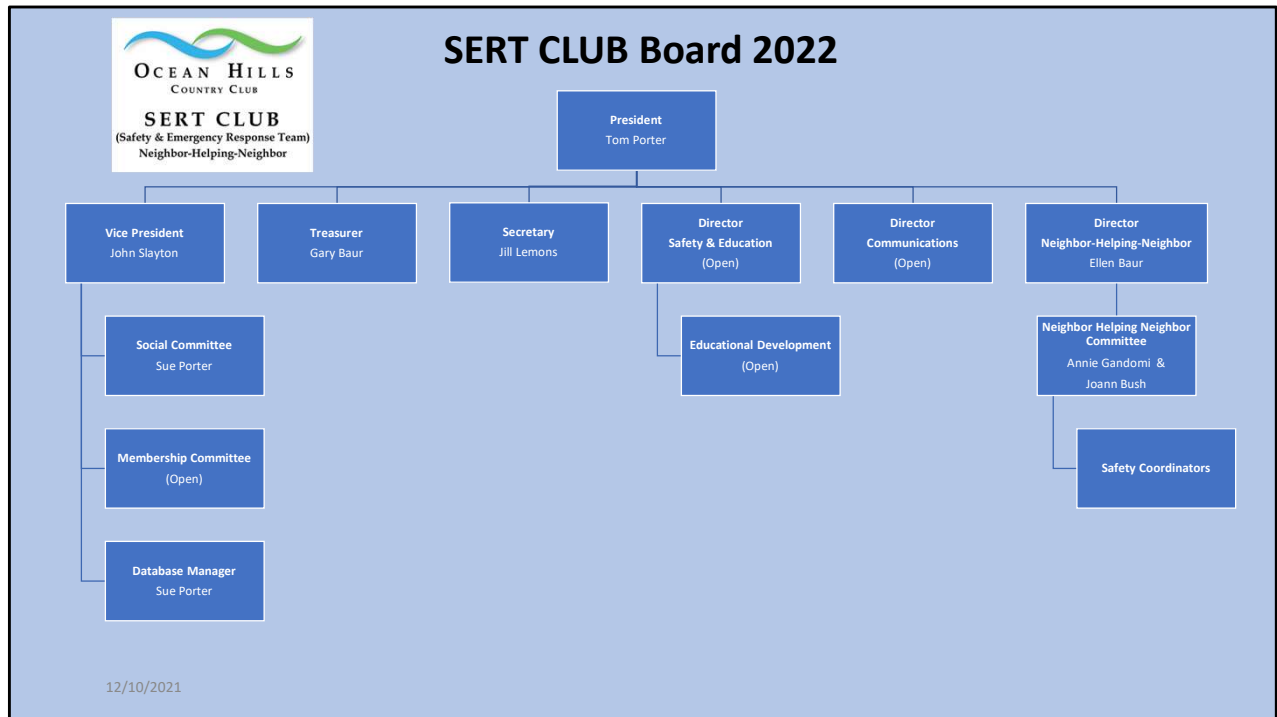




ERT & NHN Volunteers Meeting December 4, 2021

Hello! The SERT Board of Directors wants to thank you for volunteering your time and efforts in support of SERT. You are making OHCC a safer place!



As you will see on the chart, Tom Porter will be SERT President for 2022; John Slayton, Vice President; Jill Lemons, Secretary; Gary Baur, Treasurer. We have Board Director and Committee Chairperson positions open.

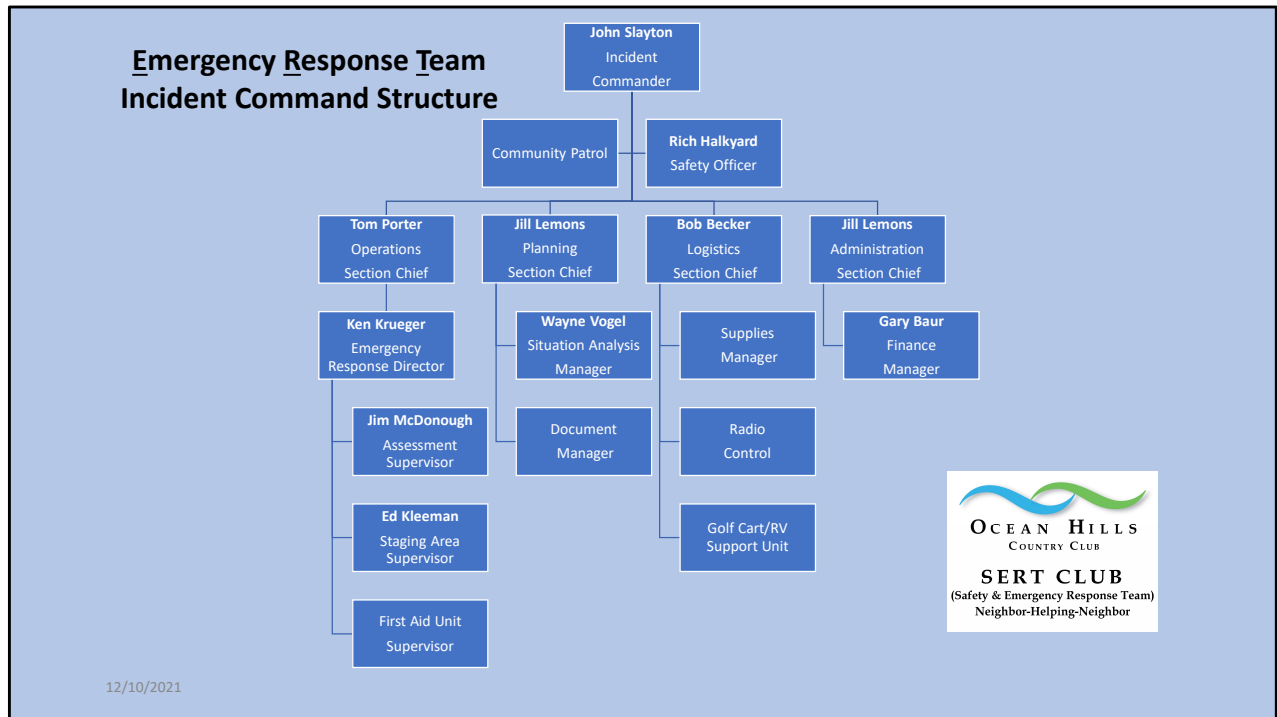
If you are interested, please contact Tom Porter.



Changes to NHN Program

- Renaming Street Captain to Safety Coordinator
- Outline Roles & Responsibilities for Safety Coordinators
- Updated Resident Information Form

We have renamed the NHN Street Captains, SAFETY COORDINATORS. After all, their role is to promote SAFETY within our community. The Roles & Responsibilities of a Safety Coordinator have been spelled out and you can find these on the SERT Website under NHN. We have simplified the NHN Resident Information form in response to your feedback. You can find this revised form on the Website as well.



This slide shows the hierarchy of the ERT (Emergency Response Team) and Incident Command Structure. The structure of Incident Command is very Command & Control which is critical in an emergency activation.

We are a Team – ERT & Safety Coordinators



In summary Safety Coordinators and ERT team work together to make OHCC a safer place. Safe Coordinators focus on pre-disaster planning with their neighbors while ERT members respond during an emergency.

Enhanced Communications

- Monthly Articles in OHCC Living & Village Voice



- Quarterly ERT & Safety Coordinator Newsletter
 - Success Stories, Tips, Education Updates, and more ...

2021 has been the first full year of operations for the SERT Club. We learned how to be flexible due to COVID restrictions. In 2022, we will be communicating with everyone on a regular basis. Our goal is to promote ACTIVE engagement of our members, especially ERT and Safety Coordinators.

Training Overview for 2022



- Annual ERT educational update (TBD)
- Annual Disaster Drill (TBD)
- Refresher Courses
 - Face-to-Face Instruction (CPR/AED, Choking, Stroke)
 - On-Line via SERT Website
 - American Red Cross First Aid renewal (as needed)

Promoting Safety is an ongoing process and implementing specific First Aid skills requires practice. The phrase “use it or lose it” comes to mind. We are planning to hold various training sessions (each less than 1-hour duration) throughout 2022! Our #1 Priority is everyone's SAFETY. In the following slides, we will share general Safety Information. This will be a review to ERT members and a bit new to Safety Coordinators.

OHCC SERT GENERAL SAFETY TIPS



You are AL SERT members, and your personal safety is a priority! This presentation is designed to promote your safety and those living in OHCC.

Objectives

1. Describe the functions of SERT, discuss **your role as a SERT volunteer**, and explain how SERT fits into our community's emergency preparedness structure.
2. Describe the **types of hazards** most likely to affect our community and their potential impact on people, health, and infrastructure.
3. **Prepare yourself and your family** for potential disasters our community may face.



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9

There are many functions to which ERT member can respond. We will describe the types of hazards for which we might be called upon to resolve.

Engaging the Whole Community



- **Whole Community approach** to Safety & Emergency Preparedness seeks to engage the full capacity of society.
- **Neighbor-Helping-Neighbor** strengthens relationships and provides a framework for organizing community preparedness efforts.



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10

The best way to make our job easier is to get ourselves, our family and others within OHCC prepared. ERT members must be ready to respond following an emergency.

Golf Cart and RV drivers will support ERT members during an emergency. SERT Reservists will only be activated if all other SERT resources are fully committed.

The Neighbor-Helping-Neighbor (NHN) Safety Coordinators will be the resource to help educate our community members.

The Safety Committee presentations will also be another source of community education and link neighbors who need help in an emergency with those willing to do so.

Home Hazards



- **Gas line ruptures** from water heaters or ranges displaced by shaking, water, or wind.
- Risk of injury or **electric shock** from displaced appliances and other equipment.
- **Fire** from cooking, faulty wiring, overloaded plugs, frayed electrical cords.



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11

Currently SERT is focusing our attention on responding to an Earthquake. This is the most likely occurrence and some hazards we may face following an earthquake are listed here.

Our job is to keep our volunteers and residents safe.

Community Hazards



- **Emergency Vehicles**
- **Fallen trees**
- **Severely cracked streets**
- **Broken water mains**
- **House Fires & excessive smoke**
- **Congested streets** (residents in the street)



These community wide hazards may also be present. Following an earthquake, you will need to be alert. Aftershocks could make a street that was passable a few minutes ago now very dangerous.

Personal Protective Equipment (PPE)

Your personal safety is #1

Recommended Clothing

- Dress in layers
- Sturdy shoes or work boots

Safety Vests

- Identify SERT responders
 - Orange Vest – RV & Golf Cart Drivers
 - Yellow Vest – Safety Coordinator
 - Blue Vest - Reservists



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13

Personal Protective Equipment (PPE) is essential to maintaining your personal safety. During an Emergency response, it is recommended to dress in several layers and to wear sturdy footwear. Remember, you never know what the weather will be.

Safety Vests will be provided to ALL SERT volunteers. Based on your assignment, your vest color may change. You will receive your vest when you report to the staging area.

Remember, if you are a Safety Coordinator and an ERT member, during an emergency your 1st responsibility will be to ERT.

SERT Mobilization



- SERT - **First** take care of yourselves, your families, your homes, your neighbors.
- **Proceed to staging area**
 - ERT Members
 - Golf Cart and RV Drivers
- **Safety Coordinator** (stay safe at home, if possible)
 - Note: if you are an ERT member your 1st priority is to ERT!
 - Please arrange for someone to back you up as Safety Coordinator!
- **Reservist** (stay home, we will call you if needed)



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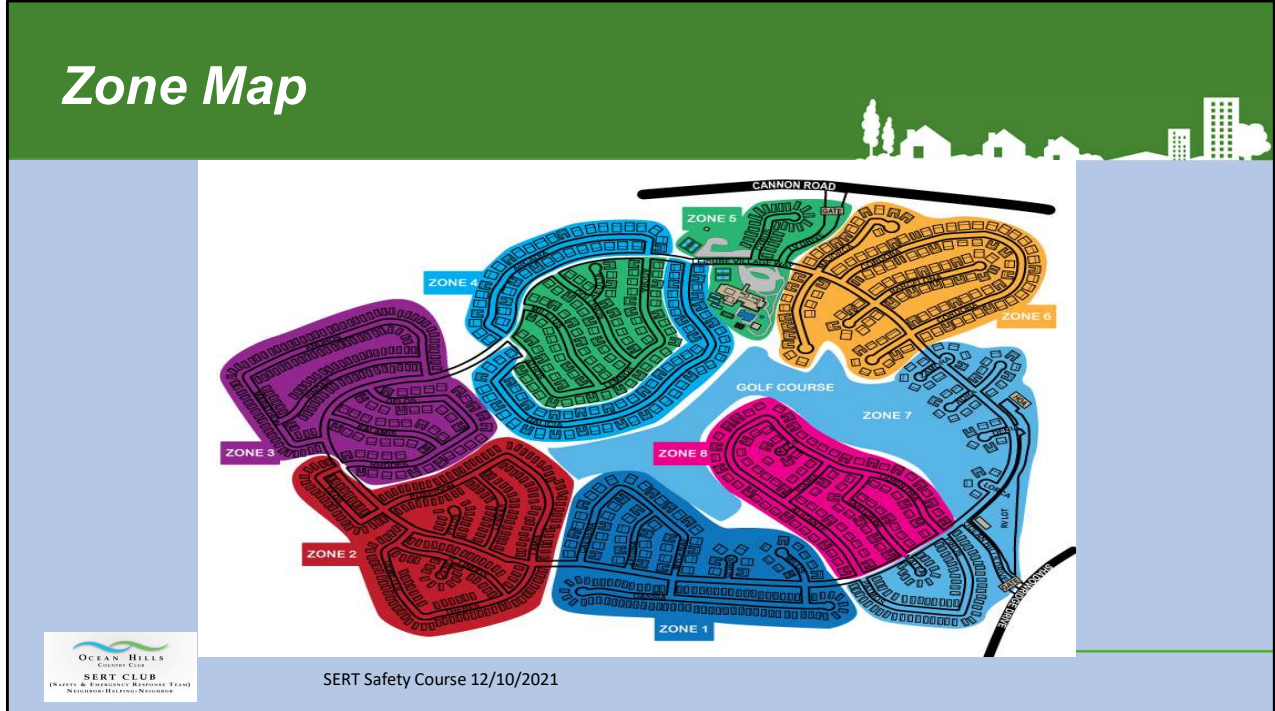
PM 2-8

14

Following a relatively strong earthquake (4+), Golf Cart and RV drivers will be contacted by the Emergency Response Command. If contacted to respond, please bring your golf cart (and the battery charger) or RV to the OHCC SERT staging area at the Overflow Parking Lot across the street from the clubhouse.

This is the “plan”, however, we must be flexible to respond to current situations.

Zone Map



Following an activation, ERT members may be called upon to complete a Life and Property Damage Assessment of OHCC. We have divided OHCC into 8-Zones. Each Zone is color coded and has a similar number of structures and/or areas to check. Depending on the type of event, the Zones to be assessed may vary.

If a SERT Tactical member is assigned to do the assessment for a Zone, they will be provided with a clipboard that will have a map of the Zone to assess and a list of all street addresses within the Zone. They will also be assigned a Golf Cart Driver, if a golf cart is available. The golf cart driver is to always remain INSIDE the golf cart and follow any instructions they receive from the ERT Tactical member. Remember your Safety is our #1 Priority.

Note in the case of Zones 5: they will assess the Clubhouse, sport courts and the front gate. Zone 7 will also assess the Golf Course, back gate, RV lot and HOA Office area.

A challenge we are facing is following an emergency, if the cell towers are not working, how do we communicate with Safety Coordinators. All ERT members have 2-way radios, if we provide radios to all Safety Coordinators this could cause communications gridlock. We are considering having a Zone Safety Coordinator for each Zone

who would be provided a radio, and all the Safety Coordinators within that Zone would funnel their communications through their Zone Safety Coordinator. However, more thought must be given to our best options for communication with each other.

Safety



- **Your safety = 1st priority.**
 - Face Masks Recommended
- **Drivers**
 - Traffic Congestion, Fallen objects, Cracks
 - Backing Up – have a “Spotter”
- **General Hazards**

Smoke & Dust	No Power	No Water
Gas Leaks	Arcing Electrical	Resident Confusion



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16

We cannot say this enough, **YOUR SAFETY is the #1 priority for all volunteers.** There will be times when the best decision will be to do nothing!

If you think a situation is unsafe ... then it is UNSAFE! You cannot help others if you are injured in the process.

Traumatic Crisis



- A traumatic crisis is an event experienced or witnessed in which **people's ability to cope is overwhelmed** by:
 - Actual or potential **death or injury to oneself or others.**
 - **Serious injury.**
 - **Destruction of their homes**, neighborhood, or valued possessions.
 - **Loss of contact** with family or close friends.



Following a major earthquake, you may experience all of these. Even one will add stress. Combine that with what you may experience throughout OHCC. You will need to be able to adjust and stay focused. If you need help ... ASK!

Stabilizing Survivors



- **Assess survivors** for injury or shock.
- Get uninjured **people to help**.
- **Provide support** by listening and empathizing.
- **Help survivors connect** with natural support systems.



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17

Survivors want to be HEARD! People want to feel the person they are with is CONFIDENT in their ability to help. This is where your training comes in. Because you have already thought these emotions and stressors through, your ability to cope and show confidence is much greater than most.

Remember to follow the directions of the SERT Tactical ERT member.

Membership Drive 2022



- Do Dues Day – January 8
- \$10 Annual Membership or \$200 Lifetime Membership
 - Home Education Safety Survey



Do Dues Day is January 8th. Membership should have BENEFITS! First, we will be offering a LIFETIME membership. We are also offering to conduct a Home Education Safety Survey for SERT members ONLY! I will review how this program will work.



Home Safety Educational Survey

Train-the-Trainer

The Home Safety Educational Survey is a value-added program for all SERT Club members who renew their membership in 2022. This program is easy to present and an essential to assisting your fellow SERT Club members in being prepared.

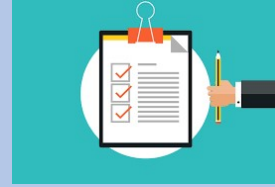
Program Overview

- What SERT includes in Survey
- Who conducts the Survey
- What to bring to Survey
- Contacting the SERT member or resident
 - Questions to ask
 - Setting an appointment
- Complete checklist & report



We will delve into these topics so you can understand and implement this program. This will be a program that SERT volunteers will implement.

What SERT includes in survey



- Location of all water valves
 - Street Main, House Main, Sinks, toilets, washer, dish washer, hot water heater
- Main electrical panel and operation of circuit breakers
- Gas Meter location and shut-off valve (do NOT demonstrate shut-off)
- Electric Garage Door emergency release
- Location of smoke alarm(s) and Carbon Monoxide detector
- Discuss emergency exit route planning
- Check for Fire Extinguishers (Kitchen & Garage)
- Best location to display HELP/OK sign
- Vial of Life, location and updates
- Handout with Disaster Preparedness Information

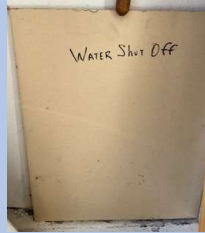
You will be provided with a check list of items to cover when you conduct the in-home survey. The main goal is to point out these various locations within the home. You do NOT have to demonstrate the actual function. In the handout you will give the resident, there are references to links to "How to Videos" on the SERT Website. Please encourage residents to view.

Under no circumstances are you to demonstrate turning off the gas meter! If the resident has the HOA maintained Smoke Detector that is active, they need to contact Security to test their system.

Water Valves



Water Main



House Water



Washer



Sink



Toilet

The water main shut off the water to EVERYTHING. The house water valve shuts water off to the house and may not shut off landscape water. Every water line in the house has a shut off valve; Washer, Sinks, Toilets.

Hot Water Heater – Electrical



Gas Valve

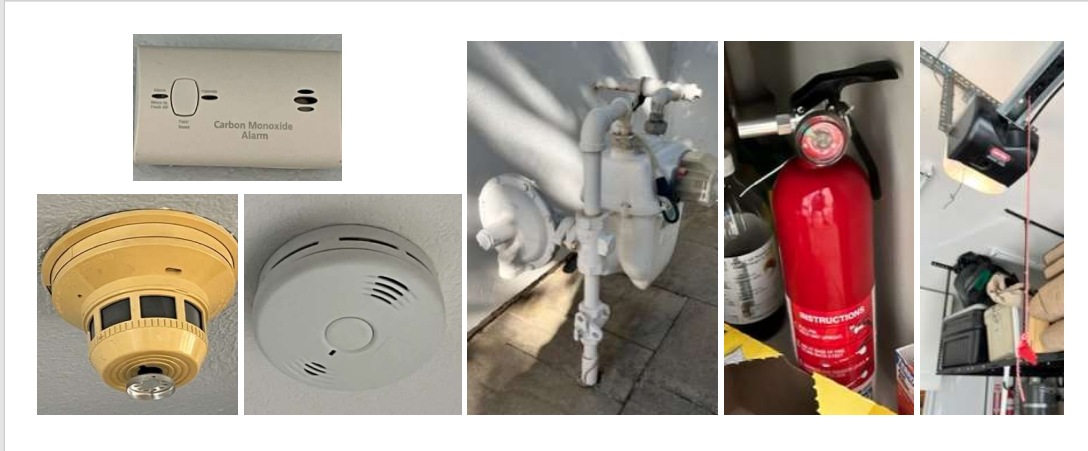


Water Valve



A GAS hot water heater has a gas valve shut off and a water shut off valve at the top. Electrical panels are usually located on the side of the house. Open the panel to see the breaker panel. Open the panel door on the RIGHT to see the circuit breakers. All breakers should be labeled.

Alarms – Gas Meter – Fire Extinguisher - Garage



Every house should have smoke alarms and at least one carbon monoxide detector. The gas meter is usually located close to the electrical panel. It is strongly recommended that everyone have a fire extinguisher under the kitchen sink and in the garage. The manual garage door release for an electric opener is the chord hanging down.

Who conducts the survey? Always 2 team members



- **ERT Members**

- Command Staff
- Leaders
- Tactical including those pending training completion
- First Aid

- **Neighbor-Helping Neighbor**

- Safety Coordinator

As the survey is meant to be conducted IN-HOME it needs to be conducted by TWO trained SERT members. This can be two ERT members, an ERT and NHN Safety Coordinator or two NHN Safety Coordinators. The goal is to have one member presenting while the other member takes notes. Let us know if you are willing to volunteer to help conduct this program.

From a Safety standpoint, it is also beneficial to have a two-person team, so no one can claim improper behavior during the in-home survey.

Note: we strongly suggest that you both wear a face mask during this in-home survey. As we are promoting SAFETY within SERT erring on the side of caution is appropriate.

What to bring to survey

- Positive and friendly attitude
- Floor plan (these are posted on the SERT website)
- Paper and something to write with (pen/pencil)
- Flashlight
- Survey Checklist
- **Handouts**
 - SERT Website links (How to ...)
 - Copy of HELP/OK sign
 - Copy of Vial of Life form
 - Disaster Preparedness Information



When conducting the survey your positive and friendly attitude is critical to keep the resident relaxed. You must remember that for some residents this may be a little scary as another family member had been responsible for handling these matters. On the SERT Website are all the BASIC floor plans of all models within OHCC. Please print out a copy before you conduct your survey. Note: during your survey you may see models that have been remodeled so you will need to adjust accordingly. On the floor plan mark where all the shutoffs are, leave this with the resident. You can mention that they keep this with their Vial of Life form.

Remember to bring something to write with. Also bring a flashlight so you can use the beam of light to point to water shutoff valves. Decide before you start the survey who will be making the presentation and who will be taking notes.

At the end of the survey give the survey checklist and the notations of where key items are located. (Water shut offs, circuit break panel, etc.)

Contacting the SERT member

- **Call them on the phone**
 - No response then email
 - No response - Text them if they have a cell phone
- **Identify yourself**
 - My name is with the SERT Club
 - Contacting you to arrange your Home Safety Educational Survey
- **Questions to ask**
 - Verify your address
 - What is the name of the model you live in?
 - Do you have a pet?
 - Set an appointment (date & time)



As we all want this to be a personal experience, please **CALL** the SERT club member on the phone to set up an appointment. Only after you have made a couple of attempts move on to email and finally to a text message to make initial connect.

Always identify yourself when you reach the resident. Make sure you:

- verify their address,
- get the name of their model,
- do they have pets and see if they need to be secured before you arrive, and
- set the date and time for conducting the survey

Complete Checklist & Report

- Complete the checklist and provide copy to the homeowner
- Forward any unanswered questions to OHCCSERT@gmail.com for your follow-up with homeowner
- Notify OHCCSERT@gmail.com of date home educational survey was completed and the name/address of the resident



If there are any question you cannot answer, email them to the general SERT email address. Additionally, let us know when the survey was conducted and who received the survey.

Yes, the program is that easy to conduct. Please share this very positive experience with their neighbors and encourage others to join SERT.

We are a Team – ERT & Safety Coordinators



Thank you all for your participation. Your comments and suggestions help make our Club stronger and OHCC a safer place to live.