Teams, and the Clinic, and they will compile the information for the Fire Department Report (to be hand-delivered by runners when completed) and keep the Commander informed.</p>
	<p><u>Computer:</u> If available, they will run the computer and post information on the internet. The Red Cross website will be active, and you can post information about the people in your neighborhood to let their families know where they are.</p>
	<p><u>Extra:</u> They will be available to help out, as needed in either area as things get busy.</p>
	<p>Your job is to monitor all headquarters activities. Keep the Commander informed when things happen. Make sure your people know their jobs and have what they need. Your main location is INSIDE the HQ.</p>
	<p>The Operations Section Chief would normally (but not always) be located in the Communications area to monitor all Search and Rescue Teams.</p>
	<p>The Commander will migrate between the areas, monitoring all activities.</p>
	<p>Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.</p>

VOLUNTEERS (VOLUNTEERS)

Reports to: Staff Officer (Staff)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Coordinates personnel using megaphone.
- Documents and keeps track of all volunteers, giving them an ID card and whistle, and assigning them to appropriate teams.
- Responsible for ensuring all volunteers are wearing their safety equipment (bicycle helmets, hard hats, whistles, ID cards) before they are assigned as volunteers.

TASKS (note your initials and the date and time when completed)

	Read all these instructions.
	Ensure you have safety equipment (hard hat/bicycle helmet, whistle, and ID card).
	You are responsible for manning the Volunteers table . The Volunteers workers will typically sit outside the headquarters (weather permitting) and keep the volunteers out of the headquarters , unless they are assigned there.
	List of supplies include: a table and 2 chairs, along with the Easy Up Tent (if available), Volunteers paperwork and pens, the megaphone, the box of whistles, and the ID cards.
	Use the megaphone as needed to coordinate people.
	Use Volunteers sign-in sheets to log in the volunteers as they arrive.
	Ask each person about their skills and how they can help, then assign them to the appropriate teams.
	Ensure that each person is wearing a hard hat or a bicycle helmet when they volunteer.
	Hand out whistles and ID cards as people walk up.
	First priority is to man the Headquarters (work with the Staff Officer) , but don't use Medical or Search and Rescue trained people for that. If a Medical or SAR trained person walks up, send them to the Operations Chief (Ops).
	Second priority is to find people to work in Medical and SAR for the Operations Section Chief. If you don't have anyone with medical or SAR training yet, then send whoever is available.
	Follow the Commander's directives.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

COMMUNICATIONS (COMM)

Reports to: Staff Officer (Staff)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- To maintain ongoing communication with all teams that are in the field.
- To maintain and update the Situation Board to inform the Commander and Section Chiefs of their teams' status.
- Establish and maintain communication with the City Emergency Operations Center via walkie talkie, if able.

TASKS (note your initials and the date and time when completed)

	Read all these instructions.
	Ensure you have safety equipment (hard hat/bicycle helmet, whistle, ID card).
	All Communications people will work in the quiet Communications area (typically in the back of the headquarters).
	List of supplies includes the bulletin boards, the large neighborhood maps, the radio log forms, two walkie-talkies, and one radio charger.
	Only the Commander, Safety Officer, Operations Chief, Logistics Chief, and Staff Officer are allowed into this area unless the Commander permits it.
	Radio Officer: They will do all the talking and listening on the radios. It is VERY IMPORTANT that this person know how to talk on the radios well. Use the template: Who you are calling, who you are, what you need. Such as: "Rescue Team, this is Headquarters, we need you to search 123 Main St."
	Scribe: They will sit with the Radio Officer and write down everything said on the radios into the radio log. They must have good hearing and writing abilities.
	Boards: They are responsible for the bulletin boards and neighborhood maps to keep track of the Search and Rescue Teams, Fire Teams, and others when they are deployed. They should be well organized.
	Relay: They will move written and verbal messages between the Communications area and the Administration area as needed. They should be able to walk easily.
	Attempt to contact Berkeley Emergency Operations Center on walkie-talkie Channel 1. If you can reach them, maintain one radio on Channel 1 at all times to monitor communications, and use other radios for team communications.
	Keep the Commander informed of all the activities in the field.
	Tell the Staff Officer if you need supplies or additional help.
	Become familiar with the Organization Chart and the names of all the players.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

ADMINISTRATION (ADMIN)

Reports to: Staff Officer (Staff)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- To monitor external communications (AM 1610 radio, runners to fire department, incoming paperwork, telephone, internet)
- To organize the paperwork received from the Teams, such as Search and Rescue.
- To produce the reports that are sent to the fire department and Emergency Operations Center.
- To keep the Commander informed of all activities.

TASKS (note your initials and the date and time when completed)

	Read all these instructions.
	Ensure you have safety equipment (hard hat/bicycle helmet, whistle, and ID card).
	This is a functional working group of 4 people in the Administration area (typically the front of the headquarters, between the Volunteers area and the Communications area).
	List of supplies includes the forms (other than the radio log), the radio rechargers, the AM/FM radio, the extra batteries, and all the extra supplies for the headquarters and Operations teams.
	Switchboard: They will coordinate all non-radio communications for the headquarters. They will monitor the AM radio for important messages from the City (AM 1610). They will monitor the telephone (if operational). They will write messages to be delivered to the Communications area by the Relay. They will coordinate runners to the fire dept or to the Emergency Operations Center when the need arises.
	Files: They will take in the paperwork as it is delivered by the Search and Rescue Teams, the Fire Teams, and the Clinic, and they will compile the information for the Fire Department Report (to be hand-delivered by runners when completed) and help keep the Commander informed.
	Computer: If available, they will run the computer and post information on the internet. The Red Cross website will be active, and you can post information about people in your neighborhood to let their families know where they are.
	Extra: They will be available to help out as needed, in either the Administration area, the Communications area, or the Volunteers area as things get busy.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

SAFETY OFFICER (SAFETY)

Reports to: Incident Commander (Commander)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- To oversee the safety of all personnel involved in the disaster response
- To advise personnel on ways to do their jobs safer
- To monitor the physical and mental health of the volunteers
- To advise the Incident Commander on all safety matters

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on safety gear, and read all these instructions.
	Make sure you have a helmet (bicycle helmet as a minimum), whistle, and ID card.
	Turn on your radio and start listening to the group communications. Conserve battery power.
	Using the pre-planned sitemap as a guide, assist the Commander in determining the safe locations for the various sites (HQ, Clinic/Triage, Morgue, Sanitation, Housing, Child Care, Pet Care, Canteen, etc.).
	Survey the sites for hazards. Record any hazards that you encounter. Make recommendations to the Commander.
	When able, do a quick walk through of the entire neighborhood to assess the situation. Write down any hazards that you see. Take a roll of caution tape with you so you can tape off any dangerous areas. Get volunteers to help you put up caution tape or otherwise block off hazardous areas.
	Monitor the safety practices of the Search and Rescue Teams and the Fire Teams. Make sure they have a "safe zone" before they enter any structure. Ask them where their "safe zone" is located.
	Ensure personnel are all wearing their whistles, their hard hats or bicycle helmets, and carrying their ID cards , which are given out at the Volunteer registration table.
	Perform periodic inspections of safety conditions in the neighborhood and at all the major sites (Clinic, Morgue, Sanitation, Housing, Child Care, Pet Care, Canteen, etc.)
	Talk to the Group Supervisors and Team Leaders about safety concerns that they have. If you can fix the safety problem yourself, then fix it. If it requires more people and resources, bring the issue to the Commander.
	Talk to the people who are working and volunteering. If you see anyone who appears to be physically or mentally exhausted, tell them to take a break. If they refuse, inform the Commander.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

OPERATIONS SECTION CHIEF (OPS)

Reports to: Incident Commander (Commander)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Manages all the operations of the disaster response.
- Responsible for Search and Rescue (SAR), Fire, and Medical.
- Coordinates with Logistics Section Chief to ensure supplies are available and needs are met.
- Monitors groups/teams in the field via the Communications area in the Headquarters.
- Keeps the Commander informed at all times.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	NUMBER ONE PRIORITY is to fight fires. If a fire is reported, get volunteers to grab supplies from the cache and fight the fire, if able. If unable, then advise the Commander to start evacuations immediately. Otherwise, continue with the checklist.
	Start selecting your Team Leaders from the volunteers (see below). Eventually you will select Group Supervisors to manage all this, but for now your priority is to get the teams formed. Make sure the volunteers have already signed in and have their safety equipment (hard hat/bike helmet, whistle, and ID card). If they are Search and Rescue (SAR) volunteers, then they don't need helmets because they will be issued them in their SAR backpacks.
	First priority: form a SAR Team to do the initial neighborhood assessment (2 people minimum). Do not use professionally trained medical personnel for this task. They are most needed in the Clinic/Triage area.
	Give the Team members their matching backpacks. Make them read the checklist/instructions to learn their jobs. Brief them on the activities thus far. Go through the backpacks to make sure they have all that they need. Remind them to hand off their duties when someone more experienced is available, but make sure that they brief their replacement on everything that has happened so far.
	Check that the radios are set properly. Do a radio check with the teams. Remember the basics: who you are calling, who you are, and what you need. "Hey you, it's me, I need this."
	Send the SAR Team out for the initial assessment. Make sure they stay in contact with the Communications area (make sure the Communications area is set up before your team goes out) to call in the hazards that they see. They should also take detailed notes on what they see and report back.

	If you form new Teams (SAR or Fire), and the initial assessment isn't complete, send the new teams to a different location to speed up the process for the initial assessment.
	In the meantime, choose your Group Supervisors to take over the Team management (Search and Rescue, Fire, Medical) . Let the Groups manage their Teams, but you can assist them with finding trained volunteers. You may have to train some of the volunteers, as long as you have the specific CERT training yourself.
	After the initial assessment is complete, have a meeting with your Groups and Teams . Then discuss the situation with the Commander about whether it's safe to proceed with SAR operations. Determine the best way to proceed. Brief your Groups on the plan.
	Direct your SAR Group to send out the SAR Teams . The ideal 3-member SAR Team consists of: Team Leader (CERT SAR trained), Medical member (first-aid trained), and Monitor (CERT radio trained).
	Direct your Fire Group Supervisor to send out the Fire Teams (2-4 people) to monitor for fire problems, gas leaks, and to clear streets of debris so emergency vehicles can enter the neighborhood.
	Your Group Supervisors will manage the following teams (in order of priority and required training):
	<u>Search and Rescue (SAR)</u> - number of teams depends upon neighborhood size
	<u>Fire</u> - to coordinate any fire suppression activities and clear debris
	<u>Clinic/Triage</u> - large medical contingent for triage and long-term care
	<u>First Aid</u> - mobile first aid responders to stabilize victims for transport to the Clinic
	<u>Morgue</u> - as needed for deceased victims
	<u>Counseling</u> - for mental health wellness
	Work with the Commander, Logistics, and Safety for suitable locations for the Clinic/Triage, Morgue, and Counseling . Make sure all neighborhood personnel know where these areas are located.
	Once all your Groups/Teams are established, monitor all operations from the Communications area of the Headquarters , as they call in.
	Inform the Commander of activities and problems at all times.
	Coordinate with the Logistics Section Chief for needed supplies and equipment for your Groups/Teams.
	If needed, request additional personnel from the Volunteers area.
	When able, monitor your Groups'/Teams' performance in the field by watching their procedures, but your main location should be the Headquarters.
	Make sure you give your Groups/Teams adequate rest breaks , and replace team members as more qualified individuals sign up to volunteer.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

Search & Rescue Group Supervisor (SAR Group)

Reports to: Operations Section Chief (Ops)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Supervises the Search and Rescue teams that are conducting operations in the field.
- Coordinates with Operations Section Chief to ensure supplies are available and needs are met.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	First priority: form a SAR Team to do the initial neighborhood assessment (2 people minimum). Do not use professionally trained medical personnel for this task. They are most needed in the Clinic/Triage area. There will be plenty of other volunteers. Make sure your volunteers have all signed in to the Volunteers area.
	Give the Team members their matching backpacks. Make them read the checklist/instructions to learn their jobs. Brief them on the activities thus far. Go through the backpacks to make sure they have all that they need. Remind them to hand off their duties when someone more experienced is available, but make sure that they brief their replacement on everything that has happened so far.
	Check that the radios are set properly. Do a radio check with the teams. Remember the basics: who you are calling, who you are, and what you need. "Hey you, it's me, I need this."
	Send the SAR Team out for the initial assessment. Make sure they stay in contact with the Communications area (make sure the Communications area is set up before your team goes out) to call in the hazards that they see. They should also take detailed notes on what they see and report back.
	If you form new Teams, and the initial assessment isn't complete, send the new teams to a different location to speed up the process for the initial assessment.
	After the initial assessment is complete, bring your teams in, and discuss the situation with the Operations Chief about whether it's safe to proceed with SAR operations. Determine the best way to proceed. Brief your SAR teams on the plan, and send them out.
	The ideal 3-member SAR Team consists of: Team Leader (CERT SAR trained), Medical member (first-aid trained), and Monitor (CERT radio trained).
	Once all your teams are established, monitor all operations via radio , as your teams call in.
	Keep the Operations Chief informed of activities and problems at all times.

Search & Rescue Team Leader (Rescue Team)

Reports to: Search and Rescue Group Supervisor (SAR Group)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Performs door to door assessments of each building in the neighborhood
- Assesses each building for feasibility to conduct a search and rescue
- Searches buildings for survivors, with light to moderate building damage
- Provides first aid and rescues occupants, if it is feasible to do so
- Documents search results on the exterior of the building for professional rescuers

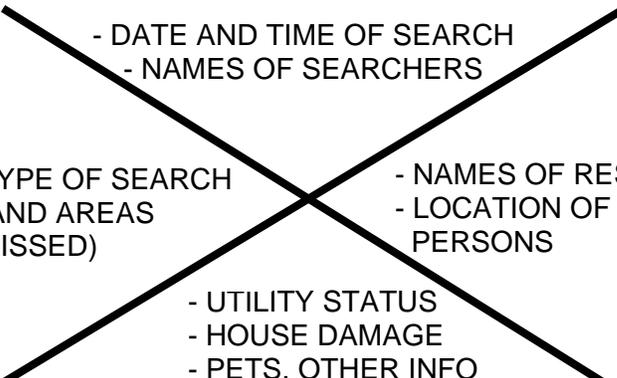
TASKS (note your initials and the date and time when completed)

	Get your Team's backpacks/equipment, and read all instructions.
	Start selecting your Team members from the volunteers. Make sure the volunteers have already signed in and have their ID card. All the other safety equipment is in the Team backpacks.
	The ideal 3-member SAR Team consists of: Team Leader (CERT SAR trained), Medic (first-aid trained), and Observer (CERT radio trained). However, you might have to start with untrained people and get trained people later as more volunteers sign up.
	Give the Team members their matching backpacks. Make them read the checklist/instructions to learn their jobs. Brief them on the activities thus far. Go through the backpacks to make sure they have all that they need. This includes helmets, goggles, masks, heavy gloves, and safety vests. Tell your team members to put on their safety equipment.
	Check that the radios are set properly. Do a radio check with the Team and Headquarters. Remember the basics: who you are calling, who you are, and what you need. "Hey you, it's me, I need this."
	First priority: do the initial neighborhood assessment when directed by HQ. Make sure you stay in contact with the Communications area (make sure the Communications area is set up before your team goes out) to call in the big hazards that you see. You should also take detailed notes on everything that you see and report back to HQ in person (don't clog up the radios).
	After the initial assessment is complete, you will attend a meeting at the HQ with the Groups and Teams. After the Commander decides how to proceed, the Operations Chief will brief you on the plan.
	Once you are cleared for Search and Rescue operations, coordinate with the SAR Group Supervisor for your area of responsibility.
	First priority is to rescue people that have already been reported to need help. Go to the locations as directed by HQ and assess whether a rescue can be attempted.

	Once those rescues are completed, choose a reasonable pattern for searching your area. Use the neighborhood map provided in the backpack.
	TIME IS CRITICAL. Rescue as many people as quickly as possible. Victims whose circulation is cut off to a limb for more than 24 hours will not survive if the heavy object is removed without first placing a tourniquet on that limb to keep blood flow from circulating from the limb to the rest of the body.
	Before you approach any dwelling, examine it for safety. Use the Up, Down, Left, Right technique to ensure there are no hazards in any direction of approach, including downed wires, leaning trees, displaced roofs, tilted structures, etc. Use all your senses to check that there are no gas leaks (no hissing sound and no smell of rotten eggs).
	Check each house for signs of current habitation. If there is a white cloth on the front of the house, the occupants are OK and don't need any help. Knock on the door to check that they are okay and to inform them of the disaster response group's location, in case they need anything. Use the forms provided in the backpack to write down all information about the residence (address, damage), the occupants, and the date/time of the visit.
	If there is no white cloth, and there is no answer at the door, investigate further. Call out to the inhabitants. Tell them that you are with Search and Rescue and want to make sure everyone is okay. Ask them if they need help, and listen carefully. Determine if it is safe to approach another side of the house by doing another safety check, and make the same announcements. If you can look into the windows, check if you can see anyone injured inside.
	If you see or hear someone who needs help, assess the safety of entering the structure. If the structure has light or moderate damage, you can consider going inside. If it has severe damage (collapsed walls), you should NOT go inside. Do the same safety checks of the exterior of the house.
	Consider going into the house from a different entrance. Sometimes the back of the house is less damaged than the front, for example. Do a complete assessment of the structure, as best as you can, then make a plan of action.
	Turn off the gas at the gas valve, and turn off the electricity at the electrical panel. Use the neighborhood map for the locations of the utility shutoffs. You will do this EVERY TIME you enter a structure. No exceptions. This is for your own safety.
	Choose a safety zone outside the house that you can return to in case something happens while you are inside the structure. If the house shifts or an aftershock occurs, you will immediately head for the safety zone. Try to have at least 2 avenues of escape from the house at all times.
	Post the X-marking card on the front of the house (or use paint, tape, marker, etc.) with one SLASH indicating that you are going into the house. Make the second SLASH only after you have exited the building. If someone sees only 1 slash on the house, they know someone is inside.
	Try to do the least damage while entering the building, but remember that you are trying to rescue someone, so do what you need to do. Consider entering a side window that can be boarded up later.
	The Observer remains outside the house near the safety zone, while the Team Leader and the Medic enter the house. The Observer takes notes using the

	clipboard about everything that occurs during the search, using the forms.
	The Observer stays in contact via radio with the HQ at all times , letting them know what is happening with the team. The Leader stays in contact with the Observer while inside the house.
	The Leader reports all major findings and gives status updates as to location within the house. These status reports would include "Blue Team, searching AB corner" or "Blue Team, searching BC corner" depending upon location. Do this only if the radios are clear.
	The Leader will search the house primarily using the Left Hand method. This requires the left hand "touch" the left wall at all times, resulting in a systematic search of the house like a maze.
	The A-wall is the address side of the house. The B wall is the wall to the left of A, and it is the next wall you touch on a left-hand search pattern. C is the back of the house, and D is the wall to the right of A. Thus, a left-hand search starting at the front door (the address side) will take you from A to B to C to D, and back to A again.
	Make sure you look in EVERY possible nook and cranny for small children and pets , who are great at hiding. These include under sinks, under beds, in closets, etc. Continue to announce that you are with Search and Rescue and are there to help, and the children might come out on their own, but don't count on it.
	If you find a deceased victim, make a note of it , but do not say anything in the house or on the radios. Any relatives in the house or HQ will hear you.
	When you reach a living victim who needs to be rescued, assess the situation again. Determine the extent of injuries and whether you think the person would live long enough during and after the rescue. Look VERY carefully at how they are trapped. If it is simply a large piece of furniture that has fallen on them, then you can figure out a plan to remove it. However, make sure the furniture isn't attached to something else, or holding up a damaged wall, or other dangerous situation.
	If the object cannot be moved, inform the victim that you need to call for professional Search and Rescue to get them out. Give them whatever medical assistance you can, and give them one of the whistles so they can call for help if the situation worsens. Try to find a volunteer to stay nearby and talk to them.
	If the victim has injuries that are beyond your Team's abilities, request a First Aid Team to assist you before rescuing them. If you don't think the person is going to live very long, then you may have to make the tough decision to leave them behind. Tell the person that you are going to get special equipment, and it might take a while. If you can, provide them with a volunteer who can talk with them while they wait.
	If you determine that the object CAN be moved, and you have finished searching all the other houses in the neighborhood, then you can attempt a cribbing procedure (see instructions at the end).
	If you rescue a victim, make sure their medical situation is stable enough to move them. Give them whatever additional medical treatment that is needed to move them out of the structure, but only that amount. You want to get them and your team out of the structure as soon as possible.

	Once you get outside the house and into the safety zone, you can provide additional medical care . After that, the First Aid team should take over and transport the victim to the Clinic.
	If you haven't finished searching the house, reassess the safety situation, and reenter the house to finish the search .
	When the search is completed, finish the X-mark on the exterior of the house with all the details of the search (using the guide below), essentially listing the date/time of search, person in charge of search, any findings (DB for dead body, rescued victims, pets rescued, etc.). Give any notes from inside the house to the Observer to be added to the overall search and rescue form.
	The Observer calls in to HQ that the search is complete and the team is moving to the next house. "Blue Team is finished with 123 Main St and moving to 125 Main St"
	The Team should do their best to secure the building before they leave , depending upon what they had to break in order to enter the building.
	The last case is when no one answers the door, and no one appears to need help. Now you have to rely upon HQ to tell you if the residents authorized you to search the house beforehand. If they did not, then you should not enter the building. Try to be thorough in looking in all the windows and calling out to anyone inside to see if someone needs help, but if you don't have a reason to enter, then you should not enter without permission . However, you should still place an X-marking card on the exterior, with no X, indicating that no search was done, along with the date/time and other relevant details.
	If you search a building with multiple residences (such as an apartment building or duplex), then you should place an X-marking card on each residence's door with the appropriate details.
	Observe the health and welfare of your Team members, and take a break when needed (5 minutes). Inform HQ when you need to take longer breaks.
	If needed, request additional personnel from the Volunteers area.
	Inform the SAR Group Supervisor of activities and problems at all times.
	Coordinate with the SAR Group Supervisor for team supplies and equipment.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

- 
- DATE AND TIME OF SEARCH
 - NAMES OF SEARCHERS
 - TYPE OF SEARCH (AND AREAS MISSED)
 - NAMES OF RESCUED PERSONS
 - LOCATION OF TRAPPED PERSONS
 - UTILITY STATUS
 - HOUSE DAMAGE
 - PETS, OTHER INFO

- **CRIBBING:** If you determine that the object CAN be moved, and you have finished searching all the other houses in the neighborhood, then you can attempt a cribbing procedure to remove the heavy object.
- **Ensure that you stabilize the object** while you are lifting it, using the cribbing techniques taught in CERT class. If the procedure will require a lot of effort, you should request additional volunteers to help you and to bring cribbing, the large pry bar, and any other equipment you need. If no one on your team is trained in cribbing, DO NOT attempt to move the object.
- **Brief all the volunteers** on the procedures and specifics about this situation, and then proceed with the rescue.
- Once the victim has been rescued, **make sure their medical situation is stable** enough to move them. Give them whatever additional medical treatment that is needed to move them out of the structure, but only that amount. You want to get them and everyone else out of the structure as soon as possible.
- Using whatever supplies you have on hand, **figure out a way to transport the victim out of the house.** The victim might be able to hop out with support on both sides. You could use a chair, where the victim sits in the chair, and two or more people lift the chair out of the house. The victim might need to be carried out flat. This may involve a blanket or rug and several people along the sides, or a small closet door that can be used as a stretcher, or an actual stretcher from the cache (if you have one). Be creative.
- **Don't forget to remove your tools and supplies from the rescue.** Direct the volunteers to do this. If you don't need the cribbing, leave it where it is.
- The Team should do their best to **secure the building before you leave,** depending upon what they had to break in order to enter the building.

LIST OF PEOPLE WITH THIS JOB, INCLUDING DATES/TIMES:

DATE	TIME IN	TIME OUT	NAME/ADDRESS

Medical Group Supervisor (Med Group)

Reports to: Operations Section Chief (Ops)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- To coordinate all medical requirements for the neighborhood.
- To oversee the set up and operations of the Clinic/Triage area and the Counseling area, when locations are established.
- To coordinate the activities of the medical teams, including Clinic/Triage, First Aid, Counseling, and Morgue.
- To supervise the status of the medical teams and ensure supplies are available.
- To coordinate all requirements and report all problems to the Operations Chief.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Oversee the set up of the Clinic/Triage area , once the location has been determined. Ensure the supplies are brought from the cache to this area.
	Oversee the set up of the Morgue area and Counseling area , once the locations have been determined. Ensure the supplies are brought from the cache to this area.
	The main idea is to save as many people in as little time as possible. Make sure your team leaders understand this concept, and that not everyone can be saved.
	Start selecting your Team Leaders from the volunteers (see below). Make sure they have already signed in as volunteers and have their safety equipment (hard hat/bike helmet, whistle, and ID card). Give the Team Leaders their backpacks and checklists/instructions.
	First priority is to choose the Clinic/Triage team leader . Ensure that the team has enough medically-trained personnel to run the Clinic/Triage, probably about 10 people initially, as the wounded will arrive very quickly after the disaster. Minimum training is first aid, but you may have to use non-trained personnel to get everything started. The Clinic team leader should replace the non-trained people with trained people as they arrive.
	If the Clinic has enough volunteers for the demand, the next priority is to form First-Aid teams that can go into the neighborhood to assist the Search and Rescue teams with transporting the wounded to the Clinic. These should be 3-person teams, with at least one person with medical training (first aid minimum). The personnel typically should be strong and healthy and able to carry a victim to the Clinic using any available means.
	Next priority is to select the Morgue team leader . The main issue will be the sanitary storage of the deceased until transportation is available. Ensure

	proper identification of all deceased victims using ID cards. Work with the Sanitation team leader for proper storage.
	Next priority is to select the Counseling team leader , ideally someone with CERT Disaster Mental Health training. This team will be responsible for the mental health and well-being of the volunteers and the victims. The leader will need exceptional people skills, particularly listening skills, and how to calm down a dangerous situation.
	Work with the Commander, Logistics, and Safety for suitable locations for the Clinic, Morgue, and Counseling areas . Make sure all neighborhood personnel know where these areas are located.
	Ensure the Clinic Team has the cache medical supplies at their location .
	Ensure the Morgue Team has the morgue supplies at their location .
	Ensure the Counseling Team has its location established.
	Ensure the First Aid Team has their backpacks and supplies for mobile medical care.
	Monitor the radio communications of your teams . Ensure that everyone is working together, and monitor them for needed breaks if fatigue sets in.
	Ensure teams have the necessary supplies , and inform the Operations Chief if anything is needed.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

CLINIC TEAM LEADER (CLINIC)

Reports to: Medical Group Supervisor (Medical)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Sets up the Clinic and Triage areas, coordinating with the Commander on site selection.
- Coordinates all immediate medical care for injured victims (Triage), assessing life-threatening injuries, head-to-toe assessments, and providing quick medical care.
- Coordinates all long-term medical care for injured victims (Clinic), including preparing victims for transportation to designated medical facilities.
- Keeps the Medical Group Supervisor informed at all times.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Coordinate with the Medical Group Supervisor for the location of the Clinic site. Try to get an indoor site(s), if available.
	Get the supplies from the cache for the Clinic area.
	Coordinate with the Volunteers area for suitably trained medical volunteers. Train them on their duties in Triage and the Clinic. Ideally you want about 10 volunteers to start due to the large initial flow of victims. You may have to accept non-trained volunteers until more volunteers with training arrive.
	Goal is to treat as many victims in as short a time as possible. You have limited people-resources and medical-supply-resources, so use them wisely.
	First priority is to set up a Triage station and perform head-to-toe assessments for serious injuries. This assessment should take about 1 minute per patient. Use colored tape (green, yellow, red, black) wrapped loosely on their wrist to determine severity of injuries. Green = light, yellow = moderate, red = severe, and black = deceased.
	If there is a physician or nurse available, make them Triage supervisor.
	Set up an area for minor injuries that can be easily treated.
	Ensure proper documentation of every person that enters the Clinic. Make sure all unconscious victims have some sort of identification. Check for driver's license, etc. Use the Volunteer ID cards, and tape them to the victim. Keep a running log of all victims and their injuries. Have the lightly injured people fill out their own cards to save time.
	Use masking tape, duct tape, or other tape on each patient's shirt to write down all treatments that each patient received, with date and time. This system has worked well for trained medical personnel in every major disaster.
	If possible, try to group similarly-injured patients together (yellow, red, etc.). This will make medical evacuation easier, with Red patients getting priority. And you can watch the seriously injured people more closely.

	You can use Green patients to help care for the more seriously wounded patients.
	If available, use tarps and plastic air mattresses (blown up 1/3 to 1/2 way) to keep victims off the ground (even when inside a structure). This will reduce shock and make them more comfortable.
	Inform the Medical Group Supervisor about supplies that you need (bedding, sheets, blankets, bandages, water, etc.) for the Clinic.
	If the disaster is a major one, with lots of wounded, then a family member should stay with each victim . Otherwise, volunteers will need to circulate through the Clinic from time to time. Coordinate with Housing for possible volunteers there.
	Be prepared for casualties to walk in or be hand-carried to the Clinic in large numbers.
	You and your staff have no time to do CPR. Remember that CPR is a temporary fix until emergency personnel arrive in a normal situation. You can teach a family member to do CPR on their relative, but you should not do it yourself. Remember, your goal is for maximum survivors in the minimum amount of time and resources.
	Arrange to move the deceased victims to the Morgue area.
	Keep the Medical Group Supervisor informed of activities and problems at all times.
	Coordinate with the Medical Group Supervisor for needed supplies and equipment.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

First Aid Team (First Aid)

Reports to: Medical Group Supervisor (Medical)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Brings first aid to the field by assisting the Search and Rescue Teams with stabilizing and transporting rescued victims to the Clinic/Triage area.
- Keeps the Medical Group Supervisor informed at all times.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Get the supplies from the cache for the First Aid Teams (stretchers, other movement equipment).
	Coordinate with the Medical Group Supervisor for assigned tasks. Respond to the field when directed via radio.
	The goal is to treat as many victims in as short a time as possible. Use basic first aid training to stabilize the victims so they can be transported to the Clinic for further treatment.
	Ensure proper documentation of all victims, especially their ID cards. If the victim is unconscious, record the address, date, and time of the rescue.
	If the victim cannot be saved, you have a few choices. If you have time and resources, transport the victim to the Red or Black area of the Clinic. If you don't have time or resources, you can leave the victim in place. Make them as comfortable as possible, and find a volunteer who is willing to sit and talk with the victim. If the victim doesn't want to be left there, tell them that "you are getting special equipment to move them to the Clinic." Otherwise, you can request Morgue Team to transport the victim.
	You and your team have no time to do CPR. CPR is a temporary fix until emergency personnel arrive in a non-disaster situation. You can teach a family member to do CPR on their relative, but you should not do it yourself. Remember, your goal is for maximum survivors in the minimum amount of time and resources.
	Inform the Medical Group Supervisor of activities and problems at all times.
	Coordinate with the Medical Group Supervisor for needed supplies and equipment.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

Counseling Team Leader (Counseling)

Reports to: Medical Group Supervisor (Medical)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Manages the Counseling Team to provide counseling to anyone in need
- Provides care to people with emotional distress, psychological problems, post-traumatic stress, grief, etc.
- Coordinates with Shelter Group Supervisor to ensure supplies are available and needs are met.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Coordinate with the Operations Chief (or Medical Group) about the location for the Counseling area. It should be a quiet place away from the main activities of the disaster group.
	Get the supplies from the cache for the Counseling area.
	First priority is to set up the facility location . Get adequate chairs or other comfortable seating arrangements. Set up the Counseling sign, or create one.
	Keep a record of all the people who come through the Counseling area or whom you visit in the field, including name, address, age, time in, and time out.
	If needed, get more volunteers from the Volunteer area if you get a lot of people.
	Use different counseling methods , either one-on-one, or groups talking things out, or as families, depending upon the situation.
	You will work with a wide range of mental health issues , from post traumatic stress, to grief, to anxiety, to rage. Be flexible in your approach.
	Your primary job will be to LISTEN to what they have to say and provide solace.
	Coordinate with the Shelter Group Supervisor for needed supplies and equipment.
	Keep the Operations Chief (or Medical Group) informed of activities and problems at all times.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

Morgue Team Leader (Morgue)

Reports to: Medical Group Supervisor (Medical)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Manages the Morgue area of the neighborhood group.
- Coordinates activities with Sanitation Group to ensure sanitary storage of the deceased until proper transport can be arranged.
- Coordinates movement of victims that cannot be saved to the Clinic until deceased.
- Coordinates the movement of the deceased to the Morgue.
- Coordinates activities and needs with the Medical Group Supervisor.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Get the supplies from the cache for the Morgue.
	Coordinate with the Medical Group Supervisor for assigned tasks. Respond to the field when directed via radio.
	Your highest priority is to keep the Morgue as sanitary as possible to deter the spread of disease. Coordinate your activities with the Sanitation Group Supervisor.
	Ensure proper documentation of all victims, especially their ID cards. If the victim is already deceased, record the approximate age, basic features (sex, height, weight, hair color, eye color), address where found, date, and time of the transportation, including any distinguished marks, tattoos, features, etc., that will help identify the body without opening the morgue bag. Keep a log of all activities in the Morgue, with dates and times. Use provided forms.
	Put personal effects in baggies and tape the baggies to the person (if alive) or to the morgue bag if deceased (usually thick garbage bags) so the person can be identified later. Do not put important items inside the morgue bags.
	Arrange to move victims to the Morgue area. Get several strong volunteers and use available resources to move the deceased (stretchers, wheel barrows, small doors, etc.).
	Set up security for the Morgue area. This is needed to protect personal effects and to keep animals away.
	Inform the Medical Group Supervisor of activities and problems at all times.
	Coordinate with the Medical Group Supervisor for needed supplies and equipment.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

FIRE GROUP SUPERVISOR (FIRE)

Reports to: Operations Section Chief (Ops)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Manages Fire Teams to constantly survey the neighborhood for fires and gas leaks.
- Directs Fire Teams to clear debris from the streets for emergency vehicles access.
- Directs Fire Teams to remove possible fuel sources that would feed fires.
- If a fire is discovered, and it is containable, provides Fire Teams to fight the fire with available resources and volunteers.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	NUMBER ONE PRIORITY is to fight fires. If a fire is reported, work with the Operations Section Chief to find volunteers and fight the fire, if able. If the fire is out of control, inform the Headquarters to start evacuations. Otherwise, continue with the checklist.
	Assemble Fire Teams of 2-4 people. Inventory fire fighting equipment in the cache.
	Have the Fire Teams routinely patrol the neighborhood to identify fires and gas leaks. Report any problems immediately to the headquarters.
	Direct Fire Teams to clear debris from the streets to allow emergency vehicles to reach the neighborhood. If the street cannot be cleared (street destroyed, building collapsed on the street), then block it off so no one tries to use it accidentally.
	If someone reports a fire, send all the Fire Teams to the location and determine if it's feasible to fight the fire or whether evacuation is advised. Ensure Headquarters knows the situation. Gather volunteers to fight the fire.
	If a fire is detected, have your Teams close doors and windows in neighboring structures, and warn neighbors to get out. If time, remove brush and other flammables with help from occupants and volunteers.
	If safe to do so and water supply is available, have your Teams use fire extinguishers and hoses to put out small fires, aiming at the base of the fire.
	If fire is too large to fight, your Teams can spray water between and on adjacent structures to keep them from igniting.
	Neighborhoods are NOT to use fire hydrants even though trained in CERT class, unless under the direct supervision of a City fire fighter.
	Inform the Operations Chief of activities and problems at all times.
	Coordinate with the Operations Chief for needed supplies and equipment.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

FIRE TEAM LEADER (FIRE TEAM)

Reports to: Fire Group Supervisor (Fire)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Constantly survey the neighborhood for fires and gas leaks.
- Clear debris from the streets to allow emergency vehicles to enter neighborhood.
- Remove possible sources that would feed fires.
- If a fire is found, and it is containable, fight the fire with available resources.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Report to the headquarters with tools and fire fighting supplies from the cache. Leave the tools and supplies at the headquarters.
	Assemble a Fire Team of 2-4 people. Routinely patrol the neighborhood to identify fires and gas leaks. Report problems immediately to headquarters.
	Clear debris from the streets to allow emergency vehicles to reach the neighborhood. Use more volunteers and special equipment (shovels, etc.). If the street cannot be cleared (street destroyed, building collapsed on the street), then block it off so no one tries to use it accidentally.
	If a gas leak is detected, and it is safe to reach the shutoff valve, turn off the gas . If you can't, notify the HQ immediately for evacuation of that area.
	If someone reports a fire, report to the location when directed by Headquarters and determine if it's feasible to fight the fire or whether evacuation is advised.
	If a fire is detected, have your Team close doors and windows in neighboring structures, and warn neighbors to get out . If time, remove brush and other flammables with help from occupants and volunteers.
	If safe to do so and water supply is available, have your Team use fire hoses, extinguishers, and buckets to put out small fires. Aim at the base of the fire.
	If fire is too large to fight, your Team can spray water on adjacent structures to keep them from igniting, and hopefully the original fire will burn out before starting another structure on fire.
	If fire fighters arrive at the scene, follow their orders and assist them , especially if you have had CERT Fire Suppression training.
	Neighborhoods are NOT to use fire hydrants even though trained in CERT class, unless under the direct supervision of a City fire fighter.
	Inform the Fire Group Supervisor of activities and problems at all times.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

LOGISTICS SECTION CHIEF (LOGISTICS)

Reports to: Incident Commander (Commander)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Manages all the logistics requirements of the disaster response.
- Responsible for Supply, Security, Sanitation, Morale, Child Care, Pet Care, Shelter, and Canteen.
- Coordinates with Operations Section Chief to ensure supplies are available and needs are met.
- Manages personnel and supply resources according to the principle of “best use for the most people”
- Monitors teams in the field via the Communications area.
- Keeps the Commander informed at all times.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	NUMBER ONE PRIORITY is to fight fires. If a fire is reported, work with the Operations Section Chief to find volunteers and fight the fire, if able. If the fire is out of control, inform the Commander to start evacuations. Otherwise, continue with the checklist.
	First priority is to set up the headquarters. Assist the Staff Officer with this task, including unpacking items from the cache, starting the generator, installing lighting (if needed), or perhaps setting up the Easy Up Tents in case no suitable buildings are available.
	Once the Commander has chosen the site for the Clinic, Morgue, Counseling, Sanitation, Child Care, Pet Care, Shelter, and Canteen, assist in setting up these locations.
	Start selecting your Group Supervisors from the volunteers (see below). Give the Group Supervisors their backpacks. Make them read the checklist/instructions to learn their jobs. Brief them on the activities thus far. Work with the Volunteers area to get the right people. Make sure they have already signed in as volunteers and have their safety equipment (hard hat/bike helmet, whistle, and ID card). Let your Group Supervisors choose their Teams and run their Groups, but you can assist them with finding trained volunteers. You may have to train some of the volunteers, as long as you have CERT training yourself.
	Supply: Establish this Group as soon as possible. Start looking for supplies that can be used for Search and Rescue, Medical, and Fire. Also watch for supplies that can be used for Shelter (cots, tents), Canteen (food

	and water), Sanitation (toilets and trash), Pet Care (fencing, rope, boxes, etc.), and Security (fencing, etc.).
	Security: Establish this Group to maintain order and help with crowd control. The beginning of the disaster might be the most critical as people are panicking and not acting rationally. Direct injured people to the Clinic location. Security will conduct night patrols in the neighborhood and monitor curfew (when declared).
	Sanitation: This Group is needed right away when damage is moderate to severe. Adequate temporary toilet facilities will be needed, along with proper waste storage until after the disaster is over. Also, they will set up proper trash receptacles and ensure the neighborhood is kept clean to keep disease under control.
	Shelter: This Group is responsible for the following list of Team Leaders.
	Child/Assisted Care: Choose someone who has experience working with disabled persons and children, if possible, or replace them later with someone who has this experience (school teacher, day care worker, mother, grandmother).
	Pet Care: You will need this facility when stray pets appear in the neighborhood or are rescued in the field and brought in. You will need a secure back yard with plenty of space to keep pets confined and separated from each other.
	Housing: This team is responsible for finding adequate housing for displaced persons, until the Red Cross shelters are established. Ideally you'd like to have someone who has taken the CERT Shelters course for this job.
	Canteen: This team is responsible for preparing food and water for the volunteers, injured victims, Child Care, and Pet Care centers. This is not a soup kitchen for all displaced persons, but a place for <u>volunteers</u> to come to refresh.
	Check that the radios are set properly. Do a radio check with the groups/teams. Remember the basics: who you are calling, who you are, and what you need. "Hey you, it's me, I need this."
	Inform the Commander of activities and problems at all times.
	Coordinate with the Operations Section Chief and Staff Officer for needed supplies and equipment for the headquarters and Teams.
	If needed, request additional personnel from the Volunteers area.
	When able, monitor your Teams' performance in the field by watching their procedures.
	Make sure you give your teams adequate rest breaks , and replace team members as more qualified individuals sign up to volunteer.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

Supply Team Leader (Supply)

Reports to Logistics Group Supervisor (Logistics)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Oversees all supply requirements of the neighborhood, including temporary toilet facilities and waste storage, trash facilities and storage, medical waste, and morgue assistance.
- Coordinates with Logistics Section Chief to ensure supplies are available and needs are met.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Coordinate with the Logistics Chief about the locations for the various neighborhood functions (headquarters, Clinic, Child Care, etc.).
	First priority is to set up the headquarters. Assist the Staff Officer with any supplies needed for this task, including unpacking items from the cache, starting the generator, installing lighting (if needed), or perhaps setting up the Easy Up Tents in case no suitable buildings are available.
	Next is to set up the locations of the Clinic, Morgue, Counseling, Sanitation, Child Care, Pet Care, Shelters, and Canteen, once the Commander has chosen the sites.
	Next is to assist the Search and Rescue Teams with any supplies they need.
	Get volunteers to help you find the needed supplies, and ask the neighbors. Start looking for supplies that can be used for Search and Rescue, Medical, and Fire. Also watch for supplies that can be used for Shelters (cots, tents), Canteen (food and water), Sanitation (toilets and trash), Pet Care (fencing, rope, boxes, etc.) and Security (fencing, etc.). Keep a list of everything you find and the locations for future use.
	Keep the Logistics Chief informed of activities and problems at all times.
	Coordinate with the Logistics Section Chief and Staff Officer for needed supplies and equipment for the headquarters and Teams.
	If needed, request additional personnel from the Volunteers area.
	When able, monitor your Team's performance , and make sure you give your teams adequate rest breaks, and replace team members as more qualified individuals sign up to volunteer.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

Security Group Supervisor (Security)

Reports to: Logistics Chief (Logistics)

Coordinates with: Safety Officer (Safety) as needed

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Form Security teams as needed to protect the neighborhood members from harm.
- Respond to reports of unruly persons and be prepared to act if necessary.
- Help to enforce a curfew, if one is established by the authorities.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Become familiar with the neighborhood and all entry points. Try to determine where your vulnerable points are and where trouble may start.
	The best Security personnel are strong, large, intimidating people. Try to get volunteers who meet these requirements, but you may have to take any volunteers at first and replace them later as more appropriate volunteers arrive.
	If you have access to weapons, make sure you are carrying them when on duty. You have many more options when you are armed, but you must be prepared to use the weapon when needed, or you risk having the weapon turned against you. If you are not able to use a weapon, do not carry one.
	Possible weapons include firearms, mace, stun gun, or other personal devices.
	Coordinate with the Logistics Chief for a location to detain unruly neighborhood persons. This should be in a quiet area away from the main activities of the disaster response but not too far away that no one knows if trouble starts.
	Coordinate with the Counseling team leader if the unruly person remains unruly. Sometimes, offering the unruly person a significant job in the group will help calm them down.
	If an unruly stranger comes to the neighborhood, ask them to calm down and find out what they need so you can help them. If they won't calm down, ask them politely to leave. If they refuse to leave, you have strength in numbers. Everyone in the area needs to stand up and face the unruly person and ask them to leave.
	If the unruly person has a firearm, slowly back off and give the person what they want (usually supplies). Do not put yourself or others at risk.
	For crowd control , you will need many volunteers to get the people moving in the right direction. The Volunteer area has a megaphone, if needed.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

Sanitation Group Supervisor (Sanitation)

Reports to Logistics Section Chief (Logistics)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Oversees all sanitation requirements of the neighborhood, including temporary toilet facilities and waste storage, trash facilities and storage, medical waste, and morgue assistance.
- Coordinates with Logistics Section Chief to ensure supplies are available and needs are met.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Coordinate with the Logistics Chief about the locations for sanitation areas.
	Get the supplies from the cache for the Sanitation areas.
	First priority is to set up the temporary latrine location . This is essentially a bucket with a thick plastic liner (or double-bagged) and possibly a toilet seat. Or, you can use a camping latrine, if available. Both are quick and easy to set up, and they will suffice until you can set up a more permanent latrine location. If available, set up a privacy curtain for the latrine. Ensure adequate toilet paper is available. Make sure the location is safe from aftershocks and debris.
	Set up the permanent latrine location . Coordinate with the Logistics Chief for an area that can be used to dig a latrine pit. A preferred location is one that is somewhat private, but this is not as important as a safe location from falling debris and aftershocks. Depending upon neighborhood size, you may have to set up more than one latrine.
	Get volunteers to dig the latrine pits (each trench approximately 2 feet across, 1 foot wide, and 2 feet deep). Set up the plastic garbage liners in the pit to collect the waste. Set up the toilet seat mechanisms above the pits. Remember that human waste must be stored separately from regular trash because it will be handled differently after the disaster is over.
	Set up the trash facilities . Use existing trash cans from the neighborhood.
	Set up the medical waste facilities . Use existing trash cans from the neighborhood, but ensure they are MARKED clearly that they are medical waste only. The purpose is to store used bandages and other possibly contaminated supplies for special handling after the disaster. Put these special bins near the Clinic, and inform the Clinic team leader.
	Coordinate with the Morgue team leader for storage of deceased victims . Ensure the Morgue has adequate supplies for their needs.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

Morale Team Leader (Morale)

Reports to: Logistics Section Chief (Logistics)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Ensures the morale and mental welfare of the neighborhood group, especially the volunteers.
- Provides entertainment, distractions, fun activities that distract the volunteers from the seriousness of their tasks when off-duty.
- Coordinates activities and needs with the Logistics Section Chief.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Coordinate with the Logistics Section Chief for assigned tasks.
	Your main task is to take people's minds off the seriousness of the disaster. You are not to distract them from their duties, but rather to provide entertainment during off-duty time.
	Consider having most of your activities in the Canteen area, Housing, and Child/Assisted Care. This is where most off-duty volunteers will likely be taking a break and trying to unwind.
	Use your best judgment about when to "tell a joke" or otherwise break up the monotony or stress of the situation.
	Provide items for distractions , such as decks of cards, board games, crazy Halloween costumes or masks, comic books, etc.
	Consider writing a "joke of the day" on a white board and placing it near a busy area where people can read it and get a small laugh to break up the stress.
	Work with the Counseling Team to determine if other actions should be taken.
	Coordinate with Child/Assisted Care to determine if the children need a diversion.
	Coordinate with the Housing area to determine if the residents need a diversion.
	If the disaster is long-duration, consider one hour in the evening when people can gather to watch a short talent show, or comedy skits, or a movie night (if you have the power and resources). Think about the TV show MASH and what they did to relieve the stress.
	Inform the Logistics Chief of activities and problems at all times.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

Shelter Group Supervisor (Shelter)

Reports to: Logistics Section Chief (Logistics)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Establishes Team Leaders for Child/Assisted Care, Pet Care, Housing, and Canteen.
- Oversees the activities of the Shelter Group and coordinates their activities.
- Coordinates with Logistics Chief to ensure supplies are available and needs are met.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Coordinate with the Logistics Chief about the locations for the Shelter Group areas (Child Care, Pet Care, Housing, and Canteen).
	Get the supplies from the cache for the Shelter Group activities.
	Start selecting your Team Leaders from the volunteers (see below). Make sure they have already signed in as volunteers and have their safety equipment (hard hat/bike helmet, whistle, and ID card).
	First priority is to choose a Child/Assisted Care Team Leader . Choose someone who has experience working with disabled persons and children, if possible, or replace them later with someone who has this experience (school teachers, day care workers, mothers, grandmothers).
	Choose a Pet Care Team Leader . You will need this facility when stray pets appear in the neighborhood or are rescued in the field and brought in. You will need a secure back yard with plenty of space to keep pets confined and separated from each other.
	Choose a Housing Team Leader . This team is responsible for finding adequate housing for displaced persons, until the Red Cross shelters are established. Ideally you'd like to have someone who has taken the CERT Shelters course for this job.
	Choose a Canteen Team Leader . This team is responsible for preparing food and water for the volunteers, injured victims, Child Care, and Pet Care centers. This is not a soup kitchen for all displaced persons, but a place for <u>volunteers</u> to come to refresh.
	Coordinate the efforts of your entire Group and ensure your Team Leaders are working together.
	Keep the Logistics Chief informed of activities and problems at all times.
	Coordinate with the Logistics Chief for needed supplies and equipment for your Teams.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

Child/Assisted Care Team Leader (Child Care)

Reports to: Shelter Group Supervisor (Shelter)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Oversees all Child and Assisted Care requirements of the neighborhood, including set-up and organization of the Child and Assisted Care area.
- Coordinates with Shelter Group Supervisor to ensure supplies are available and needs are met.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Coordinate with the Shelter Group Supervisor about the location for the Child/Assisted Care area.
	Get the supplies from the cache for the Child/Assisted Care area.
	First priority is to set up the facility location . You will need an undamaged, stable facility that will contain the smaller children adequately with minimal supervision but give them enough room to play. You should plan on receiving children without parents who are found wandering the neighborhood.
	In addition, many volunteers will be unable to volunteer if they have to care for their children as well. Having the Child/Assisted Care area set up quickly will allow them to volunteer to help others.
	You may also get children of parents who are injured and are in the Clinic.
	You may also get children who have been injured, who were treated at the Clinic, and who are now being released to the Child/Assisted Care area.
	Keep proper documentation of every child and assisted adult , including names, addresses, dates and times of arrival. Use the provided forms. Ensure each person has their ID card on them at all times.
	Older children can be a great asset to work in the Child/Assisted Care area.
	Consider the following supplies for the area (check with Supply Group):
	Air mattresses (inflated) for naps
	Blankets, sleeping bags, sheets, pillows
	Toys, stuffed animals, and drawing supplies for all ages
	Music or radio as background noise
	Coordinate with the Canteen for water and snack foods requirements.
	Keep the Shelter Group Supervisor informed of activities and problems at all times.
	Coordinate with Shelter Group Supervisor for supplies and equipment.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

PET CARE TEAM LEADER (PETS)

Reports to: Shelter Group Supervisor (Shelter)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Manages and organizes the Pet Care area.
- Ensures animals are separated from each other and secured to avoid runaways.
- Ensure documentation of all animals, even if only the date/time and location found.

TASKS

	Get your equipment, put on your safety gear, and read all instructions.
	Inspect the site for the Pet Care area and make sure it is usable. It should have a large fenced yard and plenty of space to tie up animals. If not, talk with the Shelter Group Supervisor about finding another site.
	If the owner brings in the pet, inform them that they need to care for their own animal. If the pet is a stray, or the owner is too injured or ill to care of it, then admit it to the Pet Care area.
	Get your supplies from the cache. This will include some bowls, cat and dog food, several leashes and collars, and rope.
	SAFETY IS THE PRIORITY. Do not allow anyone in the Pet Care area to be bitten or scratched. Infection is by far your biggest hazard.
	Consider finding some animal kennels and temporary fencing to form a holding pen. Cardboard boxes with holes should be used for cats and other small pets.
	You will need a way to manage and store pet waste material. For dogs, this is likely a pooper scooper or the plastic bags that are used when walking your dog. For cats, you will need to devise a litter box in an enclosed area where you can move the cat from its sleeping box to the litter box to do its duty, and then return it to its sleeping box.
	Keep a record of available information for every animal and update as needed. Include the owner's name, address, phone, etc., if known, or else the address and location, plus date and time, when the pet was found. Keep a log of all animals that come in and go out and their status (use provided forms).
	Keep pets separated from each other, especially injured pets. The animals are under great stress and will likely fight if not separated.
	Keep a collar/harness or rope attached to each animal so they can be easily moved if needed (such as an aftershock, fire, etc.).
	Inform the Shelter Group Supervisor of needs and problems at all times.
	Coordinate with the Shelter Group Supervisor for needed supplies and equipment for your Groups/Teams.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

Housing Team Leader (Housing)

Reports to: Shelter Group Supervisor (Shelter)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Sets up and operates the Housing location for all personnel, until a formal shelter is established by the authorities.
- Sets up a separate facility for neighborhood volunteers to rest and recuperate, if able.
- Coordinates with Shelter Group Supervisor to ensure supplies are available and needs are met.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Coordinate with the Shelter Group Supervisor about the locations for the Housing areas. You will need to find quiet, safe areas for all Housing.
	Get the supplies from the cache for the Housing areas.
	Get volunteers to help you staff the Housing areas.
	First priority is to set up the volunteers resting area . The volunteers will be working very hard and will need a place to rest before going back on duty. Ideally you want to find a place that is dark 24 hours a day so people can sleep/rest at any time.
	Coordinate with the neighbors to find additional supplies for Housing , such as blankets, pillows, bedding, baby supplies, etc.
	Make sure all Housing residents have ID cards on them at all times.
	Give the Housing residents something constructive to do to pass the time. Talk with the Volunteers area for things that the residents can do. One big need is to clear the streets of debris so emergency vehicles can get through. Another possibility is to cut or tear sheets and then roll them for bandages. Another idea is to act as Candy Strippers in the Clinic area, talking with patients and helping out with basic needs (bringing the patients water).
	Coordinate with the Canteen team leader for food and water rations for Housing residents. The Canteen will be used primarily to support volunteers and patients, but they may have some extra supplies for Housing residents.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

Canteen Team Leader (Canteen)

Reports to: Shelter Group Supervisor (Shelter)

You should pass on the duties to someone who is more qualified as they arrive, but until then, you need to continue with this checklist. When you pass on the duties, tell the new person exactly what has happened so far (things done, things not done, etc.).

RESPONSIBILITIES

- Oversees all food and water requirements for volunteers, injured victims, Child Care, and Pet Care centers.
- Coordinates with Shelter Group Supervisor (Shelter) to ensure supplies are available and needs are met.

TASKS (note your initials and the date and time when completed)

	Get your equipment, put on your safety gear, and read all instructions.
	Coordinate with the Shelter Group Supervisor about the location of the Canteen.
	Get the supplies from the cache for the Canteen.
	First priority is to procure enough water for volunteer operations and medical needs . Work with the Supply Group to get adequate supplies.
	Next is to set up the Canteen location . It should be simple but able to heat water for soup or coffee/tea. Try to find a propane stove, grill, or other heating device.
	Establish a relatively quiet place for volunteers to take a break and have something hot to eat and/or drink.
	Remember, the Canteen is not a soup kitchen for all displaced persons. The main purpose is to take care of the volunteers who don't have time to take care of themselves.
	Coordinate with Pet Care for pet needs, especially water.
	Coordinate with Child Care for child needs, especially water and some snacks.
	Coordinate with the Clinic to provide water and some food for the patients.
	Coordinate with Housing to provide minimal water for the residents.
	Work with the Supply team leader for adequate supplies.
	Keep the Shelter Group Supervisor informed of activities and problems at all times.
	Remember to hand off your duties when someone more experienced is available, but make sure that you brief your replacement on everything that has happened so far.

