

## Block Team Roles

Key Roles	Day of Disaster	Longer Term
Block Coordinator Incident Commander	Set up Neighborhood Command Center at Gathering Site. Add a chart/easel for recording information, chairs and a resource table. As people arrive, assign roles.	
Scribe	As teams return, collect forms. Record updates on Status Board.	
Communications Local AM Radio Stations: 740 and 810	Monitor the emergency AM radio station listening especially for information relevant to your neighborhood. Share relevant information with the block coordinator(s). <i>Local FM Stations: 88.5 and 106.9 (FM).</i>	
Utility and Safety Team (buddy system)	Check neighborhood for <b>physical hazards</b> (small fires gas, water, downed power lines); document and respond as possible.	Continue regular safety patrols. Once block is stabilized, gather neighborhood resources to share as needed: food, water, fire extinguishers, flashlights, batteries, camping gear, etc. Continue regular wellbeing checks.
Neighbor Wellbeing Team (buddy system)	Check wellbeing of neighbors (people and pets). Use form and provide to scribe.	
First Aid Team (buddy system)	Set up First Aid Station. Aid injured using basic First Aid and emotional support.	Report updates to Scribe.



## Block/Neighborhood Coordinators

### Quick Start Guide

#### Steps to Take After Disaster Strikes

Stay Informed. Subscribe to MPC Ready newsletter at <https://mpcready.com>

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## Steps – Immediately Following Disaster

### At Home...

Step 1	<b>Put on personal protection.</b> A bicycle helmet or hard hat protects from falling debris. Put on sturdy shoes, heavy clothes, mask, and leather gloves.
Step 2	<b>Take care of your loved ones.</b> Check for injuries and make sure they are dressed for safety as well
Step 3	<b>Evacuate if you feel unsafe.</b> You may have only minutes to get out. Keep your vehicles ready with supplies & tanks/charges at least half full.
Step 4	<b>Address hazards.</b> Extinguish small fires. If you smell gas, turn it off. If you see water leaking, turn it off after first filling up containers if you need water.
Step 5	<b>Communicate.</b> Put an OK or Help sign in front window. As able, inform your out-of-area designated contact of your status.

### Your Block ....

Step 6	<b>Set up Neighborhood Command Post.</b> Bring duffle bag and additional supplies with you. Set up resource table, chairs and radio. As neighbors and spontaneous volunteers arrive, assign teams.
Step 7	<b>Shifts.</b> As additional volunteers arrive, establish shifts. Each shift needs a shift-change briefing; also notify all volunteers of the staffing change.
Step 7	<b>Take Care of Yourself/Others.</b> Plan for any needed shelter operations with neighbors.

## Atherton and East Palo Alto Channels

Atherton Areas	Channel	Back Up	EPA Areas	Channel	Back Up
1	1	18			
2	2	16	31	1	18
3	3	7	32	2	16
4	4	19	33	3	7
5	5	17	34	4	19
6	6	21	35	5	17
7	7	3	36	6	21
8	15	22			
9	16	2			
10	17	5			
11	18	1			
12	19	4			
13	20	15			
14	21	16			

## MPC Ready Area Channels

Please see Net Control instructions on page 10. If you are the person starting Net Control, and no-one comes in from your Area, you may switch to another Area's channel to communicate with a block, neighborhood or area coordinator in that Area.

MP Areas	Channel	Back Up	SMC Areas	Channel	Back Up
20	6	21	40	20	15
21	5	17	41	1	18
22	20	15	42	2	16
23	3	7	43	3	7
24	18	1	44	4	19
25	15	22	45-1	18	21
26	2	16	45-2	19	4
27	1	18	45-3	20	1
28	16	2	46	19	4
29	17	5			

The backup channels are in case the primary one is getting interference.

## Neighborhood Plan of Action & Neighborhood Gathering Site/Command Post

In a disaster, your neighbors will be your closest source of help. Social bonds are the foundation for neighborhood resiliency. However, a neighborhood plan of action will keep you all safer following a disaster. Studies show that practicing your plan helps to:

- Save lives, and reduce the severity of injury, and loss of life;
- Decrease property damage;
- Reduce the burden on first responders; and
- Hasten the community's overall recovery.

### Block Coordinator Role in a Disaster

Following a disaster, a Block Coordinator's primary role is to provide the overall coordination for the neighborhood's disaster response. However, the first neighbor at the Neighborhood Gathering Site can assume the initial responsibility.

Ideally, the block coordinator and neighbors have practiced setting up the Neighborhood Command Post. However, most of the tasks are simple and volunteers without training can be assimilated into command post operations.

1. First person to arrive should begin setting up the Neighborhood Command Post. Set up what's needed for receiving, recording, posting and processing information.
2. As other neighbors arrive, send pairs to check residences using the "Windshield Survey" form. Start with the homes farthest away from the Gathering Point and work back in.
3. As damage, injuries or other neighborhood problems are reported, prioritize the response and assign teams.
4. As possible, start reporting information to the designated "next level up" via FRS radios, runners, walkers.

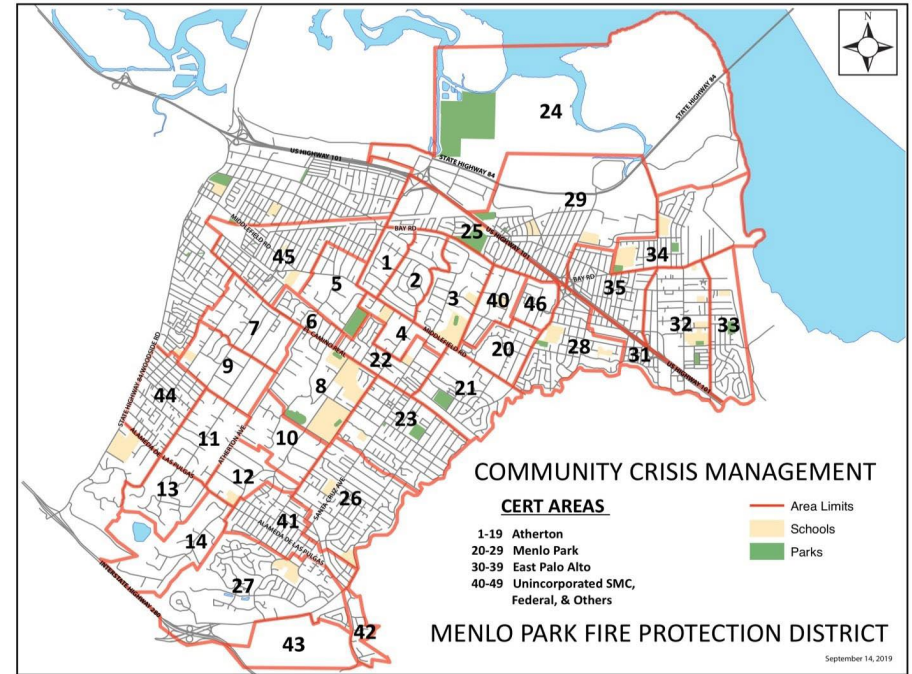
Our Neighborhood Gathering Site, to set up the Neighborhood Incident Command Post Base, is

### Block Coordinator (BC) Duffle Bag Supplies

- Large rolling duffle bag** – provides room for kit to grow
- Reflective vest** – Identification & Safety
- FRS radios (2)** and batteries – for team communication with Command Post Base
- First Aid Kit** – for basic first aid
- Headlamp and lantern** – Backup in case Block Coordinator’s personal kit is inaccessible
- Battery backups** – for lighting
- Emergency radio** – real-time information to community and ability to charge items (will need device cords)
- Block Coordinator (BC) Binder** – BC Quick Start Guide, local maps, block contacts, etc.
- Expanding file folder** – holds forms
- Clipboards** – for Safety/Wellbeing and First Aid Teams
- Notepads** – For team use
- Pencil pouch** – pencils, pens and permanent markers
- Caution tape** – Communicate hazards
- Duct tape** – Useful for many situations
- Multi tool** – useful for cutting caution and duct tape, battery changes, simple repairs.

You will also need: table, chairs and an easel or board. Adding at least one more pair of FRS radios would also be helpful.

### Menlo Fire (MPFPD) Response Areas



List locations for other Block Coordinators in your Area or nearby:

Block Coordinator	Address	Mobile Phone

## Review -- Basic FRS Radio Etiquette Rules

- The international radio language is English except in cases where you are licensed to speak in some other language.
- When using a two-way radio, you cannot speak and listen at the same time as you can with a phone.
- Check that the correct channel is set.
- Listen first for a brief period to make sure others are not pausing during a conversation.
- Press the Push to Talk (PPT) button and pause slightly to avoid clipping.
- Release PPT as soon as you finish speaking.
- Emergency communication: Speak ONLY if necessary.
- Speak Accurately, Briefly, Clearly, Slowly.
- Speak in a normal tone of voice. Do not yell.
- Avoid personal information, sensationalism, slang.
- Use the NATO phonetics alphabet when necessary.
- Keep messages short and to the point.
- Be professional at all times.
- Be aware that the channels are open to anyone listening.
- For communication directly with another person,  
**YOU:** <their ID>, this is <your ID>

## Duffle Bag Contents



## Forms (give completed forms to Scribe)

Role/Teams	Forms & Color
Net Control	Communications log—Net Control (buff)
Block Coordinator	Neighbors/volunteers Check in (purple)
Scribe	Communication Coordinator (green) Fire/Police Station Report (yellow)
Utility & Safety Team	Windshield Survey (blue)
Neighbor Wellbeing	Neighbor Wellbeing Check (pink)
First Aid	First Aid Record Sheet (gold)

## How to use the FRS Radio

### 1. Turn it ON.

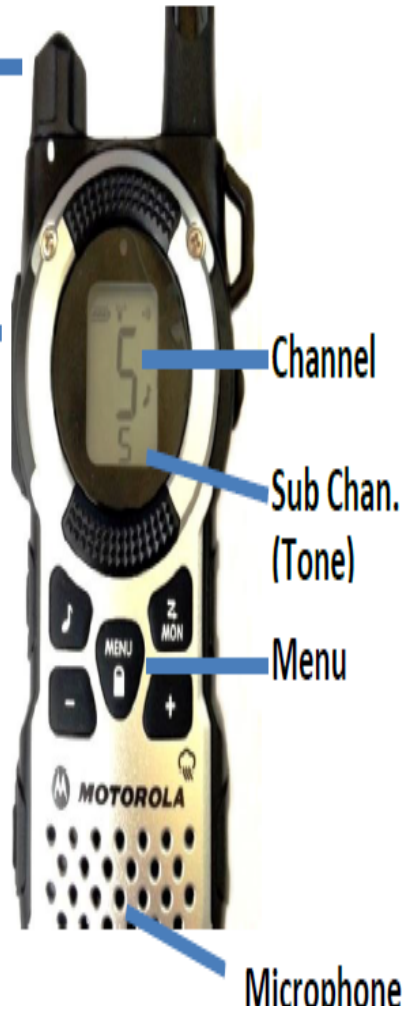
Turn knob until you feel a click. Also use knob to adjust the volume.

### 2. Push To Talk (PTT).

Press and hold the PTT button on the side. Pause 1 second and then talk.

### 3. Release to listen.

When done talking, pause 1 second and release the PTT button so you can listen.



## HOLD FRS Radios 3-6 INCHES FROM MOUTH

This will allow your voice to be heard clearly.

### Typical Radio Conversation

- **You:** Papa November One, Papa November One. This is Papa November Nine. Come in, Over. (PN1 is their call sign. PN9 is your call sign.)
- **Recipient:** Papa November Nine. This is Papa November One. Go Ahead. Over.
- **You:** Say Your message and then say: "Over"
- **Recipient:** Roger Wilco. Over
- **You:** This is Papa November Nine. Over and Out.

### Long Messages Tips

Use the word "BREAK" for long messages. Speak in groups of about 5 words, pause, say "BREAK" and listen for the receiving station to tell you to continue.

**Net Control** -- is one station controlling and managing all communication flow. The Block Coordinator (BC) Incident Commander is Net Control. The BC may also designate a volunteer to be "Net Control."

### Utility/Safety, Neighbor Wellbeing, First Aid Teams

- Always check in with Net Control, and check out when you leave the Net.
- You respond to Net Control when called.
- Communication dialog:
  - **YOU:** "Net Control, this is <your ID>"
  - Net Control will decide when you can speak.
  - **NET:** "<your ID>, go ahead"
  - **YOU:** "your ID>, your message, <your ID>"
  - The person who initiated the call ends it.
  - You must call Net Control to get permission to call anyone else directly.

**Urgent Communications:** Say rapidly "BFREAK BREAK" ("PRIORITY MESSAGE" OR "EMERGENCY" okay too). all these terms mean you have an urgent message.)

- **YOU:** "Break Break."
- **Response:** "Break Break station, identify and proceed with your urgent message."
- You must wait for receiving station to acknowledge you before you continue.

**Relay** is an intermediate station (maybe you) forwarding a message when two stations, trying to communicate, are out of range with each other.

### Using FRS Radios -- Getting Started

- Turn radio on.
- Press **MENU** button once. Channel number will blink.
- Set channel if it has not been set (see pages 14-15)
- Use + or – to select Channel.
- Press **PPT** button to save channel setting.
- To lock settings, hold the **MENU** button in until the padlock icon is on. Hold MENU button again to unlock.

### NATO Phonetic Alphabet

The standard "NATO" phonetic alphabet (actually the International Radio-Telephony Spelling Alphabet) is:

Alfa, Bravo, Charlie, Delta, Echo, Foxtrot, Golf, Hotel, India, Juliett, Kilo, Lima, Mike, November, Oscar, Papa, Quebec, Romeo, Sierra, Tango, Uniform, Victor, Whiskey, X-ray, Yankee, Zulu.

Numbers are pronounced as normal, except often **9** is pronounced "**Niner**" so it doesn't get confused with 5.

## Speaking The Language

**Radio Communication “Pro-Words”** are shorthand uses for clear and concise communications.

<b>Pro Words</b>	<b>Meaning</b>
Radio Check	What is my signal strength? Can you hear me?
Go Ahead	You are ready to receive the transmission
Stand-by	You acknowledge the other party, but I am unable to respond immediately.
Roger or Ten-Four	Message received and understood
Affirmative	Yes (avoid yes or nope as they are difficult to hear)
Negative	No
Say Again	Re-transmit your message.
Over and Out	Your message is finished
Cut	All conversation is finished, the channel is clear for others to use
Break, Break, Break	You are interrupting in the middle of communication because you have an emergency

<b>Pro Words</b>	<b>Meaning</b>
Read you Loud and Clear	Response to “Radio Check.” Means your transmission signal is good. Also, use “Read you 5-by-5”
Come in	You are asking the other party to acknowledge they hear you.
Copy	You understood what was said
Wilco	Means “I will comply”
Repeat	Used before you repeat something. Example “I require 2, repeat 2 FRS radios. Over.”
Correction	Error has been made in this transmission; make or give the correction.
Speak Slower	Reduce speed of transmission.