



BLOCK CAPTAIN
TRAINING MANUAL
Revised 2017

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DEFINITIONS

Area: A group of Neighborhoods, which correspond with the boundaries of the LDS Stake boundaries, or other designated boundaries.

Block: A group of 6-10 homes within a Neighborhood.

Neighborhood: A group of blocks, which correspond with the boundaries of the LDS Ward boundaries, or any other designated boundaries.

Good Samaritan Act: A law that protects volunteers. It states that... A person who renders emergency care at or near the scene of, or during an emergency, gratuitously and in good faith, is not liable for any civil damages or penalties as a result of any act or omission by the person rendering the emergency care, unless the person is grossly negligent or caused the emergency. As used in this section, "emergency" means an unexpected occurrence involving injury, threat of injury, or illness to a person or the public, including motor vehicle accidents, disasters, actual or threatened discharges, removal, or disposal of hazardous materials, and other accidents or events of a similar nature. "Emergency care" includes actual assistance or advice offered to avoid, mitigate, or attempt to mitigate the effects of an emergency.

INTRODUCTION

Thank you for your desire to serve your neighborhood and community as a Block Captain. This training manual contains detailed instructions as to the role of the Block Captain. The Block Captain is the root of the preparedness effort. This effort begins with the individual and their immediate neighbors. A community can be no more prepared than the citizens who reside within it. The Block Captain program is designed to prepare the individual and the family to be as self-reliant as possible in the event of an emergency. There simply are not enough resources within the city to reach each individual in a timely manner after such an event; therefore, we must learn to be able to help ourselves for a period of time until resources become available.

This training manual has been created by the City of Orem and represents the standards that the City has in disaster recovery. As a Block Captain, you can enhance the information found in this packet, but do not take away from it. All areas addressed are very important and have been included to provide safety for those acting as Block Captains. **IMPORTANT:** Only act to the level of training you receive in this packet or from any additional professional training that you may have received; attempting something above and beyond that training may nullify protection under Utah's Good Samaritan Act.

TO DO LIST FOR BLOCK CAPTAINS: BEFORE THE DRILL

Meet with your Neighborhood Emergency Preparedness Specialist

- Work together to update block information.
- Review the Block Captain Instruction Sheet.
- Review lines of communication during a disaster.

Get to know your block

- Introduce yourself and the drill to any new neighbors.
- If you have an Assistant Block Captain, review your responsibilities during the drill and during a disaster.

Inform the residents on your block on the drill specifics.

- a. Make copies of the flyers for distribution to EVERY household prior to September 14th.
- b. Meet each household and pre-populate the Block Incident Tally and Reporting Form with names and numbers of people in each household.
- c. Explain the drill and invite everyone to attend and participate.
- d. Leave one flyer a few weeks before the drill and deliver a second flyer a few days prior to the drill.

Plan a social gathering or event for after the drill that makes sense for your block; Potlucks, BBQ's, preparedness presentation, and/or emergency training. Have fun with it!

TO DO LIST FOR BLOCK CAPTAINS: DURING THE DRILL

Sound an alarm of some sort at EXACTLY 6:00 pm

Honk a car horn, use an air horn, or find some creative way to inform your block that the drill has started.

After the alarm has been sounded

- Block will gather at the designated meeting place.
- Elect a Block Captain if yours is not available.
- Check on all individuals and families in your block.
- Try to address any life-threatening needs (in an actual emergency).
- Block Captain fills out the Block Incident Tally and Reporting Form to take to the Neighborhood Command Center (pre-designated location).
- Runners (at least 2) take form to designated Neighborhood Command meeting place ASAP.

**Enjoy your social event or end your portion of
the drill**



Orem City Drill
September 14, 2017
Instructions for Block Captains



Please do the following items prior to the drill!

1. Meet with your Neighborhood Emergency Preparedness Specialist and review the lines of communication during a disaster situation:
 - A. (Individuals/Families) ➤ Block Captain ➤ Neighborhood Command ➤ Area Command ↗ (City of Orem EOC)
↘ (Lindon Storehouse)
2. Get to know your block.
 - a. Introduce yourself and the drill to any new neighbors.
 - b. If you have an Assistant Block Captain, review your responsibilities during the drill and during a disaster.
3. Inform the residents on your block of the drill specifics.
 - a. Make copies of the flyers for distribution to EVERY household prior to September 14th.
 - b. Meet each household and pre-populate the *Block Incident Tally and Reporting Form* with names and numbers of people in each household.
 - c. Explain the drill and invite everyone to attend and participate.
 - d. Leave one flyer a few weeks before the drill and deliver a second flyer a few days prior to the drill.
4. Learn where your Neighborhood Command will be located during the drill (and a real emergency situation).
 - A. Designate two (2) runners who will take your filled-out form to the Neighborhood Command.
 - a. Runners should be old enough to be safe and responsible during a real event. Please avoid sending children and **don't send anyone alone.**
 - b. Runners can take the form any way that is available (e.g., car, motorcycle, bicycle, feet, horse), there are no restrictions on forms of transportation during the drill, please practice safety at all times.

Think about ways to make the drill fun for your block!

Potlucks, BBQs, and/or hold an emergency training for an idea/item of safety.

Night of the Drill!

*****Make a loud noise to alert your block (e.g., honk a car horn) at exactly 6 PM to start the drill*****

1. Block will gather at the designated meeting place.
2. Elect a block captain if yours is not there.
3. Check on individuals and families.
4. Try to address any life-threatening needs (in an actual emergency).
5. Block Captain fills out the *Block Incident Tally and Reporting Form* to take to the Neighborhood Command.
6. Runners (at least 2) take form to designated Neighborhood Command meeting place ASAP.



In a Real Emergency

Specific names of families & individuals should go to the Neighborhood EOC level only, unless emergency assistance is needed. If emergency assistance is needed or requested, then identifying information should be included on reporting forms.

RESPONSIBILITIES

Ideally, a Block Captain will be responsible for no more than ten (10) homes. Each Block Captain should be supported by an assistant who will fill the role of the Block Captain in the event that the Block Captain is unavailable or injured at the time of the disaster. A block should consist preferably of neighbors, for example, all of the homes in a cul-de-sac or five (5) homes on both sides of the street, making it easier for a Block Captain to see all of the homes that he or she is responsible for.

The responsibilities of the Block Captain prior to a disaster include:

- Recruit assistants, runners, and logistics coordinators.
- Hold quarterly or semi-annual block meetings or parties.
- Keep accurate and updated block family information on the *Block Incident Tally and Reporting Form*. (<http://www.oremcitydrill.com/leadership-training.html>)
- Obtain consent from each resident prior to acting as a Block Captain on their property.
- Meet with new move-ins as soon as possible.
- Keep a map of your block with addresses and residents.
- Instruct and encourage families on personal and family preparedness.
- Become CERT certified or designate a resident of your block to become CERT certified, if possible.
- Take part in Neighborhood CERT activities and encourage your residents to do so as well, if possible.
- Choose your block staging area and instruct all block residents to report to the staging area if a disaster occurs.

ASSISTANTS

It is very important to have at least one assistant. If a disaster occurs you will need help. Also, consider the possibility that you will not be home or that you might be injured when a disaster does happen. Who will take over then? It would be a great idea for all block members to know the duties of a Block Captain.

Assistants you will need are:

- Assistant Block Captain – This person should learn everything that you know in case you are unavailable or injured.
- Runners (at least two (2)) – You will need able bodied runners for reporting to the Neighborhood Command Center, and other areas as needed.
- Logistics person – You will need somebody to keep track of available resources.
- Communications person – Somebody to oversee the calling tree.

BLOCK MEETINGS

Block meetings are recommended to be held at least semi-annually. In more transient areas meetings are recommended to be held quarterly. These meetings are basically get-to-know-you meetings and a block barbeque is a fun idea. Everybody on the block should be acquainted so that everyone knows what to do during a disaster and where there may be special needs that need attending to. You should also cross train residents on the different responsibilities because you just do not know who will be there in a disaster and who will be victims. These meetings are also a great time to educate residents on how to become more personally prepared by discussing kits, family emergency plans, food storage, and planning preparedness activities, for example, how to equip each family with a family plan, prepare 72 hour kits, and mitigating homes.

COMMUNICATION

Communications within a block and between the Block Captain and the Neighborhood Captain will take place primarily with the use of runners. Block Captains should report any HAM Radio Operators in their block to the Neighborhood Captain.

CERT

CERT or Community Emergency Response Team members are trained to respond in their immediate neighborhoods in the event of a disaster. They are trained in disaster medical operations, team organization, search and rescue, and fire suppression.

It would be helpful if each Block Captain or a resident appointed by the Block Captain is CERT trained. CERT members are trained, as are the Block Captains, to first take care of their own family needs. Once those needs are met they are to help in their block. Only after CERT members are no longer needed in their block are they to report to a staging area and begin search and rescue efforts in their neighborhood.

FORMS

Information and reporting forms should be on hand at all times.

THE DISASTER STRIKES

An earthquake is one type of event that could affect the entire City, with the possibility of considerable damage. Your help as a Block Captain would certainly be needed after such a disaster. We will walk through a disaster so that you will have a better idea how to respond.

First Response

After a disaster hits, your first response is to care for those in your home. After your family members have been evaluated and found to be stable, only then are you ready and able to respond to the other homes on your block. You will want to follow the same procedures and safety tips you will find in this manual on your own home, just as you would on your neighbor's homes.

After inspecting your home and learning that all are well in your family, you would then go directly to your block staging area. Once at the staging area, take a quick roll of all block residents who are present and note any injuries and damage reported. If there are block residents who have not reported, you should check on their home and note whether it is occupied and the status of the occupants. Send a report of injuries, missing persons, building damage, and any other pertinent information to the Neighborhood Captain.

Second Response

If available in your block, have a CERT trained person to accompany you for this response as he/she is already trained in the following.

Take a buddy with you, because you **NEVER** enter a home alone. Make sure that each home is safe to enter, and then proceed to check on the residents that have been reported injured. Render first aid as needed. Document who is injured and note the status of their injured. Document who isn't at home and where they could be (at work, school, grocery store, etc.); and any major damage to infrastructure or buildings in your block (broken gas or water line, downed or exposed power lines, damaged roads, etc.)

Once you have visited each home and determined the status of all residents, you then send a secondary report to the Neighborhood Captain. The Neighborhood Captain will gather reports from all Block Captains in the neighborhood and will pass the information to the Area Command Center.

As you check on homes, you may have neighbors that have been seriously injured in the disaster. If you have a CERT trained person in your block, send a runner to notify him/her of the injury. If no CERT person is available, spend a few moments with them and then have an available neighbor stay with them as you continue to check the other homes. You will then stay with the injured residents in your block and provide for their needs until they can be transported by the CERT team to a medical treatment area or until Professional Responders arrive and transport to a professional care facility.

EXTRA INFORMATION FOR YOUR SAFETY

Home Building Inspection

There are several factors that you must assess before you enter a building that has recently been through a natural disaster. All of the factors listed below point to a potential unsafe environment, meaning that you should not enter the building because of the possibility of partial or total collapse. Many of these factors discussed are easy to see, especially if they are severe, but others are subtle and may require an extra detailed look. The first and foremost responsibility of a Block Captain is to be safe. If you become trapped, wounded or fatally injured, you will not be of value to the other residents that may need your assistance. Always have a buddy when you are entering a home.

Don't Enter The Building If... There are obvious signs that can be seen from the exterior of a home or other building that should act as a red flag to any Block Captain. If you see any of the following factors, do not enter the home. Instead, for your safety, utilize another method to determine if anyone is inside.

Roof sagging – A sagging roof indicates major damage to that portion of the roof. The damage could possibly be accompanied by a damaged support wall or beam. A sagging roof could easily fall on an unsuspecting victim in the event of an aftershock, or during further settling that can occur for some time after an incident.

Large cracks in sections of the structure – Large cracks in concrete structures, such as the cracks seen in Figure 1, are a sign of significant damage. However, be aware that it is possible for the frame of a home to shift and bend during seismic activity and not sustain heavy damage. If that occurs, light damage could be seen as a hairline crack and the siding, trim, or other surface will return to their normal position.



Figure 1

Brick or masonry chimney leaning towards the structure – This poses a potential hazard because the chimney could come crashing down on the home. The chimney could just be a facade, but be cautious of falling brick!

Exterior walls leaning out of plumb – Look at the pictures in figure 2 and 3 to get a better idea of how a building may look. Even though it is still standing, the building has suffered major damage to its structure and should not be entered. A building leaning out of plumb (leaning) could easily collapse with the slightest further movement.



Figure 2



Figure 3

Natural gas odor – Natural gas can be detected by its smell. As you go around a home to determine whether or not it is safe to enter, check the gas meter for any leaks. As you approach the meter, try to determine whether or not you can smell gas in the area. If you do, shut off the turn-off valve immediately. Otherwise, check each of the joints of the pipes and the meter, smelling around each one to verify that the integrity of the seal has not been broken. If gas is not detected, leave the meter on; the gas supply should only be turned off if an immediate threat or concern exists. If gas is detected, turn the valve to the off position – perpendicular to the pipe. The valve is usually located in a similar position as shown in figure 4.



Figure 4

If there is a gas leak, consider turning off the main electrical disconnect to the home as well. This may save you and others inside of the home from the threat of an explosion. This disconnect can usually be found near the electrical meter located at the back or side of the home. Flipping that switch will turn off all electrical power to the home.

If a gas leak is detected, do not enter the home until the gas has dissipated. Any spark created by you, another person, or an object has the potential to create a dangerous explosion.

Broken or loose electrical wires – Broken or loose electrical wires may be a sign of major damage to the foundation or structural integrity of the home. It may be wise to shut off the power supply to the home by switching the electrical disconnect found by the power meter to the off position. If you see the sign, look closely for the other signs described in this section to be sure that the structure is safe to enter.

Dangerous trees – After a seismic event or high winds, trees may become uprooted or become very weak and begin to fall. Be aware of large trees that are close to the home. If they are leaning towards the home or are even situated on the structure, that part of the home may be unsafe to enter. See figure 5.



Figure 5

Popping or cracking noise – A distinct popping or cracking noise is a sign that the frame of the home is in motion. Get away from the home and keep others away because it may collapse or experience considerable settling.

Broken glass above entry point – Broken glass above the entry point could easily fall as you try to enter the home. Vibrations from opening the door, bumping a wall, further settling, or an aftershock could cause the glass to fall on you or other personnel. Try to locate another entry point that will provide a safer way to enter the home. You could try to eliminate the threat of the broken glass if that is the only way into the home. Knock the glass down and then be careful as you go in and out of the home.

Once Inside the Structure... Once you have determined that it is safe to enter a home, constantly look for further signs of damage to the home as well as other safety concerns. Remember, you, the rescuer, are the most important person and must always be careful not to become trapped, injured or otherwise unable to render assistance. Also, always be aware of where you are inside of the home and the dangers that exist. Remember, if an earthquake has occurred, aftershocks can follow and have the potential to be as strong as the initial quake. Bookshelves, cabinets, wall hangings, light fixtures, and other objects can fall or be thrown, injuring an unsuspecting victim.

Large open cracks – In a home built with a wooden frame, sheetrock can crack under movement but will go back together leaving only the appearance of a hairline crack in the wall. If the sheetrock doesn't return to its normal position and you see a gap between the two pieces of sheetrock, there may be serious structural problems. See figure 6.



Figure 6

Be aware of natural gas or other gas smells – You have already checked the gas meter outside, but be aware of gas smells inside of the home. The meter and pipes outside of the home may not have sustained any damage during the disaster, but the pipes and fittings inside the home may be damaged, loose, or broken, and gas may be leaking inside of the home. If that is the case, exit the home as quickly as possible, and turn off the gas valve as described earlier. After the valve has been safely shut off and the main electrical disconnect is turned off, you may re-enter the home once the gas has dissipated.

Sagging beams across openings – Usually the doorframe is one of the strongest areas of a home due to the header above the door. If any area of the door opening is sagging, **DO NOT ENTER** the area because it is a very unstable, damaged area of the home and any other major movements that occur could cause that area of the home to collapse. Also, look at the ceiling of each room you enter. If any part of the ceiling is sagging, leave the room because any major movements could cause the ceiling to collapse.

Deformed studs in open bearing walls – This will be something you will only see in an unfinished basement. Normally studs are straight and not deformed, but after significant movement and damage, the studs may actually begin to bow and deform. If you see deformed studs, the home is not safe and you should evacuate all residents and stay out of the home. See figure 7.



Figure 7

Fire Suppression

A fire requires four things to ignite and spread: fuel, heat, oxygen, and a chemical reaction. Without any one of these elements a fire cannot exist and will begin to die or be immediately put out. Fire extinguishers, or other agents used in fire suppression, remove one or more of these elements. See figure 8

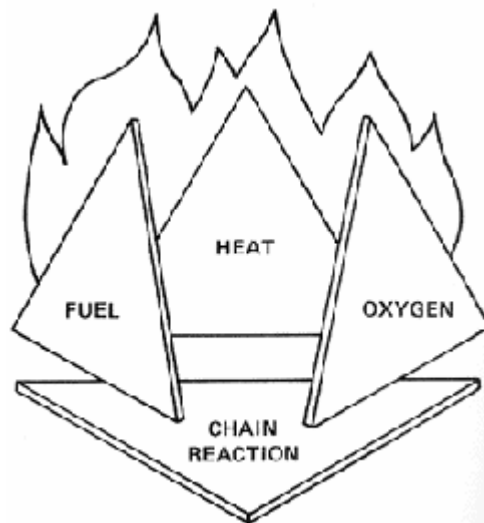


Figure 8

One of the most important things you must remember if you happen upon a fire is that you are not a firefighter. Be very, very careful. Fires can double in size every minute, which means that a

small manageable fire could engulf an entire room in a matter of minutes. With a typical fire extinguisher, you can put out a fire that is the size of a 55-gallon drum. Any larger than that and the fire is quickly becoming too large and the fumes and smoke can quickly overcome an unprotected rescuer.

There are five types of fires and multiple types of fire extinguishers so make sure to select the right extinguisher for the type of fire. Using the wrong agent could cause more damage by spreading the fire rather than putting the fire out. The following paragraphs will discuss the four classes of fires and the agents that should be used to extinguish each type of fire.

Class A – Class A fires are fires in ordinary combustibles such as wood, paper, cloth, trash, and plastics. Some examples of a Class A fire are a simple trash can fire, camp fire, or even most house fires. Fire extinguishers used to put out this type of fire will have one of the three agents: water, foam, wet chemical, or dry chemical. **Class A fire extinguishers** are denoted by the triangle symbol and/or the following picture.



Class B – Class B fires are fires in flammable liquids such as gasoline, petroleum oil and paint. Class B fires also include flammable gases such as propane and butane. Class B fires do not include fires involving cooking oils and grease. The actual liquid does not catch on fire because oxygen cannot penetrate deep enough into the liquid; therefore, the vapors of the liquid are actually burning and not the liquid itself. Class B fires are extinguished by foam, Carbon Dioxide (CO₂) or dry chemical. **Class B fire extinguishers** are denoted by the square symbol and/or the following picture.



Class C – Class C fires are fires involving energized electrical equipment such as motors, transformers, and appliances. A Class C fire is only considered as a Class C while it is energized; removing the electrical source will make the fire safer for you to fight. Class C fires are extinguished by CO2 or dry chemical. **Class C fire extinguishers** are denoted by the circle symbol and/or the following picture.



Class D – Class D fires are fires in combustible metals such as potassium, sodium, aluminum, and magnesium. Class D fires are extinguished by special, dry powder agents that usually remove the oxygen. It is unlikely that you would ever encounter a Class D fire, and if you did, do not try to fight it, evacuate the area and notify professional responders. If no one is available, the structure will just burn to the ground; you are not properly trained and qualified to fight a class D fire. **Class D fire extinguishers** are denoted by the star symbol.



Class K – Class K fires are fires in cooking oils, fats, and greases, such as animal fats and vegetable fats. Class K fires are usually found in kitchens and extinguished by wet chemical. Class K fire extinguishers are denoted by the oval symbol and/or the following picture.



How to extinguish small fires... With the information provided in this packet, you should not consider yourself able to fight all types of fires listed above. In fact, the only type of fire you should try to extinguish is the class A and B, if you have the correct extinguisher. In the right environment and having all the needed elements, a small fire can quickly grow consuming a room and filling large areas with dangerous smoke.

Before attempting to put out a fire, have a buddy, or back up go in with you. This buddy can be an extra set of eyes as you get closer to the small fire. Plus, the buddy would be able to help you if something were to happen. There are four steps that you should follow when you attempt to put out a fire. They can easily be remembered by the acronym ‘**PASS**’: **P**ull, **A**im, **S**queeze, and **S**weep.

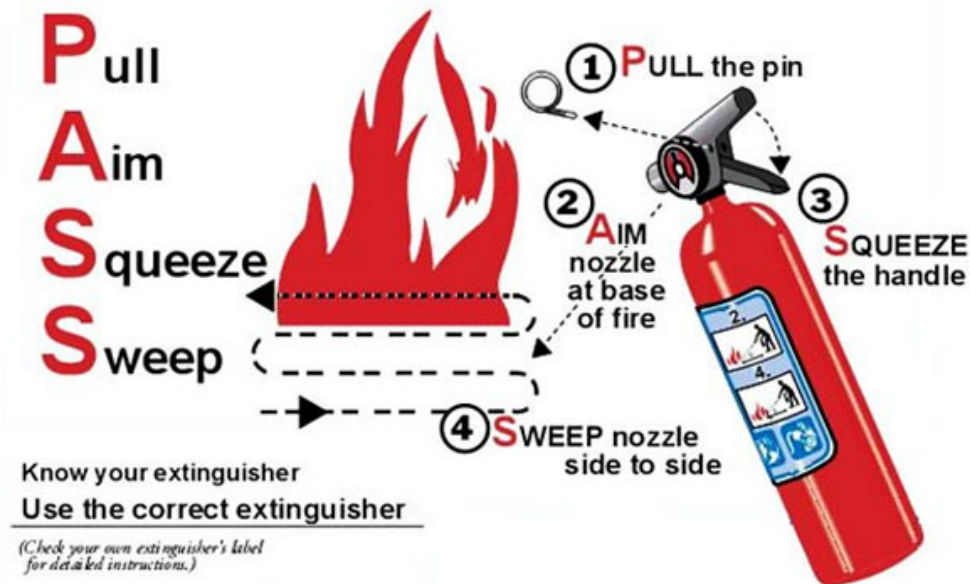
Pull – The first step is to pull the pin. Most fire extinguishers come with a safety pin in the handle that prevents accidental discharge of the agent. You must first pull this pin before anything else. Let your buddy know that you have pulled the pin and that you are going in, closer to the fire. Stay a safe distance from the fire, no closer than 3 feet.

Aim – In order to safely put out the fire, aim the extinguisher at the base of the fire. If you don’t, the fire could react.

Squeeze – After you have aimed at the base of the fire, squeeze the handle on the extinguisher to discharge the agent. Do not be afraid, fire extinguishers do not kick.

Sweep – Sweep the extinguisher back and forth across the entire base of the fire until the fire has successfully been put out.

To operate an extinguisher:



When you no longer see flames, release the handle and wait about 15 seconds. This will allow you to be sure that the fire is out. If there are any remnants of the fire, they will have flared up again in that time. If the flames kick up again, follow the same steps as described above until you are sure the fire is out.

Search, Rescue, and Triage

The term *triage* comes from the French word “to sort” and it is literally a sorting of the injured. If the extent of damage is great, you may need to quickly assess all residents in your block. The principle of triage is to stabilize someone so that they will live long enough for more help to arrive. You can achieve this goal by stabilizing the “Three Killers - Airway, Bleeding and Circulation (ABC)”. As a Block Captain your first responsibility is in your own home; make sure that all residents in your home are well, accounted for and that your home is safe. If it is not, evacuate those in your home according to your family plan. Having checked your home, you should then proceed to check on all neighbors and each residence on your block, with a buddy, to determine their status and whereabouts. Only after you have checked all victims, can you accurately commit resources according to priorities.

Rapid Assessment... The goal of the rapid assessment is to spend about 2 minutes (initially) with each victim to stabilize the “Three Killer ABCs.” Start the assessment at the head and proceed down the body to the feet, following a consistent pattern to ensure that you completely check each victim.

Airway – As you approach each victim, announce your presence and what you are doing. If you get a response, they are breathing and you don’t need to check their airway any further. If you do not get a response, tilt the head back to open the airway and place your ear close to the victim’s mouth. With your ear by their mouth listen for breathing, look at their chest to see if it rises and falls, and feel for abdominal movement with your hands. If the victim is not breathing, use a neighbor to begin CPR and breathing assistance. As difficult as it may be for you to leave that person, you must continue checking the other homes to be sure that there aren’t others in a similar situation. After you have checked all other homes, you can dedicate your time to those that are seriously injured.

Bleeding – As you inspect a victim, you will most likely notice any major bleeding. To be sure, you can check the arms, chest, ribs, stomach, pelvis, legs, and feet by swiping your hands across the body part. If you find any major bleeding, then wrap it with a bandage, apply direct pressure, and/or elevate the wound.

Circulation – After the body has suffered significant trauma, a natural response is to conserve all blood for vital organs, which can lead to shock. Consequently, you need to check each victim for symptoms of shock.

As you check for shock, look for three symptoms: 1) rapid, shallow breathing; 2) cold, pale skin (capillary refill time greater than 2 seconds), and 3) failure to respond to simple commands. Treating a victim for shock is a simple, yet life-saving tactic. Follow the 3 steps listed below:

1. Lay the victim on their back and elevate their feet 6-10 inches.
2. Maintain their body temperature by covering them with a blanket or coat.
3. Avoid rough or excessive handling.

By following these three, simple steps, you can save the life of someone who could have otherwise died of shock.

Disaster Medical... For further disaster medical training, the City of Orem recommends that any residents who can receive basic First-Aid Training from the American Red Cross. The Mountain Valley Chapter of the American Red Cross is located at 865 Freedom Blvd 200 West, Provo, UT 4604 and can be contacted at 801-373-8580. To organize training for a large group, you must have at least 15 people and they can come to any location. Prices for their courses depend on the size of the group and the materials requested. If you wish to take the training on your own, contact the Red Cross for their training schedule.

FLAGS (COLOR CARDS)

Each home should prepare, before a disaster, a set of three flags and three 36" lengths of 1" wide ribbon or sheets of colored paper: Green, Yellow and Red. The **GREEN** flag and/or ribbon signals that all the residents in the home are well. The **YELLOW** flag and/or ribbon signals that some individuals in the home have sustained minor injuries and could use help, when help is available. The **RED** flag and/or ribbon signals to all that someone in the home has sustained major injuries and requires help immediately.

Immediately following a disaster, the Block Captain should train the residents to assess each person in the home as well as the structure itself. After they complete this assessment, they should flag their home according to their needs. Residents should place their flag and ribbon on the door, near the knob.

As a Block Captain, you need to check all homes before you commit your time to any one victim or situation. This may be difficult to do because you may want to stay with someone and provide comfort and care. You must remember that you have a responsibility to everyone in the block. You can, however, "recruit" fellow neighbors to stay with someone that is injured or to secure a home from anyone trying to go inside because of extensive damages.

DOCUMENT AND REPORT

This is the final step in the initial disaster response. Although it is the last step, it is one of the most important. Your reports help determine priorities for response, as well as, our needs from other state and federal agencies. They also protect you from any possible liability if done correctly. Reports should be sent to the Neighborhood Captain as soon as possible.

Documentation... is a critical element of disaster response that can easily be forgotten or skipped because it is seen as a nuisance. To the contrary, documentation will save you from duplicating efforts. It will also help you to remember important facts and ensure continued accuracy as reports are passed from person to person.

Report... Once you have gathered critical information from your neighbors, all reports are to be taken via runners to the Neighborhood Captain. The Neighborhood Captain will compile the reports from all the Block Captains in the District and will then make a complete report and give it to the Area Emergency Coordinator. Each Area Emergency Coordinator will then take all reports and give them to the City of Orem EOC.

At the same time, CERT members will gather information given to them by the Block Captain and Neighborhood Emergency Coordinator to begin their rescue activity. Once again, critical information includes: victims, injuries, missing persons and possible locations, and major infrastructure damage.