Pacific Palisades

Business

Emergency Planning Guide

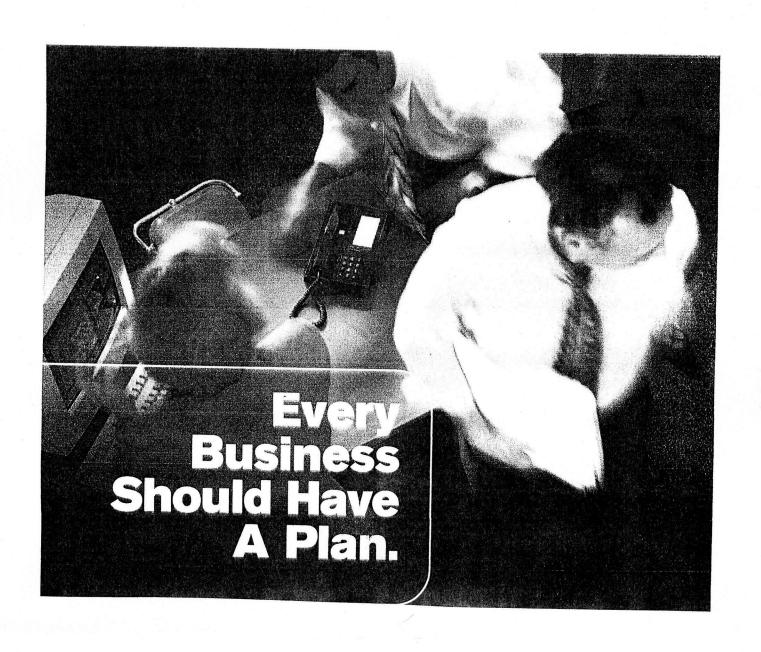


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Preparing Your Business For The Unthinkable

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Reduce Potential Damage

Designate 1 Employee from each work shift and/or Department

List of Emergency Equipment Suppliers

Business Disaster Plan Forms

What is the business plan.

Select or elect 2 Chairperson for each business group and/or stores or for a single company.

How the business plan works.

Explanation of the forms.

Business Disaster Plan

Fill out and return to Chairperson

Employee Registration Form

Fill out and return to Chairperson (1 per Employee)

Employee Skills Checklist

Fill out and return to Chairperson (1 per Employee)

Business Resources/Equipment Checklist

Fill out and return to Chairperson (1 per Employee)

Family Radio Service

Suggested communication system for business, building, office and/or street of stores.

Brief Terrorism Guide & Guidelines For Handling Mail

For educational purposes

Disaster Proof Your Life

Documents to photocopy and where to keep them.

Disaster Preparation - Important Items To Have

Extra Preparation Guide

9 Disaster Teams (For Chairpersons Only)

Chairpersons to complete with information from the returned Employee Registration Forms, Employee Skills Checklists, and Business Resources/Equipment Checklist.

PREPARING YOUR BUSINESS FOR THE UNTHINKABLE

Disasters can happen anywhere, often with little or no warning.

Is your business prepared? What can you do to protect your business, employees and customers? Where should you begin?

Disaster Recovery Begins Before a Disaster

Disasters take many forms, from tanker trucks overturning and power outages to earthquakes, earthquakes offshore causing tsunamis, terrorism, dirty bombs and nuclear attacks. All of these can occur without warning and would isolate us for days.

No business should risk operating without a disaster plan.

While reports vary, as many as 40 percent of small businesses do not reopen after a major disaster like an earthquake. These shuttered businesses were unprepared for a disaster—they had no plan or backup systems.

When you start to develop your disaster plan, consider three subjects: human resources, physical resources and business continuity. Think about how a disaster could affect your employees, customers and workplace. Think about how you could continue doing business if the area around your facility is closed or streets are impassable. Think about what you would need to serve your customers even if your facility is closed.

What can I do?

Get information about how to prepare your employees and clients to respond to possible hazards and provide help. Disaster safety information and CPR/first aid training are available from your local Red Cross chapter. Get more information at **www.redcross.org.**

Network with others who have or need to develop risk or contingency management plans. Attend seminars and get information from local risk management associations or chapters.

Develop a Plan

Start building your plan now. Here are some suggestions you may want to consider.

- → Keep phone lists of your key employees and customers with you, and provide copies to key staff members.
- → If you have a voice mail system at your office, designate one remote number on which you can record messages for employees. Provide the number to all employees.
- → Arrange for programmable call forwarding for your main business line(s). Then, if you can't get to the office, you can call in and reprogram the phones to ring elsewhere.
- → If you may not be able to get to your business quickly after an emergency, leave keys and alarm code(s) with a trusted employee or friend who is closer.

- → Install emergency lights that turn on when the power goes out. They are inexpensive and widely available at building supply retailers.
- → Back up computer data frequently throughout the business day. Keep a backup tape off site.
- → Use UL-listed surge protectors and battery backup systems. They will add protection for sensitive equipment and help prevent a computer crash if the power goes out.
- → Stock a minimum supply of the goods, materials and equipment you would need for business continuity.
- → Consult with your insurance agent about special precautions to take for disasters that may

directly impact your business. Remember, most policies do not cover earthquake and flood damage. Protect valuable property and equipment with special riders. Discuss business continuity insurance with your agent.

- → Keep emergency supplies handy, including:
 - Flashlights with extra batteries
 - First aid kit
 - Tools
 - Food and water for employees and customers to use during a period of unexpected confinement at your business, such as if a tanker truck overturned nearby and authorities told everyone in the area to stay put for an extended period.

For more information on suggested disaster supplies, see http://www.redcross.org.

Reduce Potential Damage

Prevent or reduce disaster damage in your facility by taking precautions, such as:

- → Bolting tall bookcases or display cases to wall studs.
- → Protecting breakable objects by securing them to a stand or shelf using hook-and-loop fasteners.
- → Moving to lower shelves large objects that could fall and break or injure someone.
- → Installing latches to keep drawers and cabinets from flying open and dumping their contents.
- → Using closed screw eyes and wire to securely attach framed pictures and mirrors to walls.
- → Using plumber's tape or strap iron to wrap around a hot water heater to secure it to wall studs.

You should also consider having a professional install:

- → Flexible connectors to appliances and equipment fueled by natural gas.
- → Automatic fire sprinklers.

Protect Your Employees, Customers and Business

Designate one employee from each work shift to be the safety coordinator. This person will make all decisions relating to employee and customer safety and to the safety of the business itself. Safety coordinators should know how to contact the owner or operator at all times.

Everyone in your facility should know how to prepare for a disaster and what to do if a disaster occurs. Contact your local Red Cross chapter for specific information about how to stay safe in a tornado, earthquake, fire, flood, hurricane or other hazard.

You may also want to get a copy of the Emergency Management Guide for Business and Industry from your Red Cross chapter or http://www.redcross.org.

Another source of useful information is Open for Business, a booklet developed by the Institute for Business and Home Safety and the Small Business Administration. It is available at http://www.ibhs.org.

FOLLOWING ARE A LIST OF SUPPLIERS IN THE EVENT OF A DISASTER

American Red Cross Santa Monica Chapter

P.O. Box 1008 1450 11th Street Santa Monica, Ca.,90406 (310) 394-3773 Los Angeles Fire Dept offers a booklet (818) 756-9674

*Logistic Solutions, Inc

P. O. Box 1201 Thousand Oaks, Ca. 91358 Information (805) 480-9919 www.logisticsolutions-inc.com Verizon Telephone Book Pages 39-42. Emergency Preparedness

*The Emergency Lifeline

P.O. Box 15243 Santa Ana, Ca., 92735 (800) 826-2201 or (714) 558-8901 www.emergencylifeline.com *Barricade (Fire Blocking Gel) 18425 S.E. Federal Highway Jupiter, Fl.,33469 (800)201-3927 Fax (561)744-1020 www.barricadegel.com

*Simpler Life Emergency Provisions

2035 Park Avenue, Suite 1 Redlands, Ca., 92373 (909) 798-8108 or (800) 266-PREP Fax (909) 798-8718 http://www.simplerlife.com-/ *Earthquake Preparedness Product 23042 Alcalde Dr., Suite A-12 Laguna Hills, Ca.,92653 (800)347-3239 or (714)542-3200

*Vector First Aid, Inc.

27460 Aqua Vista Temecula, Ca., 92590 (800) 999-4423 Fax (909) 296-1338 www.Vectorfirstaid.com *RDR Disaster Services, Inc. 23852 Pac. Cst. Hwy., Ste.#326 Malibu, Ca., 90265 (310) 456-1040

* CALL FOR BROCHURE AND CURRENT PRICE LIST

Business Disaster Plan Forms

What is the Business Plan Each business group must agree on 2 members to be chairpersons to control the preparation plan and its operation.

The clipped 10-page section at the back of the plan is for completion by the chairpersons or controllers after they have had the four forms in the first clipped section returned. From experience, we know that when a major disaster strikes, emergency assistance – fire, police, medical – may take up to several days to reach us. This means that each of us along with our neighbors would have to deal and cope with the situation alone until help arrived. This plan is compatible with local fire, police, and The Red Cross.

How the Business Plan works: The forms in the first clipped section are handed out locally to businesses in the neighborhood. The information in the forms includes the number of employees, medical problems (if any) skills and resources and emergency contacts. ALL INFORMATION IN THESE FORMS WILL BE TREATED AS CONFIDENTIAL, AND WILL BE SHARED ONLY WITH THE LEADERS OF THE BUSINESS PLAN, AND THE FIRE AND POLICE, IF NECESSARY. The forms will be combined, and the information will be used to make the Grid Maps. These simple, color coded maps will show the location of the 9 teams as described below.

What we will do at upcoming meetings: The Business Plan will be explained fully. We will see our Grid Map, and the business resources will be discussed. Also, we will then set up Emergency Teams. The 9 teams are: Medical, Search and Rescue, Fire and Crime Control, Animal Care, Education and Childcare, Repair and Cleanup, Food, Water and Shelter, Communications and Adopt-A-Cop. All the teams are explained on the forms, and are designed to cover our basic community needs.

What is Adopt-A-Cop? During recent emergencies, our police and fire people went with little sleep or food. Many police officers slept on cots on jail floors, while firefighters were forced to sleep in the cabs of their vehicles to catch a few snatches of rest. Most lived too far away to go home during the few hours of time off they were allowed. By opening up our premises in an emergency, we will be able to take care of the people who safeguard our lives. In an emergency, others in our area, such as our postmen and women, or delivery personnel, may need a temporary place to stay. Please indicate if you are able to provide these facilities.

Why you are important: **During a disaster, we have to rely on each other for support.** You may need food or water, medical care, a place to stay, or protection from looters. By coming together, we will be able to take care of each other's needs. Through togetherness comes strength. As a caring neighbor, we urge you to fill in your forms now and make sure they get back to us on or before the next meeting. Then attend the next meeting!

BUSINESS DISASTER PLAN

Business Name, address and telephone:
Number of employees:Names, addresses, and home phone numbers of employees: (Please use the back side of this form for additional names, addresses and phone numbers)
PLEASE COMPLETE THE "EMPLOYEE REGISTRATION FORM", "EMPLOYEE SKILLS CHECKLIST" AND "BUSINESS RESOURCES/EQUIPMENT CHECKLIST".
Emergency Teams (Please choose at least one: some may serve on several):
() – Animal Care Team: (Caring for injured or lost pets needing food and/or water.) () – Communication Team: (Operation of CB or Ham Radio Equipment) () – Education and Childcare Team: (Teaching, keeping children safe and occupied) () - Fire and Crime Control Team: (Fighting fires, barrier control, and stopping looters.) () – Food, Water and Shelter Team (Preparing & providing Food and Shelter) () – Host the Stranded Team: (Provide food and/or shelter for people stranded.) () – Medical Team (Caring for or assisting those who are caring for any injured) () – Repair and Cleanup Team (Assisting neighbors with emergency repairs and cleanup) () – Search and Rescue (Locating and rescuing injured, shutting off leaking gas, etc.)
WE EACH NEED A BIG BUCKET. In the event of a FIRE on our street, and if there is no water pressure, all of us will be needed to form a BUCKET BRIGADE from the nearest water supply.
NEXT STEP
Take all 4 completed forms to this address ASAP:
NEXT MEETING
Date Time Place RSVP call

PLEASE RETURN YOUR 4 FORMS NOW

Employee Registration Form

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COMPLETE ONE FORM PER EMPLOYEE AND RETURN

EMPLOYEE SKILLS CHECKLIST

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Please indica	te if you woul	d like to attend classes i	n'
() First Aid () CPR,	•	ations Equipment.	No declary processors and the second

COMPLETE ONE FORM PER EMPLOYEE AND RETURN

BUSINESS RESOURCES/ EQUIPMENT CHECKLIST

BUSINESS ADDRESS:	Phone No:
BUSINESS NAME:	
	DATE:

IN CASE OF AN EMERGENCY, OUR BUSINESS HAS STORED THE FOLLOWING EMERGENCY RESOURCES AND EQUIPMENT:

(Please note any extra supplies which your business has stored and will be able to share with the neighborhood in the event of an emergency.)

ITEM (TYPE)	QUANTITY PER HOUSEHOLD	EXTRAS (AVAILABLE TO SHARE, INDICATE HOW MANY)
Radio (AM Battery Operated)		
Communications Equipment		
Batteries		
Flashlight		
Fire Extinguisher		
Charcoal Grill/Camp Stove		
Hygiene Necessities		
Sleeping Bags/Tent/Blankets		
Stored Water		
Stored Food		
Pet Food/Leashes		
Work Tools/Equipment (shovels, wheelbarrows, saws, etc.)		
First Aid Kit		
Portable Generator		
Medical Equipment (crutches, wheel chair)		
Mobile Equip (RV, trucks, motorcycles)		
Other supplies not listed		

PLEASE COMPLETE AND RETURN

Family Radio Service

During a major disaster it is highly probable that both telephone and cell phone service will be unavailable as lines may be down, electricity cut off and poles and antennas toppled.

Ham radio operators may be the only means of communication, and we have these listed on a page in the Red Cross Disaster folder. They have a special wider responsibility than your immediate neighborhood, and so it is suggested that each individual in each neighborhood group have a Family Radio Service (FRS) hand held transmitter /receiver. These battery-operated radios cost about \$30 each and enable those in a small neighborhood group to talk with one another.

FRS radios have 7 different channels, which do not require you to have a license, and therefore all those in one neighborhood group would select a certain channel and other adjacent groups would select a different channel so there would be no interference. It is important that you remember to have spare batteries for your radio, (not rechargeable) as remember there may be no electricity.

The Chairperson (s) of your group will arrange drills for you all to test these radios from time to time.

DO NOT PURCHASE HEAVY DUTY BATTERIES AS THEY HAVE A SHORTER SHELF LIFE.



A BRIEF TERRORISM SURVIVAL GUIDE

How to Protect Your Business and Buildings

No company is immune from terrorism. However, because terrorists seek publicity, large, well-known companies are more likely to become targets than are small, lesser-known ones. This doesn't mean, though, that simply because your company is small or relatively obscure, that it's out of danger. Terrorists might, for instance, target the building your firm is housed in, confuse your company name with that of another, or pick your name and location at random. Your business might even suffer collateral damage from a terrorist attack next door. Thus, while larger firms require the highest level of protection, all businesses, regardless of size or notoriety, should know the basics of antiterrorism protection, take appropriate preventive measures and institute emergency response and contingency systems.

Find someone with an understanding of information technology, because cyberspace threats are likely to grow in the future and you'll need a security chief who can speak the same language as your computer and Internet technicians.

Institute a notification plan and chains of command. Emergencies often get out of control because of a lack of timely information and confusion over who's in charge.

Take precautions to prevent burglary and robbery. The Los Angeles Police Department offers some helpful advice under the heading "Crime Prevention Tips" at http://www.lapdonline.org/

Develop building or office evacuation plans. For employees to react sensibly in a crisis situation, they ought to have an evacuation plan already down pat.

Follow the CDC's guidelines in your mailrooms. The CDC has issued recommendations for protecting workers from exposure to biological agents. See http://www.bt.cdc.gov/

Distribute information to employees on what to do in the event of a building explosion. Reprinted guidance can be obtained at http://www.fema.gov/

Information Systems Security

Go to "Cyber Security Corner," at http://www.cscic.state.ny.us/cscorner

Maintain a duplicate directory of employee information at a secure, off-site location.

Keep duplicates of important business records, contracts, patents and copyrights At a safe, off-site location.

Maintain a current list of employee emergency contacts.

The above information is taken from the book *The Complete Terrorism Survival Guide:*How to Travel, Work and Live in Safety, by Juval Aviv.

GUIDELINES FOR HANDLING MAIL

Many people have questions about how mailrooms and offices should handle mail that may contain a written threat of chemical or biological material inside, or mail that may contain some form of powder. Following are common sense steps to take in workplaces. They have been developed jointly by health professionals, the FBI, and the California Governor's Office of Emergency Services.

The risk of contracting any disease from an envelope is extremely low. General awareness of one's surroundings and suspicious mail is appropriate.

General precautions for those who handle large volumes of mail:

- · Wash your hands with warm soap and water before and after handling the mail.
- · Do not eat, drink or smoke around mail.
- · Do not smell mail.
- If you have open cuts or skin lesions on your hands, disposable latex gloves may be appropriate.
- Surgical masks, eye protection or gowns are NOT necessary or recommended.

If a letter is received that contains powder or contains a written threat:

- 1. Do not shake or empty the envelope.
- 2. Isolate the specific area of the workplace so that no one disturbs the item.
- 3. Evacuation of the entire workplace is NOT necessary at this point.
- 4. Have someone call 911 and tell them what you received, and what you have done with it. (Law Enforcement should also place a call to the local office of the FBI and tell them the same information.) Indicate whether the envelope contains any visible powder or if powder was released.
- 5. Wash your hands with warm water and soap for one minute.
- 6. Do not allow anyone to leave the office that might have touched the envelope.
- 7. When emergency responders arrive, they will provide further instructions on what to do.

Important:

- Do not panic.
- · Do not walk around with the letter or shake it.
- · Do not merely discard the letter.

DISASTER-PROOF YOUR LIFE

WHAT TO KEEP WHERE (IN ZIPLOCK BAGS, IF POSSIBLE)

Grab-and-Go Case

Will and/or trust documents

Power of attorney

Insurance policies

Contact list

Recent investment statements

Recent tax return

Copies of birth/marriage certificates

Social Security cards

Passports and other identity documents

List of prescriptions you take

Emergency cash

Safe combination

Safe-deposit box keys

Copy of driver's license

Computer user names and passwords

List of checking/savings account numbers

List of credit card numbers and company information

Friend, Relative/Advisor

Paper or digital copies of documents in your grab-and-go case.

Your emergency contact information (including e-mail and cell phone)

Contact list for heirs and advisors should something happen to you.

In Event of Evacuation

Take:

Grab-And-Go Case
Sleeping bag and change of clothing
for each family member

When on Vacation:

Place Grab-And-Go Case in Freezer

Safe Deposit Box

Copies of will and/or trust

Copies of powers of attorney

List of insurance policies

List of financial account numbers

Family birth, marriage and death certificates

Adoption papers

Citizenship papers

Military service records

Loan agreements

Certificates of deposit

Real Estate deeds

Vehicle Titles

Mortgages paperwork

Stock and Bond certificates

Inventory of home contents (photos/list).

Jewelry/precious metals

Employment contracts/business agreements

DISASTER PREPARATION

IMPORTANT ITEMS TO HAVE

In Your Car:

- 1. A survival backpack
- 2. A pair of sneakers
- 3. A sweat suit
- 4. Flashlight

- 5. Your out-of-state card
- 6. Extra batteries

(NOT RECHARGEABLE)

7. Cash

In Your Disaster Pack at Home and at Work:

- 1. Out-of-state card
- 2. Crowbar
- 3. Rope
- 4. Chalk
- 5. Garden gloves
- 6. Mask
- 7. Light Sticks
- 8. Sanitary supplies
- 9. Pet supplies (if needed)

- 10. Garbage bags
- 11. Fire extinguisher
- 12. First aid supplies
- 13. Saran Wrap for burns
- 14. Extra batteries

(NOT RECHARGEABLE)

- 15. Cash
- 16. Toys, candy and books as needed
- 17. Hand wipes and/or hand sanitizer liquid

At Your Bedside:

In a plastic bag, tied to the bed or nightstand, have extra shoes, socks, glasses, medicines and flashlight.

Everyone should have on hand a full prescription and 1/2 (if you need medication), a flashlight, clothes nearby and CASH.

Do not use candles in case of gas leak.

Keep your gas tank at least 1/2 full at all times.

In The Event Of A Power Cut:

If there is a major power cut, unplug electrical appliances that will automatically switch on when power is restored. If several start at once, they may overload the system. Tune in to local radio for advice and updates, using a battery-powered radio.

In Case Of Evacuation:

If you have time, turn off electricity and water, unplug appliances, and lock all doors and windows.

When you are told that it is safe to return home, reconnect electric and water supplies. The Gas Company **must** be called to check for leaks and turn on the gas.

Sleeping bag and change of clothing for each family member.

ANIMAL CARE TEAM

ANIMAL CARE TEAM; Caring for pets who are injured or temporarily without owners TEAM TOPICS FOR DISCUSSION:

*Who has 1st Aid knowledge for pets? Perhaps set up a meeting with a local vet to educate the team.

*1st Aid supplies.

- *Housing facilities, the location of the pet hospital.
- *Separation of hostile species (i.e., cats and dogs.)

TEAM LEADER	ADDRESS	PHONE #
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BACK-UP LEADER		
TEAM MEMBERS		
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COMMUNICATIONS

<u>COMMUNICATIONS TEAM:</u> Any CB or Ham Radio Equipment should be set up as soon as possible at CONTROL CENTER and used to communicate with the rest of the city.

TEAM TOPICS FOR DISCUSSION;

- *Make a list of all people and equipment that can do this including any Generators.
- *Set up procedure for testing and using the Family Radio Service.

TEAM LEADER	ADDRESS	PHONE #
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EDUCATION & CHILD CARE TEAM

EDUCATION AND CHILDCARE TEAM: Teaching, keeping children safe & occupied.

TEAM TOPICS FOR DISCUSSION:

- *Who has teaching, child-raising experience?
- *Keeping scared children calm.
- *How to explain what has happened.
- *Helping children to be useful (empowering them with responsibility.)
- *Regular feeding of children, organizing playtime, story time.
- *Who has books, toys, and games?

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FIRE AND CRIME CONTROL TEAM

FIRE AND CRIME CONTROL TEAM; Fighting Fires, barrier control, stopping looters.

TEAM TOPICS FOR DISCUSSION:

*Barriers to secure the block or building.

*During the night designing a regular watch patrol.

*Citizen's Arrest – holding captured criminals for the police.

*Choosing a Fire Captain to be in charge of a bucket brigade for putting out fires. Discussion of procedure.

*Who has firearms, army/police training, martial arts?

*Understanding the limitations of force, looking at non-violent options.

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FOOD, WATER & SHELTER TEAM

FOOD, WATER AND SHELTER TEAM; Preparing food, locating necessities.

TEAM TOPICS FOR DISCUSSION;

*Running the Host the Stranded program.

*Caring for such guests as the local Gas Company Rep., Postman, UPS driver, people caught in stopped traffic, people unable to return home, etc.

*Locating supplies of potable water, securing a water filter.

*Coordinating food and water among people. Some may have little and some may have more.

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HOST THE STRANDED TEAM

HOST THE STRANDED TEAM; Provide food and/or shelter for people stranded in the area.

TEAM MEMBERS ADDRESS PHONE #

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MEDICAL TEAM

MEDICAL TEAM; Caring for, or assisting those who are caring for any injured person.

TEAM TOPICS FOR DISCUSSION;

- *Who in the team has medical or 1st Aid training?
- *Hospital facilities and 1st Aid supplies.
- *How to move injured people.
- *Treating most likely injuries;

Glass in the eyes

Cuts and gashes

Bruises

Panic and hysteria

Heart attack

Splinters

*Treating other possible problems;

Chronic conditions. Who do not have their medication (is there a pharmacist?).

*Birth of a baby

*Other occurrences, including death.

TEAM LEADER

ADDRESS

PHONE#

BACK-UP LEADER

TEAM MEMBERS

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REPAIR AND CLEANUP TEAM

PHONE#

REPAIR AND CLEANUP TEAM; Assisting neighbors with emergency repairs & Cleanup.

TEAM TOPICS FOR DISCUSSION;

- *Disposal of garbage.
- *Who has repair skills: carpentry, plumbing, electrical?
- *Who has repair tools and supplies?
- *Handling the most likely repairs.

Board up broken windows, doors or walls.

Dangerous electrical wires.

Broken water lines.

Temporary support of sagging structures.

Clean up broken glass.

TEAM LEADER	ADDRESS
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TEAM MEMBERS	
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SEARCH AND RESCUE TEAM

SEARCH AND RESCUE TEAM; Locating and rescuing injured, shutting off leaking

TEAM TOPICS FOR DISCUSSION;

- *Where are the gas shut-off valves?
- *Where are the gas shut-off wrenches?
- *How would you organize a search party?
- *What tools do you have which you can use to get a person out of a wreck?
- *What do you do if a building looks too dangerous to enter?

TEAM LEADER	ADDRESS	PHONE #
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