Multnomah Village NET Team Operations Plan

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General Purpose:
This document will serve as a general guide and starting point for the Multnomah Village NET team when it is activated by PBEM or self-activates per the NET guidelines.

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SUMMARY

PRIMARY STAGING AREA

Meals on Wheels People (Loaves and Fishes) parking lot
7688 SW Capitol Hwy, Portland, OR 97219 (cross 30th St.)

SECONDARY STAGING AREA

Multnomah Post Office Parking Lot
7805 SW 40th Ave Portland, OR (cross 40th St)

PRIMARY FIRE STATION

Portland Fire & Rescue – STATION 18 – Multnomah
8720 SW 30th Avenue (cross SW Dolph St)
Portland, OR 97219
Phone: 503-823-3700 – Ask for Station 18

SECONDARY FIRE STATION

Portland Fire & Rescue – Station 05 – Hillsdale
1505 SW Dewitt Street
Portland, Oregon 97201
Phone: 503-823-3700 – Ask for Station 5

PRIMARY BEECN

CURRENTLY NONE: [WAS SW-27-Gabriel Park: SW Vermont St and SW 37th Ave]

SECONDARY BEECN

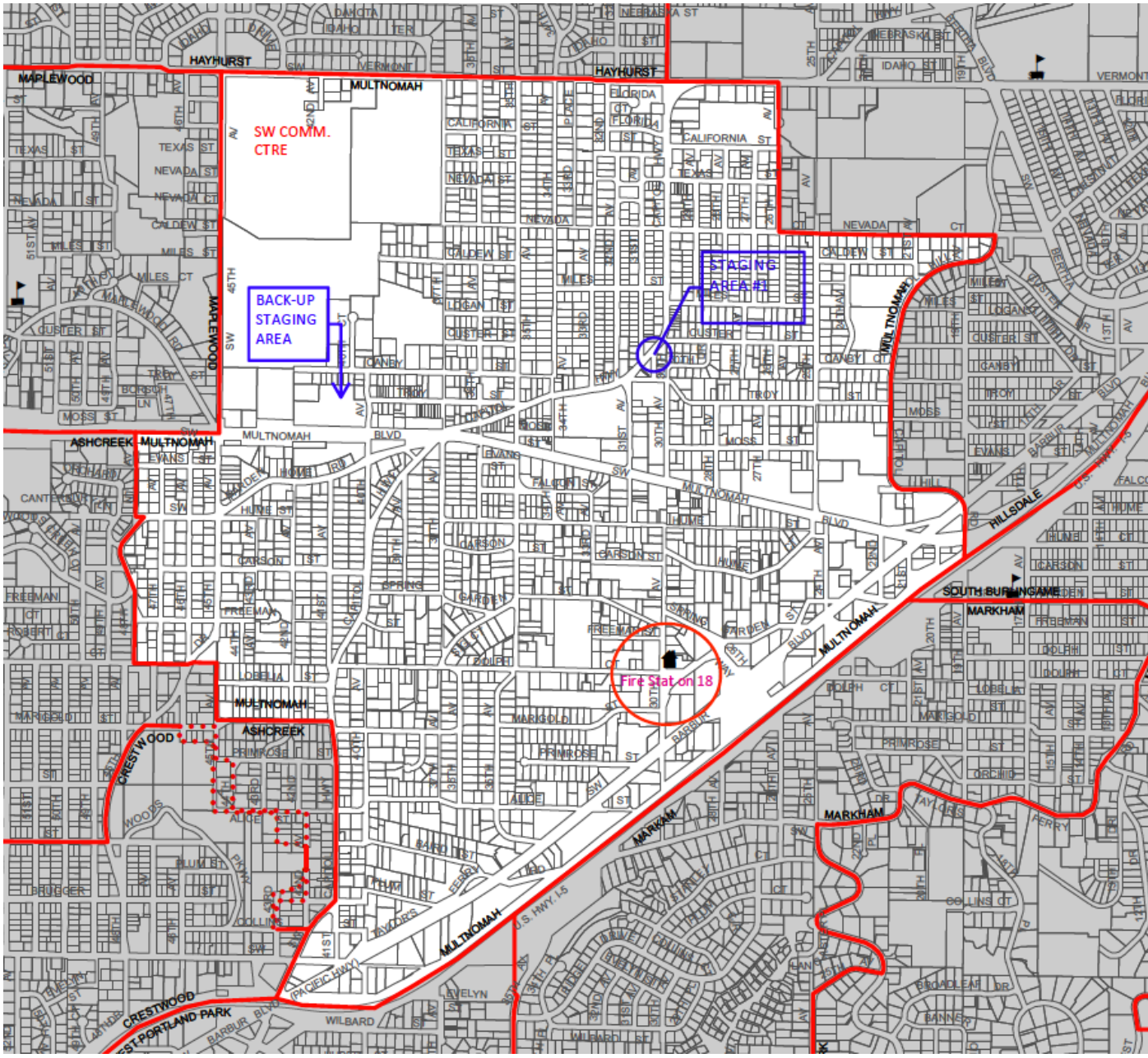
SW-30 - Smith Elementary School Field
SW Marigold St and SW 52nd

SUPPLY CACHE

LOCATED AT FIRE STATION 18 – See Appendix A for inventory list

Multnomah Village lies between SW 45th Ave. to the west, SW Capitol Hill Rd. to the east, SW Vermont St. to the north, and I-5 to the south. The neighborhood is bordered by Maplewood, Crestview, and Ash Creek on the west, Hayhurst and Hillsdale to the north, and South Burlingame, Marquam, and West Portland Park to the south.

MAP OF MLT VILLAGE AREA & KEY LOCATIONS (STAGING AREA & FIRE STATION)



NET DEPLOYMENT PROTOCOLS & RESPONSIBILITIES

NET team members should follow the protocols listed in the NET Guidelines section 800.05-800.30 regarding activation and the steps to take before reporting to the staging area.

IMMEDIATE RESPONSIBILITIES ON DEPLOYMENT

A. Check yourself and persons in your household for injuries.
B. Ensure that your home and property is secure.
C. Attempt to contact your emergency out-of-state contact.
D. Retrieve your NET kit.
E. Follow Communications Protocols.

1. Your decision to deploy is entirely optional and is at your own discretion.

2. Ensuring your own personal safety is paramount to any actions you take.

3. Ensure throughout a deployment that you abide by the NET principles that follow:

   a) Do the greatest good for the greatest number of people in the shortest possible time.

   b) Remain within the scope of your NET training with any actions you take.

   c) You are not a professional first responder. You are a volunteer extension of first responder services offering immediate help until professional services are available.

   d) Respect the chain of command within and outside of NET.

   e) Document all activities. Doing so protects against liability, improves accountability, and saves time for the professional emergency responders that will pick up what you started.

4. Put on your NET equipment (helmet, vest, ID badge, and pack – remember your handy Field Operating Guide and Assessment Forms).

5. Proceed to the Staging Area using the safest and most direct route.

6. As you make your way, use the CERT Form 1: *Damage Assessment* to note damage in the neighborhood.

7. If you encounter people wanting to help but who are unaffiliated with NET, bring them with you to be processed by the SUV Coordinator.

SELF-DEPLOYMENT PROTOCOL

1. Members may self-deploy ONLY if the following three conditions are true:

   A. a major, city-wide disaster has taken place
   B. cell phones and land lines are non-operational
   C. you have received no message from PBEM or the ITL

2. If all three of the above conditions are **NOT** true, you may not deploy unless you or another team member has received instruction from PBEM or the Incident Team Leader or designated TL assistant.

COMMUNICATIONS PROTOCOL:

1. Contact the NET Emergency Activation Telephone Number. If PBEM initiates a deployment, PBEM will update a recorded status message twice a day at this number: **503-823-1410**

2. Multnomah Village NET Team members have chosen a pre-determined "contact buddy/ group" from the Team roster list with whom they will attempt to make first contact after number 1 above.

3. After step 2 above, one person from each contact buddy/ group will attempt to make contact with the current Administrative Team Leader / Co-leader / Leaser Assistant, as pre-determined, to check in.

4. If you have a FRS/GMRS radio:

   a) Attempt to contact your pre-determined contact buddy/group from the team members roster via **Channel 4** (FRS/GMRS Frequency).

   b) On the radio, state your name and listen for other team members to confirm they read your transmission.

   c) Maintain communication until a deployment occurs or the situation concludes.

5. If you do **not** have an FRS/GMRS radio or radio contact is unsuccessful:

a) Attempt to contact your pre-determined "contact buddy/group" from the team members roster via phone/ text.

b) Maintain communication until a deployment occurs or the situation concludes.

6. If no radio or phone contact is ultimately made, follow the Self-Deployment Protocol.

7. If and when the Incident Team Leader (or his/her back-up) can make contact with other team members, he or she will:

a) Commence a roster check to determine who is available for potential deployment.

b) Acquire information and consider the facts.

c) Issue a decision for the team to either deploy or to stand by.

d) If a deployment is initiated, follow the Deployment Protocol.

6. Team Member check-in should consist of status and availability to deploy to primary or secondary staging area, and estimated time to deploy.

7. At present, no general-use portable radios are available to the Multnomah Village team.

8. Team members who do not have phone, cell phone, FRS or ham radio service available should self-deploy to the Primary Staging Area (see Self-Deployment protocol above), and follow Onsite Management Protocols per NET Guidelines.

Once a secure staging area is established, establish Incident Command. Team members should nominate/ vote for incident commander among those present. No pre-designated roles are assigned other than amateur radio operator (ARO).

STAGING AREA PROTOCOL

The first member at the staging area will assume the role of Incident Team Leader and follow Onsite Management Protocols per NET Guidelines until a Team Leader is nominated/ voted.

1. **Ensure the staging area is safe to approach**: size up the area for immediate hazards such as downed power line, gas leaks, fire, etc. If site is clearly unsafe, proceed to back-up site after marking site as indicated in number 3.

2. If markings are present:

a) If markings indicate "SITE BAD," add your initials and date/time, and proceed to the indicated back-up staging area. Contact other team members via phone/radio and update them on the staging area status.

b) If markings indicate "SITE OK," assume other team members have had to leave due to time, weather, family members etc. Re-establish the staging area as the *de facto* incident commander until more team members arrive.

3. If markings are not present, you are likely the first to arrive.

a) Re-assess the staging area for immediate and long-term use. Check the integrity of any available shelters. If site is OK, make a "SITE OK" marking at the marker location and establish the staging area; act as *de facto* commander until other team members arrive. If site is not usable, make a "SITE BAD" marking along with your name and date/time, and indicate back-up staging area to proceed to.

b) When waiting for other team members to arrive, consider the following and let the combination of each factor help you independently determine how long you stay before returning to your home or another safe location:

- The time of day
- The weather
- The severity of the disaster
- The presence or absence of other unaffiliated people
- Your personal assessment of your own safety

c) When another team member arrives:

If the marking sign "SITE OK" has been made:

(i) Affirm together that the site is still safe.

(ii) Follow the On-Site Management Protocol.

5. If other team members are present, and site is safe, proceed with ordinary operations.

ON-SITE MANAGEMENT PROTOCOL

1. Assuming the site is safe, the first priority is setting up the Team's Incident Command Center. This will include the erection of the Team's canopy with associated chairs, tables, etc and establishment of organizational priorities.

2. The following positions should be filled as needed: Team Leader/Incident Commander; Safety Coordinator; SUV Coordinator; ARO; Document Co-ordinator/Scribe; Operations Coordinator (who will oversee coordinators of Medical, Triage, Treatment, Search & Rescue, Damage Assessment); and Logistics Coordinator (who will oversee coordinators of Equipment & Supply, Transportation, Food & Water, Sanitation).

3. Members will turn in their damage assessment forms to the ITL or designated Operations Leader. The ARO on scene will attempt to establish radio communications with the PBEM NET Coordinator to report team status and request instructions.

4. Once the forms are turned in, the ITL will work with the team to prioritize and delegate assignments as quickly as possible. Functional teams must have at least 2 persons.

ROLES AND RESPONSIBILITIES

The Incident Team Leader (ITL):

1. Ascertains all on-site safety risks and determines the safest area to operate.
2. Assess resources available through the use of the *Personnel Resource Intake*.
3. Delegates members available and as needed to maintain span of control.
   a) Assign team members to functional teams of at least two team members.
   b) Assign Assistant Team Leaders to oversee:
      i) Operations (Search & Rescue, Fire Suppression, Medical, etc)
      ii) Planning (Information management, Documentation, Resource Acquisition, etc)
      iii) Logistic (Communication, Resource Deployment, Facilities)
4. Prioritizes responsibilities based on incoming reports of damage.
5. Delegates assignments by providing *Assignment Briefings* to Functional Teams; documents the assignments with *Assignment Tracking Log*; tracks the assigned team members with the *Personnel Resources Check-In*.
6. Document Victims brought into the treatment area with the *Victim Treatment Area Record*.
7. Document equipment available and being checked in and out via the *Equipment Inventory*.

8. Communicates between command levels and with groups using the *General Message* form.

FUNCTIONAL TEAMS:

1. **Receive assignments** from the ITL via the Assignment Briefing
2. **Perform assignments** and document actions taken via the Assignment Briefing.
3. **Maintain communication** as needed with the Staging Area.
4. **Report back** to the Staging Area upon completion of assignments, submitting the completed Assignment Briefing ad to wait for further instructions.

THE AMATEUR RADIO OPERATOR (ARO):

Multnomah Village Team Lead ARO: Edie Chase Curtin; Back-Up ARO:

1. Maintains documentation of all incoming and outgoing transmissions via the Communications Log.
2. Contacts Multnomah County Resource frequency to acquire the appropriate frequency to communicate directly with PBEM.
3. Establishes HAM radio communication with the NET Coordinator to report team status and receive instructions.
4. Contacts adjoining neighborhoods listed in the Roster via cell, FRS/GMRS, or HAM radio.
5. Relocates (from Staging Area) to Fire Station 18 if radio contact is unsuccessful, to utilize the Ham radio there.

THE SPONTANEOUS UNAFFILIATED VOLUNTEERS (SUVs) COORDINATOR:

1. Sets up a volunteer check-in area and puts volunteers on standby.
2. Communicates with volunteers regarding three topics:
   a) the safety of all individuals
   b) the need not to interfere with emergency responders
   c) the relevant skills of each volunteer
3. Delegates tasks to SUVs based on the assignments created by the Incident Team Leader.

FOR A **GLOSSARY OF FREQUENTLY USED ACRONYMS**, SEE NET GUIDELINES 2015, APPENDIX D AT: http://www.portlandoregon.gov/pbem/article/475612

EMERGENCY COMMUNICATIONS

If normal communications (such as telephone) are inconvenient or unavailable, team members should use FRS radios on two channels. Use **channel 1 with no privacy code** for general emergency traffic around the region. Use **channel 4 , NO PRIVACY TONE. FREQUENCY 18 CAN BE USED, BUT NOT IF IT IS A GMRS FREQUENCY ONLY.** State your

name and listen for other team members to confirm they read your transmission. Follow Deployment Protocols above.

Amateur Radio Communications
The Amateur Radio Operator (ARO) will support and take direction from the Incident Team Leader, and relay messages to and from team members and the Emergency Command Center (ECC). The ARO will use ham or FRS radios as appropriate, and use the following protocols.

1. Briefly check in on the **147.280** repeater, which is the Multnomah County Resource Net 2/ARES (MC2). If this does not work, turn off the radio's offset and try **147.280 simplex**. Let MC2 know that you are already assigned as the Hillsdale NET ARO.
2. After attempting to check in w Multnomah County ARES, move to PBEM Tactical 1 at **147.580** to pass radio traffic. If no one is on PBEM Tactical 1, switch to **147.540**, to pass radio traffic. If possible, monitor both PBEM Tactical 1 and 2.

NOTE: ARO communications may be conducted from the ARO's home, from the NET staging area with a portable radio set, or from the ham kit and antenna located at Fire Station 18, as long as above functions can be met. Multnomah may also use a FRS relay from the staging site to the Fire Station 18 radio.

SUV's—Spontaneous Unaffiliated Volunteers
If SUVs report, the ITL will be responsible for them, or designate another team member to be responsible for them, and set up a volunteer check-in station. The person responsible for SUVs will talk with them about response safety, not interfering with emergency responders, and interview them to find relevant response skill sets. As the ITL develops NET assignments, the designated team member will review and delegate appropriate tasks to the SUV's.

NEIGHBORHOOD & RESOURCES

The physical geography and layout of Multnomah Village is the biggest obstacle. This presents numerous bridges, overpasses, and under crossings that will make travel more difficult after a large earthquake. One or more roads for travel may be blocked if the Capitol Highway Viaduct fails. The topography is a known challenge for communications reception.

Some of the places listed below are not inside the boundaries of Multnomah Village, but many of the community visits them or will have family or children at these locations depending on the time that an incident occurs.

BEECN
A BEECN is a place to go in Portland after a major earthquake to ask for emergency assistance if phone service is down, or to report severe damage or injury.

PARKS & OPEN AREAS
Gabriel Park – 45th & Vermont/ SW 41st & Canby
Spring Garden Park – 3332 SW Spring Garden

SCHOOLS
Sunstone Montessori – 7740 SW Capitol Highway
West Hills Learning Center - 7339 SW Capitol Highway
Montessori Preschool & Elementary School – 4729 SW Taylors Ferry Rd
West Hills Montessori – 4920 SW Vermont
Maplewood Elementary – 7452 SW 42nd Ave
Reike Elementary – 1405 SW Vermont
Gray Middle School – 5505 SW 23rd St
Markham Elementary – 10531 SW Capital Hwy
Wilson High School (Hillsdale) – 1151 SW Vermont St

CHURCHES & COMMUNITY CENTERS
St John's Fisher Church & School – RED CROSS DESIGNATED SHELTER – 7101 SW 46th St
SW Community Center & Pool – SW 45th & Vermont
Multnomah Arts/Senior Center – 7688 SW Capital Hwy
Mittleman Jewish Community Center – 6651 SW Capital Highway
Riversgate Church – 3612 Troy St
Hillsdale Community Church – 6948 SW Capitol Highway
Greater Portland Bible Church – 2374 SW Vermont St
West Hills Christian Church – 3824 SW Troy

TOOLS & EQUIPMENT
Multnomah Tree Service
Barber Tool Rental
Ace Hardware

FOOD AND SUPPLIES
Neighborhood House – 7780 SW Capitol Highway
Food Front Co-op – 6334 SW Capitol Highway
Safeway (with pharmacy) 8145 SW Barbur Blvd
Fred Meyer (Burlingame) – 7555 SW Barbur
Hoot Owl Market – 6730 SW Capitol Highway
John's Market Place – 3535 SW Multnomah Blvd
Grand Central Bakery – 3425 SW Multnomah Blvd
Barbur World Foods – 9845 SW Barbur