

Sunnyvale SNAP  
2013 City Emergency Exercise

# Group Leader Handbook



When a 6.9 earthquake strikes Sunnyvale will you know what to do?

CITY EMERGENCY EXERCISE

Saturday  
October 26  
9am - 1pm



Sign up at: [OES.inSunnyvale.com](http://OES.inSunnyvale.com)

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[OES.inSunnyvale.com](http://OES.inSunnyvale.com)

### **This is an Exercise**

*On Saturday, October 26, 2013 at 9am, a simulated 6.9 earthquake on the Hayward Fault strikes Sunnyvale. You're ok and your family is ok, but what's next?*

*This exercise is intended to help our community practice disaster-response skills.*

*All individuals, businesses, and neighborhood groups in Sunnyvale are encouraged to participate, regardless of training or experience.*

### **This is an Exercise**

## **EXERCISE OBJECTIVES**

The objective of the 2013 citywide exercise is to give individuals and groups the opportunity to:

1. Practice emergency communications
2. Conduct fire prevention activities and practice fire suppression skills
3. Perform a damage assessment of the neighborhood

*This is a self-directed exercise.* Each individual and neighborhood group will determine which objectives are appropriate to attempt. Some groups may wish to expand the exercise to include additional response strategies, or to scale back and practice fewer objectives. For more background see **Appendix A, Background, Mission, and Focus for 2013.**

## EXERCISE SCHEDULE

SATURDAY, OCTOBER 26, 2013

- 9:00 AM - 11:00 AM Citywide Exercise
- 11:00 AM - 11:30 AM Neighborhood Feedback Session
- 12:00 PM - 1:00 PM Citywide Exercise Debriefing

The exercise will proceed according to the level and pace of participation chosen by the individual or by the group leader. The exercise will conclude after completion of operations and attainment of the group's specific exercise objectives, or 11:00 AM, whichever occurs first.

## EXERCISE DAY ACTIVITIES IN BRIEF

### Before the exercise:

- Sign up at [OES.inSunnyvale.com](http://OES.inSunnyvale.com)
- Group Leaders: Plan ahead. Have all your plans in place for your group's actions during the exercise. Refer to **Appendix B, Checklist for Group Leaders**
- Individual Participants: Connect with your neighborhood group, if your neighborhood is organized. If your neighborhood is not organized, you may participate in the exercise individually.

### RELATED INFO

Checklist for Group Leaders – Appendix B

### Start of exercise:

- Communicate with your Out-of-Area Contact – see **Appendix D, Emergency Communications**
- Receive the City's Nixle test message – Advance sign-up is required; see **Appendix D**
- Tune in to 1680 AM radio for the City's radio broadcast message; see **Appendix D**
- See **Appendix C, Suggested Exercise Activities, Appendix E, Fire Safety/Fire Suppression Activities, and Appendix F, Damage Assessment Activities** for more activities and details

### RELATED INFO

Suggested Exercise Activities – Appendix C

Emergency Communications – Appendix D

Fire Safety/Fire Suppression Activities – Appendix E

Damage Assessment Activities – Appendix F

### Scenarios (steps are performed if your group is using scenarios):

- Group leaders: Send out your group's Damage Assessment Team to find the emergency scenarios
- Communicate the scenarios to the Neighborhood Incident Command Post
- Respond to the emergency scenarios (if applicable). See **Appendix H, Sample Exercise Scenarios**.

- Prepare emergency messages about your scenarios using the information in **Appendix D** and the message form in **Appendix G, Message/Communications Form**
- Keep a copy of all radio messages to hand in at the Debriefing
- Deliver emergency messages to your assigned fire station as described in **Appendix D**
- Meet with fire department officials (if they come to your neighborhood) and brief them on what your group needs (equipment, professional rescues, etc.), using **Appendix I, Neighborhood Damage Assessment Form**, as a template if applicable.
- Fill out the Neighborhood Damage Assessment Form in **Appendix I** and deliver it to your assigned fire station near the end of the exercise (if applicable).

#### RELATED INFO

Emergency Communications – Appendix D

Message/Communications Form – Appendix G

Sample Exercise Scenarios – Appendix H

Neighborhood Damage Assessment Form – Appendix I

#### End of exercise:

- Meet with your group participants for a feedback session to discuss lessons learned and areas for improvement
- Fill out the Exercise Feedback Form (**Appendix J**)
- One representative for each group should attend the Exercise Debriefing at the debriefing location in **Appendix K**. Bring the following completed forms with you:
  - Exercise Feedback Form (**Appendix J**)
  - Copies of your emergency messages
- Individuals who are not associated with a group are also welcome to attend the debriefing.
- Plan a follow-up meeting with your group to discuss ways to improve operations

#### RELATED INFO

Exercise Feedback Form – Appendix J

Directions to Exercise Debriefing – Appendix K

## EXERCISE RULES

- 9-1-1 **WILL NOT** be used during the exercise. Use 9-1-1 only if there is a real injury or emergency.
- This is a functional exercise, not a full-scale exercise. Any emergency response from outside agencies (such as ambulances and hospitals) will be simulated. Groups that are simulating injured persons should simulate the transfer of injured persons to these agencies.
- For this exercise, the Sunnyvale Emergency Operations Center will not be formally staffed, other than to have a designated ham radio operator receiving messages.
- Weather for the scenario is whatever the conditions are truly present on the date of the exercise. The exercise will not be canceled except for truly hazardous conditions.
- All exercise communications will begin and end with the statement **“THIS IS AN EXERCISE.”** This precaution is taken so that anyone who overhears the conversation will not mistake exercise play for a real-world emergency.
- Participating SNAP neighborhood groups should designate one member to be a Safety Officer. See **Appendix K, Safety Plan and Safety Officer.**

## EXERCISE EVALUATION

Immediately after the exercise ends, participants in each neighborhood will gather for a feedback session to discuss their comments, questions, and lessons learned.

- Each group leader will use the Exercise Feedback Form (**Appendix J**) to record their experiences.
- A citywide Exercise Debriefing will be held after the exercise to share participant experiences and provide feedback to the planning committee on what went well, what didn't go well, and what can be improved.
- Group leaders will bring their Exercise Feedback Forms and copies of scenario messages to the Debriefing. See **Appendix K** for directions to the Debriefing location.
- Feedback forms will be compiled into an official After Action Report by the Sunnyvale SNAP Exercise Planning Team. The report will include recommendations for future exercises and programs based on comments and suggestions from participants. It will be distributed via electronic copy to all participating group leaders and will be available on the City's Office of Emergency Services web page, [OES.inSunnyvale.com](http://OES.inSunnyvale.com)

### RELATED INFO

Exercise Feedback Form – Appendix J

Directions to Exercise Debriefing – Appendix K

## APPENDIX A: BACKGROUND, MISSION AND FOCUS FOR 2013

### BACKGROUND

- The Sunnyvale SNAP Citywide Exercise is an extension of the SNAP training program. For more information see: [OES.inSunnyvale.com](http://OES.inSunnyvale.com)

### MISSION

The purpose of the Sunnyvale SNAP Citywide Exercise is to provide an opportunity for Sunnyvale citizens to practice disaster response activities and skills associated with operating a Neighborhood Incident Command Center. All individuals and neighborhood groups are encouraged to participate, regardless of their SNAP training status or previous participation in City disaster preparedness activities.

### FOCUS FOR 2013

The focuses of the 2013 Sunnyvale Citywide Exercise are:

- Practice emergency communications
- Conduct fire prevention activities and practice fire suppression skills
- Perform a damage assessment of the neighborhood

#### *Emergency Communications*

A coordinated emergency response depends on clear, efficient communication. Critical information needs to be shared between individuals, neighborhoods, emergency responders and the Emergency Operations Center.

Communications components of this exercise include practicing:

- Contacting family members via the Out-of-Area Contact
- Communicating with neighbors
- Receiving emergency information from the City
- Sending clear information to the Emergency Operations Center

#### RELATED INFO

Emergency Communications - Appendix D

*Everyone participating in the exercise is encouraged to engage in the emergency communication activities described in **Appendix D**.*

#### *Fire Prevention and Suppression*

Earthquakes can start fires, and those fires can cause more damage than the earthquake itself. Prompt, safe, and effective suppression of small fires by neighborhood volunteers and SNAP teams will be critically important. Fire prevention actions before an earthquake can be equally critical in mitigating the potential impact of the disaster.

#### RELATED INFO

Fire Safety/Fire Suppression Activities – Appendix E

Fire safety components of this exercise can include:

- Conducting fire prevention activities in and around the home
- Practicing suppression of simulated fires with a garden hose

See **Appendix E** for Fire Safety/Suppression activities.

### *Damage Assessment*

The Sunnyvale Fire Department and Office of Emergency Services request that SNAP groups provide information on damaged structures, injuries, and fatalities to the Emergency Operations Center following an actual incident (like an earthquake). This information may be requested immediately following the incident, and updates may be requested on a regular basis.

#### RELATED INFO

Damage Assessment Activities – Appendix F

Neighborhood Damage Assessment Form – Appendix I

Damage assessment activities in this exercise can include:

- Observing and documenting hazards in the neighborhood, including structural damage and fires
- Accurately filling in the Damage Assessment Form in **Appendix I**

See **Appendix F** for Damage Assessment Activities.

## APPENDIX B. CHECKLIST FOR GROUP LEADERS

	<ul style="list-style-type: none"> <li>• <b>Make sure your group and all group members are registered for the exercise.</b> Visit <a href="http://OES.inSunnyvale.com">OES.inSunnyvale.com</a> to register. ALL PARTICIPANTS (whether participating in groups or individually) SHOULD REGISTER FOR THE EXERCISE.</li> </ul>
	<p><b>Confirm members of your neighborhood’s exercise planning team</b>, and determine the date, time and location of exercise planning meetings for your group. Use the meetings to plan your group’s activities before the exercise. Identify any resources you need to obtain before the exercise, plus any skills to practice in advance.</p>
	<p><b>Identify publicity strategies to promote participation</b> in the exercise and in your group’s exercise planning meetings. See Sample Publicity Flyer in <b>Appendix N</b> to advertise your participation.</p>
	<p><b>Create/update your group rosters, neighborhood maps, and equipment lists.</b></p>
	<p><b>Register for Sunnyvale emergency messages (Nixle), and encourage group members to do so.</b> See <b>Appendix D, Emergency Communications</b> for details.</p>
	<p><b>Participate in the pre-exercise activities.</b> This involves step-by-step preparedness handouts and reminders for your group members in the weeks before the exercise. Additional materials will be posted on the exercise website several weeks before the event. These materials will prompt residents to become better prepared and to reach out to their less-prepared neighbors.</p>
	<p><b>Identify the closest two fire stations to your neighborhood, including your assigned fire station.</b> Consider the different routes for runners from your neighborhood to these stations, and how they might be affected by a major earthquake. See assigned fire districts here: <a href="http://Fire.inSunnyvale.com">Fire.inSunnyvale.com</a></p>
	<p><b>Identify any other nearby organized groups and coordinate with them (if applicable).</b></p>
	<p><b>Identify a member of your group who will act as the Safety Officer during the Exercise.</b> See <b>Appendix L</b> for details of the Safety Plan and Safety Officer.</p>
	<p><b>Choose your group's scenarios for the exercise.</b> Detailed exercise recommendations are included in <b>Appendix C, E, and F</b>. Sample scenarios are included in <b>Appendix H</b>. Groups are encouraged to create new scenarios to report. Neighborhood groups may also choose to simulate the scenarios and the group's emergency response during the course of the exercise to practice internal operations and communications. Groups should tailor the scenarios for their experience level. Review the exercise forms in advance.</p>
	<p><b>Participate in the Exercise.</b></p>
	<p>Sunnyvale Fire Department representatives may visit groups on the day of the exercise. If they arrive in your neighborhood, the Neighborhood Incident Commander should be</p>

	<p>prepared to provide them with a simulated list of requested supplies and situations needing professional assistance. One technique is to use the Damage Assessment Form (<b>Appendix I</b>) to keep track of all neighborhood problems and need to be reported. In an actual disaster this type of information exchange may be helpful to professional responders. The Incident Commander needs to be prepared.</p>
	<p><b>Record feedback on the Exercise Feedback Form (Appendix J) for the Debriefing</b> after the exercise, but before 12 pm.</p>
	<p><b>Attend the Exercise Debriefing</b> between noon -1 pm (directions and location to the Debriefing are located in <b>Appendix K</b>). Be prepared to discuss lessons learned or questions for discussion. Submit your completed Feedback Forms and copies of your emergency messages. Make sure your group name is on all your documents.</p>
	<p><b>Plan a follow-up meeting with your neighborhood group members</b> to build on the momentum of the experience. Discuss lessons learned, identify action items, and encourage additional SNAP training and other preparedness activities.</p>

## APPENDIX C. SUGGESTED EXERCISE ACTIVITIES

Participants should decide, in advance, which activities they wish to attempt based upon their resources and skill level.

**Level 1: Activities appropriate for everyone.** Participants may have little or no SNAP training, or are not in a neighborhood group.

**Level 2: Activities appropriate for small groups** with no or few participants having SNAP training.

**Level 3: Activities appropriate for organized groups** with participants who have SNAP training.

Everyone can participate in Level 1 activities. These activities can be completed by individuals whether or not they are involved in an organized neighborhood group.

Each organized neighborhood group (Levels 2 and 3) should choose or create scenarios appropriate for their area. Examples of neighborhood scenarios are included in **Appendix H**, to be used as experience level permits. Groups should choose scenarios that are appropriate for the group's location.

Participating groups should focus on the primary exercise objectives outlined in this handbook, but groups are encouraged to modify the objectives as necessary based on their size, level of experience, and location.

### LEVEL 1 ACTIVITIES (appropriate for individuals and groups)

- **Call or text your Out-of-Area Contact.** See Appendix D for details and a sample message.
- **Receive an exercise text message from the Sunnyvale Emergency Notification System.** You must sign up for text notification of the emergency exercise before the exercise. See Appendix D
- **Listen for important information on 1680 AM radio.** Radio 1680 AM is the City's emergency information radio broadcast. See Appendix D
- **Prepare and check emergency supplies** and equipment such as food, water, fire extinguisher, smoke detectors. Make sure you have enough supplies for 14 days and that supplies are not outdated
- **Check your home** for safety hazards, such as unsecured, tall furniture, wall hangings or a water heater
- **Locate the gas, water and electrical shutoffs** outside of your home



- **Develop a home evacuation plan** including out of area contact and relocation site
- **Remove fire fuel sources** from around your home – see Appendix E
- **Locate two fire stations** nearest your neighborhood – see Appendix E
- **Know your neighborhood pets.** Under stress, like people, animals can react in unexpected way. Always approach with caution. Learn more about animals in disasters at <http://www.ready.gov/animals>

## LEVEL 2 ACTIVITIES

- **Create a layout map** of your area/neighborhood including addresses, location of gas, water, and electrical shutoffs, fire hydrants, group assembly location and evacuation routes
- **Tour your neighborhood** to locate gas, water & electrical shut offs and potential fire and safety hazards such as overgrown vegetation and high power utility poles
- **Prepare an emergency evacuation kit**
- **Practice fire suppression using a garden hose** – see Appendix E
- **Prepare a message** to be delivered to your nearest fire station. The message should communicate simulated damage from your scenario. See Appendix D for emergency communications details
- **Damage Assessment** can be performed by SNAP trained personnel, which do not have a small group, at the Fire Station #2 at the corner of Wolfe and Arques. A laptop will display a series of photos that need to be assessed.



## LEVEL 3 ACTIVITIES

- **Set up a neighborhood incident command center.** It is recommended that the Neighborhood Incident Command Center be set up prior to the start of the exercise at 9:00 am. This will give participants a chance to arrive and check in without waiting for the command staff to set up status boards, reception tables, etc.
- **Simulate emergency scenarios and responses in the neighborhood.** One way to do this is to post cards on front doors with scenarios printed on them before the exercise. Have the group's responders communicate with the Neighborhood Incident Command Post to deal with the situations.
- **Identify damage, fire and safety hazards in your neighborhood** using the damage assessment form in Appendix I
- **Implement fire reduction and hazard reduction measures** using the scenarios in Appendix H and activities in Appendix E
- **Communicate damage and hazard vulnerability to the City** as described in Appendix

## APPENDIX D: EMERGENCY COMMUNICATIONS

Everyone participating in the exercise is encouraged to attempt one or more objectives related to emergency communications. Here are basic guidelines for the various methods of communication in this exercise.

### COMMUNICATIONS FROM THE CITY OF SUNNYVALE TO PARTICIPANTS

#### *SUNNYVALE COMMUNITY INFORMATION SERVICES - NIXLE*

During the exercise, the City of Sunnyvale will send alerts to community members who have signed up at the Sunnyvale Community Information Service – Nixle website:

To sign up for emergency alerts, visit:  
[www.nixle.com](http://www.nixle.com)

#### *SUNNYVALE EMERGENCY RADIO FREQUENCY*

During the exercise, the City of Sunnyvale will test the broadcast of emergency information on the emergency radio frequency 1680 AM. All participants are encouraged to listen for exercise information.

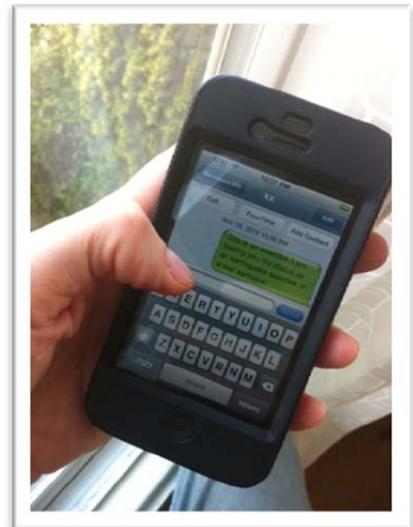
This is one way that the city can distribute important public information in emergency situations. If you cannot hear the message, try moving to a different part of the house or neighborhood, or try using a different radio.

### INDIVIDUAL AND GROUP COMMUNICATION

#### *Out-of-Area Contact Phone Calls and Text Messages*

In an emergency, communication within the disaster area may be severely restricted. Real life experience shows that it can be easier to reach someone far away than a person located within the disaster area. Texting may be possible even when cell phone systems are unable to handle voice calls.

An Out-of-Area Contact for your family can receive and relay information between family members. Everyone in the family should know who that person is (and that person should know their role in a true emergency) and be prepared to call or text the contact with brief messages (e.g. where they are, how they are, what they plan to do next, and the current time as this can help locate and reunite family members.)



On the day of the Citywide Exercise, everyone should contact an Out-of-Area Contact with a brief message. Be sure to clearly state that this is an exercise. Here is an example:

THIS IS AN EARTHQUAKE EXERCISE. I am OK. I am home at 1234 Jones St. and will stay here. Jamie is here with me. It is 11:30 am. Please keep a record of this message and relay as needed. Please respond so I know you got this. Love you, MaryBeth.

Cell phones, household landlines, and pay phones all run on different systems, so a pay phone may be functional even if your household line is down. Locate the nearest two working pay phones to your home and/or office. (Note: Not all pay phones have 24-hour service.) Using a brief message as in the text example above, call your Out-of-Area Contact.

### *Communication within the Neighborhood*

Two basic methods of communication within the neighborhood are two-way radios (walkie-talkies) and runners/bikers. Each method has its benefits and drawbacks. Two-way radios can complicate matters if users do not follow basic radio protocols or if the radio reception is poor. Runners take more time, but do not depend on technology or electrical or battery power.

#### **When using two-way radios within your neighborhood:**

- Precede all radio transmissions with the phrase **“THIS IS AN EXERCISE”**
- Be aware of any areas of your neighborhood where the radios may not work (“dead zones”).
- Use plain language (without codes or acronyms). Some common radio terms, such as “Copy,” “Over” and “Out”, are easy to remember and will help keep your radio transmissions clear, organized and brief. The generic radio call includes: Who you are calling, who you are, and what you need.
- **USE AN OFFICIAL NAME FOR YOUR NEIGHBORHOOD GROUP!** Pick something short and descriptive of your location (such as Shattuck and University, or 1900 Stuart). There may be hundreds of radios in use during a disaster with everyone competing for an open frequency. Make sure everyone in your group is using your group's official name in their transmissions to avoid confusion.
- Tape important reminders on the back of your radios (e.g., radio channel and official group name)
- Plan for message relay points to cover dead zones. A second person with a radio located between the Command Center and the dead zone can relay messages.

#### **When using runners within your neighborhood:**

Confusion is less likely when sending a written message by runner/biker who can confirm or clarify the message in person. Write your messages legibly using the form in **Appendix G**. Using runners can drain your resources, but it is a possible use of untrained participants. Print out maps of routes in advance.

- When a response team is sent on assignment without a two-way radio, send an extra person on the team as a runner to convey information back to the Neighborhood Incident Command Center
- Runners should carry a pad and pen. Duplicate paper, such as telephone message pads, can preserve a record of messages
- Make sure runners have instructions about where to go, when and where to report back, and safety precautions along the way
- Runners can be even more effective if they use bicycles, or other human-powered transport. Use caution for debris, especially sharp objects that can puncture tires.
- Runners don't have to actually "run" to deliver messages
- Stay Safe!

### *Communication from the Neighborhood to the Emergency Operations Center*

If the 9-1-1 system is down, individuals and neighborhoods may be able to report emergency information to the City Emergency Operations Center via their local fire stations and ham radio operators. Be advised that help may not arrive for several days due to higher priorities. However, critical information should be reported so that Emergency Operations Center is aware of urgent needs.

Keep the following points in mind when preparing to send a message:

- Messages should be hand-written on the Message/Communications Form (**Appendix G**) and approved by the Neighborhood Incident Commander. An example message is included in Appendix G.
- All messages should contain: group name and location, full exact address (including St. or Ave.) of the incident you are reporting, including building/unit number, and the type of report (status report or request for assistance). Give concise details such as the extent of the problem and the number of people affected.
- Each message must cover only *one* issue. Send separate messages for separate issues. This allows the Emergency Operations Center personnel to route your messages to the correct agencies.
- The written message should be delivered to a ham radio operator (either in your neighborhood or in your assigned fire station) who will relay the message to the Emergency Operations Center. For the purpose of this exercise, do not attempt to hand-deliver the written messages directly to the City's Emergency Operations.

## APPENDIX E: FIRE SAFETY/SUPPRESSION ACTIVITIES

Everyone participating in the exercise is encouraged to attempt one or more objectives related to fire safety and suppression. Here are some possible fire safety/fire suppression activities.

### Individuals or Groups

#### *Clear Fire Fuel From Around the Home*

- Clear weeds and all dead plant material on parcels from property line to property line. Trees, ornamental shrubbery or green plants used as ground cover need not be removed
- Remove combustibles, leaves and pine needles from roof
- Remove any portion of a tree within 10' of the chimney outlet
- Remove combustible grass and weeds within 10' of roadway
- Remove limbs 1/3 the tree's height from the ground and remove all vines from tree trunk

#### *Test Smoke Alarms*

- Test smoke alarms by pushing the test button on each alarm, or in accordance with the manufacturer recommendations
- Replace batteries in alarms that are not working, or replace the alarm if necessary
- See also: <http://www.usfa.fema.gov/downloads/pyfff/smkalarm.html>

#### *Check Fire Extinguishers*

- Locate fire extinguishers
- On extinguishers with a pressure gauge, check that the level is in the green zone
- Ensure that the pin is intact on the handle
- If your manufacturer recommends it, shake the extinguisher to prevent the powder from packing
- See also: <http://www.fire-extinguisher101.com/careandmaintenance.html>

#### *Locate Gas Shut-offs*

- Locate gas shut-off for your home; see <http://www.pge.com/myhome/edusafety/gaselectricsafety/turngasoff/>
- **DO NOT** turn off your gas, but ensure that a tool to turn off the gas is in an accessible location near the shut-off

#### *Check Garden Hoses*

- Locate garden hose shutoffs
- Have (a) 5/8 inch or larger garden hose(s) attached and coiled for quick deployment
- Keep garden hose(s) long enough to reach any area of home and/or multiple garden hoses around the exterior of the house
- Utilize a fog/straight stream nozzle

### Individual Exercise

### *Practice Using Your Own Garden Hose on a Simulated Fire*

Review **Fire Safety: The SNAP Member's Role** Video, here:

<http://www.citizencorps.gov/SNAP/videos/FireSafety/index.shtm>

- Locate garden hose
- Attach a high flow nozzle to the hose, as seen in photos
- Keep nozzle in “off” position
- Grab coiled hose and stretch out fully
- Open water valve
- Turn on water at nozzle and direct straight stream at base of a simulated fire from a safe distance
- Sweep back and forth
- Use fog pattern as you approach the fire

### **Group Exercise**

#### *Practice using Garden Hoses on a Simulated Fire*

Using a simulated fire, such as a flame shaped piece of cardboard. Simulated fires can be labeled to simulate different class fires. For example, the three fires could be labeled “Wood,” “Grease,” and “Electrical.” One fire could be labeled with a HazMat symbol indicating that the fire is not appropriate for SNAP action.

Review **Fire Safety: The SNAP Member's Role** Video,

here: <https://www.fema.gov/media-library/assets/documents/28724?id=6375>

- Determine the class of fire to see if using garden hose is appropriate
- Locate garden hose
- Grab coiled hose and stretch out fully
- Open water valve
- Turn on water at nozzle and direct stream at base of fire
- Sweep back and forth



*Utilize the straight stream for initial fire suppression from a safe distance.*



*As you approach the fire, widen the spray pattern to a fog to absorb heat and provide protection to yourself*

## APPENDIX F: DAMAGE ASSESSMENT ACTIVITIES

The Emergency Operations Center (EOC) needs to know quickly about the extent of the disaster to assign city resources where needed.

The goals of damage assessment activities in this exercise are the following:

- Identify the nature, location and intensity of fires, hazards, or incidents in the neighborhood, resources available to reduce the fire or hazard/incident(s), and actions taken to minimize the fire or hazard/incident(s).
- Accurately communicate hazards to the EOC

### Damage Assessment Activities

#### *Assumptions for the SNAP Assessment*

- Initially, speed is more important than thoroughness
- In most houses, people who are able to do so will come out of the house to see what is going on or to look for help
- In a real emergency, the damage assessment for each building or structure would begin with an initial "lap around" to assess the condition from all sides. For this exercise, participants are to observe from publicly accessible locations only.

#### *Group Leaders*

- Create exercise scenarios that simulate hazards for response teams to find and report back to the Incident Commander. One method is to post simulated hazards on cards on the doors of homes in the neighborhood. Sample exercise scenarios can be found in **Appendix H**.
- When hazards are reported by your damage assessment teams, report hazards to your fire station as described in **Appendix D, Emergency Communication**.
- Gather and retain damage assessment forms for your neighborhood; these can be delivered to your fire station by runner, given to a fire department representative if they visit your group, or brought with you to the debriefing.

#### *Steps for the Damage Assessment*

- Check in with the Incident Commander and receive your assignment
- Work in teams of a minimum of two
- Step out to where you have a good view and look up and down the block for obvious major hazards, including:
  - Smoke or fire – if night, look for unusual glow or flickering
  - Road blockages, bridges and tunnels collapsed
  - Flooding
  - Utilities damaged, downed electrical wires
- As you move through the neighborhood—**Stay Safe!**
  - Walk, do not run
  - Ask yourself, “Is there anything I hear, see, or smell that can endanger me, or anyone nearby?”

- Observe the scene from the sky to the ground:
  - a) Look above
  - b) Look to the middle
  - c) Look on the ground
- If safe, walk to your assigned area, looking over each structure as well as the roadways.
- At each house or structure do the following:
  - Conduct an exterior structural assessment, based upon what can be seen from the curb or sidewalk. The building should be able to be viewed on three sides from the curb.
  - Identify obvious hazards and structural damage.
  - Observe and speak with any victims or bystanders who can be seen. Try to find out the number of people involved at that location and their condition (injured, trapped, missing, etc.).
- As you proceed with your area walk-through, immediately report urgent information such as fire, injured persons, or gas leaks to the Incident Commander.
- Fill out the Damage Assessment Form in **Appendix I** and deliver it to the Incident Commander. A sample completed Damage Assessment Form can be found in **Appendix I**.

## APPENDIX G: MESSAGE/COMMUNICATIONS FORM

<b>SNAP/EOC MESSAGE FORM</b>	<b>SNAP msg. #</b>		<b>EOC msg. #</b>

<b>Date:</b> (MM/DD/YY) <sup>1</sup>  _ / _ / _			
<b>Time:</b> (24 hour clock)  _____			
0001 to 2400 2:00 PM = (12+2) = 1400 Hrs			

<b>To:</b>	<b>EOC</b> <sup>7</sup>	<b>From:</b>	<b>FS</b> <sup>8</sup>
	Sunnyvale <sup>9</sup>		
	Name: (optional)		Name: (optional)
	Telephone #: (optional)		Telephone #: (optional)

**SUBJECT:** <sup>10</sup> Damage Summary For: \_\_\_\_\_

**REFERENCE** (e.g., Number of earlier msg.): <sup>11</sup> \_\_\_\_\_

Fill in the blanks with your current Damage Assessment column totals <sup>12</sup>:

Fire		Hazards				Buildings			People				Roads			
12a	12b	12c	12d	12e	12f	12g	12h	12j	12k	12m	12n	12p	12q	12r	12s	12t
Burning	Out	Gas Leak	H2O Leak	Electrical	Chemical	Light	Moderate	Heavy	Immediate	Delayed	Trapped	Morgue	Access	No Access	Other	Assigned Completed

**12u:** Message (what, when, where needed, how long: contact name and phone number) Keep Msg Brief

**13.) Action taken: (for use by Originator/Recipient) -> use separate Message form if sending a reply**

CC:     Management     Operations     Planning     Logistics     Finance

**Operator Use Only:** <sup>14.</sup>

How Received <input type="checkbox"/> or Sent X (✓one)	Operator Call Sign:
<input type="checkbox"/> Telephone <input type="checkbox"/> Dispatch Center	Operator Name:
<input type="checkbox"/> EOC Radio <input type="checkbox"/> FAX <input type="checkbox"/> Courier	
<input type="checkbox"/> Amateur Radio <input type="checkbox"/> Other _____	Date: _____ Time: _____

## APPENDIX G: MESSAGE/COMMUNICATIONS FORM

### Instructions for this form:

SNAP msg # is the fire station tactical call plus sequential message number.  
e.g. FS-1-001, FS-1-002

EOC msg # is assigned by EOC radio room operator (no action required by SNAP).

Date and Time as described in each box.

To and From information. From is the tactical fire station call. e.g. FS-1

The Damage Assessment Survey Summary from the SNAP Survey is recorded in fields 12a through 12u

Addresses of Fire Stations are:

<u>Description</u>	<u>Location</u>
1. [FS-1]Fire Station #1	171 N. Mathilda Ave./Calif. Ave.
2. [FS-2]Fire Station #2	795 Arques Ave./Wolfe Rd.
3. [FS-3]Fire Station #3	910 Ticonderoga Dr./Mary Ave
4. [FS-4]Fire Station #4	996 Wolfe Rd./Maria Lane
5. [FS-5]Fire Station #5	1120 Innovation Way/N. Mathilda Ave.
6. [FS-6]Fire Station #6	1282 N. Lawrence St. Rd./Elko Dr.

Note: [FS-x] is the tactical designator for the fire station.

*This list of Fire Stations is from the SARES Emergency Plan. Tactical call signs are within the brackets under the description. SNAP Message Numbers will use the tactical call plus a numerical message number.*

*Example: FS-1-001 for the first message from Fire Station 1*

# APPENDIX G: MESSAGE/COMMUNICATIONS FORM

Required fields on this form:

SNAP msg # is the fire station tactical call plus sequential message number.  
e.g. FS-1-001, FS-1-002

Date and Time as described

EOC msg # is assigned by EOC radio room operator

To and From information. From is the tactical fire station call. e.g. FS-1

The Damage Assessment Survey Summary from the SNAP Survey in fields 12a through 12u

**SNAP/EOC MESSAGE FORM**

SNAP msg. # \_\_\_\_\_ EOC msg. # \_\_\_\_\_

Date: (MM/DD/YY) \_\_\_\_\_

Time: (24 hour clock) \_\_\_\_\_

EOC # \_\_\_\_\_

To: Sunnyvale 9 From: FS-1

Name: (optional) \_\_\_\_\_ Name: (optional) \_\_\_\_\_

Telephone #: (optional) \_\_\_\_\_ Telephone #: (optional) \_\_\_\_\_

SUBJECT: 10 Damage Summary For: \_\_\_\_\_

REFERENCE (e.g., Number of earlier msg.): 11 \_\_\_\_\_

Fill in the blanks with your current Damage Assessment column totals 12:

Fire		Hazards				Buildings			People			Roads				
12a	12b	12c	12d	12e	12f	12g	12h	12j	12k	12m	12n	12p	12q	12r	12s	12t
Burning	Out	Gas Leak	H2O Leak	Electrical	Chemical	Light	Moderate	Heavy	Immediate	Delayed	Trapped	Morgue	Access	No Access	Other	Assigned/Completed

12u Message (what, when, where needed, how long, contact name and phone number) Keep Msg Brief \_\_\_\_\_

13.) Action taken: (for use by Originator/Recipient) -> use separate Message form if sending a reply \_\_\_\_\_

CC:  Management  Operations  Planning  Logistics  Finance

Operator Use Only: 14

How Received  or Sent X (✓one) Operator Call Sign: \_\_\_\_\_

Telephone  Dispatch Center Operator Name: \_\_\_\_\_

EOC Radio  FAX  Courier \_\_\_\_\_

Amateur Radio  Other \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

SARES Form 213 rev 1 Sept. 2013

Process:

- SNAP Damage assessment form is attached to SARES 213 form for future reference.
- SNAP representative completes 213 form
- SNAP provides message number
- EOC provides reference message number
- Hazard summary information is recorded in Section 12

**SARES 213**

**SNAP/EOC MESSAGE FORM**

SNAP msg. # \_\_\_\_\_ EOC msg. # \_\_\_\_\_

Date: (MM/DD/YY) \_\_\_\_\_

Time: (24 hour clock) \_\_\_\_\_

EOC # \_\_\_\_\_

To: Sunnyvale 9 From: FS-1

Name: (optional) \_\_\_\_\_ Name: (optional) \_\_\_\_\_

Telephone #: (optional) \_\_\_\_\_ Telephone #: (optional) \_\_\_\_\_

SUBJECT: 10 Damage Summary For: \_\_\_\_\_

REFERENCE (e.g., Number of earlier msg.): 11 \_\_\_\_\_

Fill in the blanks with your current Damage Assessment column totals 12:

Fire		Hazards				Buildings			People			Roads				
12a	12b	12c	12d	12e	12f	12g	12h	12j	12k	12m	12n	12p	12q	12r	12s	12t
Burning	Out	Gas Leak	H2O Leak	Electrical	Chemical	Light	Moderate	Heavy	Immediate	Delayed	Trapped	Morgue	Access	No Access	Other	Assigned/Completed

12u Message (what, when, where needed, how long, contact name and phone number) Keep Msg Brief \_\_\_\_\_

13.) Action taken: (for use by Originator/Recipient) -> use separate Message form if sending a reply \_\_\_\_\_

CC:  Management  Operations  Planning  Logistics  Finance

Operator Use Only: 14

How Received  or Sent X (✓one) Operator Call Sign: \_\_\_\_\_

Telephone  Dispatch Center Operator Name: \_\_\_\_\_

EOC Radio  FAX  Courier \_\_\_\_\_

Amateur Radio  Other \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

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**DAMAGE ASSESSMENT FORM**

Page 1 of 2

**DAMAGE ASSESSMENT FORM**

Page 2 of 2

## APPENDIX H: SAMPLE EXERCISE SCENARIOS

Deliver succinct messages to your local fire station for transmission by the ham radio operator there to the ham radio operator at the City's Emergency Operations Center. Some sample messages follow, but you are free to make up your own messages. If you use one of the sample messages, please include the message number.

1. A large tree branch fell onto the power lines at \_\_\_\_\_(address). The power line is not sparking and still appears to be connected, but just barely.
2. An elderly man is trapped under a piano at \_\_\_\_\_(address). He is conscious, but his leg is clearly broken.
3. There is a diabetic teenager at \_\_\_\_\_(address). All his insulin is in his collapsed house. He needs insulin within 4 hours.
4. Three German Shephard dogs traveling together are loose near \_\_\_\_\_(address) and are acting viciously towards anyone who approaches them.
5. A total of \_\_\_\_ (number) houses in the neighborhood near \_\_\_\_\_(address) have collapsed. Everyone is safe, but \_\_\_\_ (number) people are homeless and without basic supplies.
6. One woman currently at \_\_\_\_\_(address) has a serious head injury and is unconscious. She is receiving first-aid medical attention.
7. The gas station at the corner of \_\_\_\_\_(street) and \_\_\_\_\_(street) has a strong smell of gasoline from a broken gas pump. There is no fire at this time.
8. Several individuals are breaking into the stores at \_\_\_\_\_(address) and stealing things.
9. One large oak tree has fallen onto \_\_\_\_\_(street) near \_\_\_\_\_(address), and the road is impassable.
10. All the windows from the office building at \_\_\_\_\_(address) have broken, and the glass has fallen onto the sidewalk. There are \_\_\_\_ (number) people with life-threatening bleeding injuries who need medical attention.



## APPENDIX I: SNAP DAMAGE ASSESSMENT FORM

### SNAP - DAMAGE ASSESSMENT FORM - Instructions

This is the most-used form. Block Volunteers and SNAP teams should use it to record incidents as they find them. The Planning Leader copies information to a master Damage Assessment Form (DA) for the neighborhood.

Specific column instructions include:

- **Top Line** - Fill in the fields with your information & ID number.
- **Incident Number** - The Radio Operator will give you a number when you complete your call in - write it here.
- **Time** - The person recording may use military time (e.g. 1400 is 2 pm.) it is faster to write down. Do not include the time in your radio calls.
- **Reported By** - Block Volunteers put a check in this column when they radio the line to the Command Post (CP). The CP uses this column to enter the ID number of the caller.
- **Incident Priority** - 1 = Life threatening; 2 = Property/Fire; and 3 = all other.
- **Location** - Give the house address or intersection street names for the incident.
- **Fire & Hazard** columns - put a 1 in any column that applies.
- **Building Damage Assessment** - put a 1 in appropriate column. (See table below)
- **People** - Write a 1 or 0 in each column. When reporting the "People" section, do not report the types by radio because the victim's family may be listening. Report the 4 categories as digits only. Thus, a situation with no Immediates, 2 Delayed, no Trapped and 1 Dead would be called in as, "People, zero, two, zero, one."
- **Road** - put a 1 in Access for partially blocked roads; put a 1 in No Access for blocked roads.
- **Other** - Put a 1 here if the incident doesn't fit any other category.
- **Assigned** - If a team is assigned to one of your incidents, put a single slash here. When the team is finished, add a cross slash to form an "X"
- **Comments** - Use to describe the situation, but be brief.

#### SNAP Mission by Structural Damage Category

If Structural Damage Is . . .	Then The SNAP Mission Is . . .
<b>Light:</b>	To locate, triage, and prioritize removal of victims to treatment areas by the medical operation teams.
<b>Moderate:</b>	To locate, stabilize, and immediately evacuate victims to a safe area while <u>minimizing the number of rescuers inside the building.</u>
<b>Heavy:</b>	To secure the building perimeter and warn others about the danger of entering the building.
<b>Light</b>	<b>Moderate</b>
Broken windows.	Decorative work damaged or fallen.
Fallen or cracked plaster.	Many visible cracks in plaster.
Minor damage to contents.	Major damage to interior content.
	Still attached to the foundation.
	<u>Not</u> attached to the foundation.
	<b>Do not enter under any circumstances.</b>

Volunteers reporting in by radio should provide their information in the same left to right sequence as the columns on the form: For example: "Radio Control, this is #16 with a Priority 2." "This is Radio Control, go ahead # 16 with your priority 2." "This is #16 and my priority 2 is for One Six Zero Zero Begen (NOT sixteen hundred). Building, zero, one, zero; comments, chimney has fallen."

**APPENDIX J. EXERCISE FEEDBACK FORM**

Each group leader should complete and submit an exercise feedback form. Here are several options for submittal:

- Fill out the form below, and either bring your completed form to the Exercise Debriefing, email to [vmata@sunnyvale.ca.gov](mailto:vmata@sunnyvale.ca.gov), or mail to *Lt. V. Mata, Sunnyvale Dept. of Public Safety, Office of Emergency Services, 700 All America Way, Sunnyvale, CA 94088*
- Fill out the form online at [oes.insunnyvale.com](http://oes.insunnyvale.com)

*Please choose only one submittal method. You do not need to submit your form more than once.*

Group/Individual Name: \_\_\_\_\_

Neighborhood Incident Command Post Address: \_\_\_\_\_  
*(If you don't have a Command Post yet, use the address where you gathered today.)*

Total # of Participants at your Site during the Citywide Exercise: \_\_\_\_\_

# of Participants SNAP-Trained: \_\_\_\_\_ *(who have ever taken any SNAP class)*

# of Participants not SNAP-Trained: \_\_\_\_\_ *(who have never taken any SNAP class)*

# of Participants who reached their Out-of-Area Contact: \_\_\_\_\_

# of Participants who received a Nixle text message: \_\_\_\_\_

# of Participants who heard the 1680 AM radio message: \_\_\_\_\_

Did you practice group radio procedures? YES NO      Was it successful? YES NO

# of scenario messages delivered: \_\_\_\_\_ to fire station # 1 2 3 4 5 6 7 (circle those used)

Did your group set up an Incident Command Post? YES NO

Did your group use ICS to organize your team? YES NO

How did you hear about this exercise?

Newspaper      Website      Neighborhood Group      Other \_\_\_\_\_

WHAT WORKED WELL

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WHAT NEEDS IMPROVEMENT

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**APPENDIX J. EXERCISE FEEDBACK FORM**

**Exercise Feedback Form, Continued**

LESSONS LEARNED

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UNRESOLVED CONCERNS

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RECOMMENDATIONS FOR NEXT YEAR'S BERKELEY EXERCISE PLANNING TEAM

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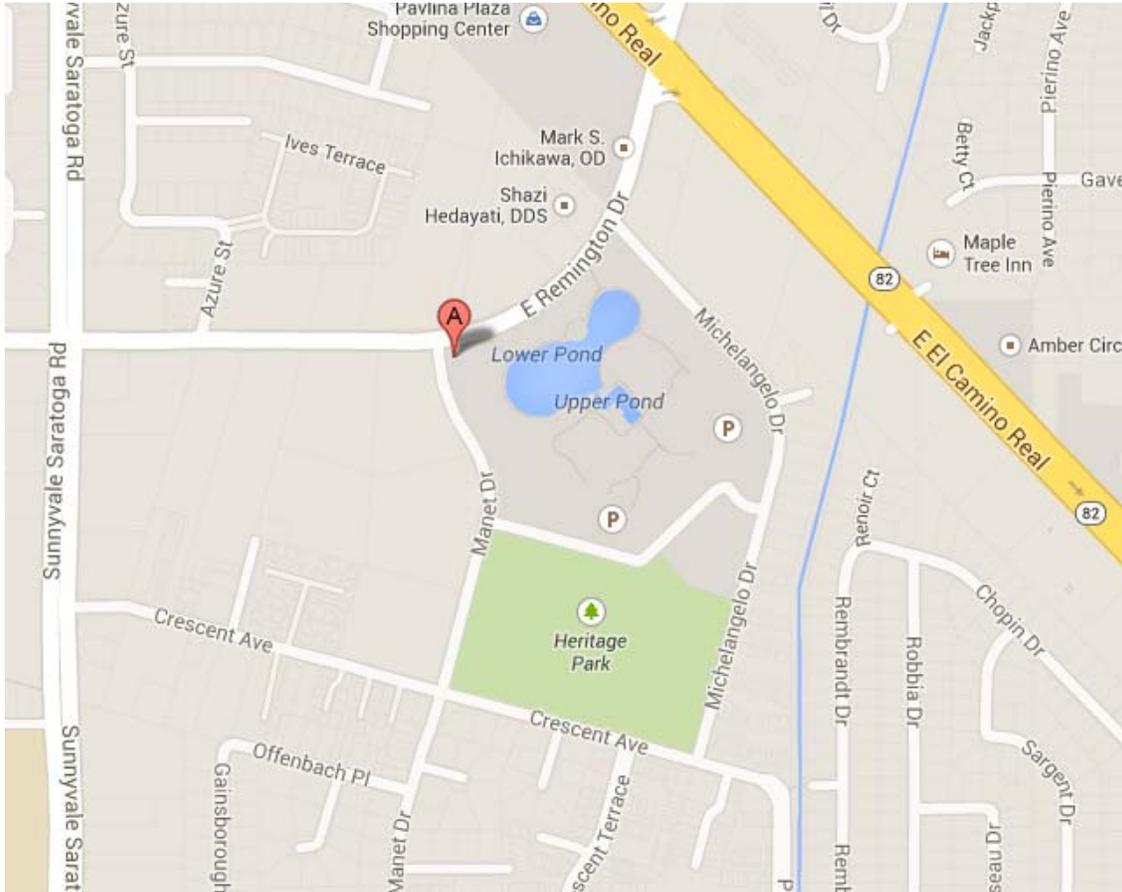
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## APPENDIX K. DIRECTIONS TO DEBRIEFING

The Sunnyvale SNAP/SARES Citywide Drill Debriefing will be held at the Community Center:

550 E. Remington,  
Sunnyvale, CA 94087



The debriefing will begin promptly at 12 noon.

Bring your Feedback Forms and copies of your exercise scenario messages.

## APPENDIX L. SAFETY PLAN AND SAFETY OFFICER

**Each group must identify a member of their group as the Safety Officer during the exercise.** The Safety Officer is responsible for enforcing the Safety Plan described in this Appendix, and for intervening if any unsafe actions are undertaken by exercise participants. The Safety Officer should be chosen on the basis of her/his knowledge of basic CERT safety practices, understanding of the potential dangers inherent in exercise activities, and leadership ability to stop exercise activities when the she/he observes a hazardous condition.

- Safety Officers will be identified with red name badges. (One red name badge is provided in **Appendix M** to be printed and used by each group.)
- All participants are required to consider **safety first** and to alert the Safety Officer of safety issues. **Safety Officers shall have the authority to stop the exercise for their group**, and they will immediately contact the Neighborhood Incident Commander or Exercise Controller.
- Should any person involved in the conduct of the exercise observe an unsafe condition, or sustain an actual injury, they shall IMMEDIATELY use the phrase **“STOP EXERCISE”** to alert everyone. The person will identify the unsafe condition to the Safety Officer.

In the event of a real emergency that requires the response of professional emergency responders, **“STOP EXERCISE”** will be declared to end the exercise locally. Call 9-1-1 if needed for a real emergency. All real injuries of any nature shall be immediately reported to the Safety Officer.

**INCIDENT  
COMMANDER**

**SAFETY  
OFFICER**

# EARTHQUAKE EXERCISE

Sunnyvale SNAP/SARES  
Citywide Exercise

**Saturday October 26th**

**9 AM to 11 AM**

Come join your neighbors in the exercise to better  
prepare for earthquakes.

Contact person: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_