



**Collins View  
Neighborhood Emergency Team**

**Operations Plan**

**Version: 1.5  
June 2016**

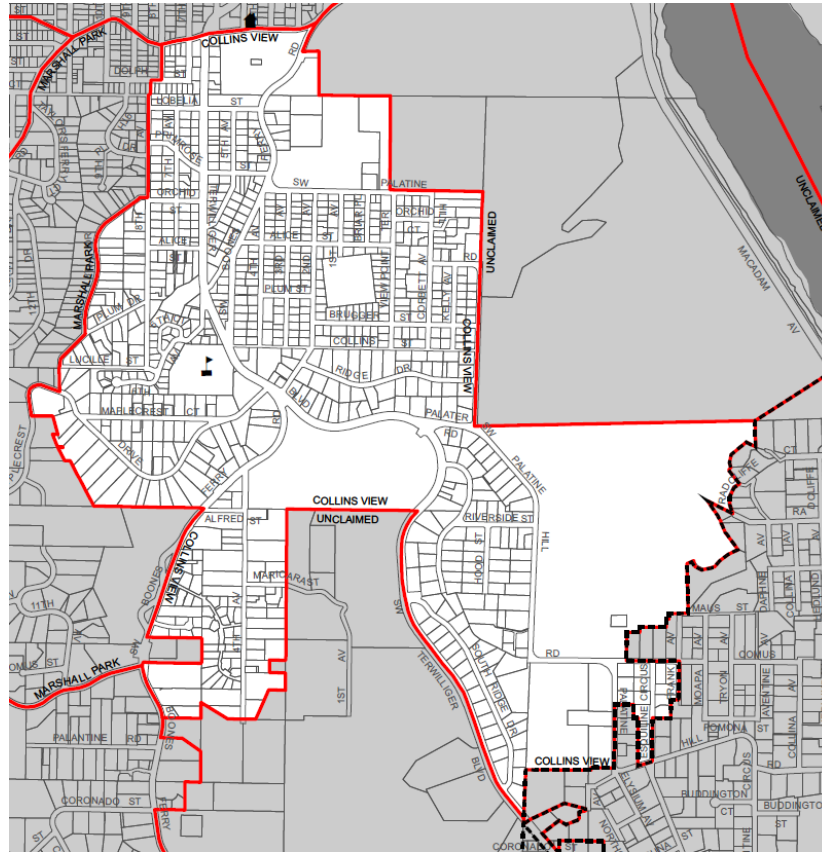
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## Abbreviations

ARES	Amateur Radio Emergency Service unit of ARRL
ARO	Amateur Radio Operator
ARRL	American Radio Relay League
BEECN	Basic Earthquake Emergency Communication Node
CERT	Community Emergency Response Team
CV	Collins View
CV-NET	Collins View Neighborhood Emergency Team
FCC	Federal Communications Commission
FRS	Family Radio System
GMRS	General Mobile Radio Service
HAM	FCC Licensed Amateur Radio Operator
ITL	Incident Team Leader
MC-ARES	Multnomah County chapter of ARES
NET	Neighborhood Emergency Team
NSA	NET Staging Area
PBEM	Portland Bureau of Emergency Management
SNAP	Structured Neighborhood Assessment Plan
SUV	Spontaneous Unaffiliated Volunteer
URC	Unreinforced Concrete

## 1. INTRODUCTION



**Figure 1 Collins View Map**

Collins View is one of the 95 recognized neighborhoods by the City of Portland. It occupies 465 acres in extreme south west area of the city and is part of the South West Neighborhoods, Inc. While it is primarily a residential neighborhood, it also incorporates the main campus of Lewis & Clark College and its Northwestern School of Law. Collins View borders the neighborhoods of South Burlingame, Marshall Park, and Arnold Creek. It also shares borders Tyron Creek State Park, Riverdale Natural Area, and a small commercial district on SW Terwilliger Boulevard.

Collins View has a population of just over 3,000 residents residing in about 800 housing units. Approximately 25% of the housing units are rentals. Collins View includes 40 named streets that total about 11 ½ miles of thoroughfare. Three quarters of neighborhood houses are heated with natural gas. Riverdale High School, which serves the neighboring community of Dunthorpe is also in Collins View as are the churches of Mt. Carmel and St. Mark, the latter of which is home to a small daily preschool program.

## 2. Collins View Team Logistics Summary

**Team Leader:** Bob Fischer

**Assistant Team Leaders:** Maryellen Read

**NET HAM Radio Operators :**

Doug Boscamp	KG7MJJ / ____
Carrie Conte	K7CAC
Bob Fischer	KG7JKQ / WQTM414
Maryellen Read	KG7QBE
Matt Stevens	AI1P (A India One P)
Dylan Dalton	K7KEF / WQB303
Kevin Davis	K7KAD
Franklin Weingarten	K7FSW
Ralph Read (Vol)	KG7QBF

**Collins View NET Members:** See Attachment 1

**Collins View NET Volunteers:** See Attachment 2

**NET Staging Areas (NSA)**

NSA 1	St. Mark Church 9750 SW Terwilliger
NSA 2	Lewis and Clark Stadium 0615 Palatine Hill Rd

**BEECN Site**

SW 33 H	Riverdale High School 9727 SW Terwilliger Blvd
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**Emergency Storage Cache**

St. Mark Church 9750 SW Terwilliger
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**Fire Station**

Fire Station #10 451 SW Taylors Ferry Rd
--

**Team Meeting Locations**

St. Mark Church  
 Lewis and Clarke College  
 Fire Station #10  
 Stevenson School

**Areas of Operation**

**Primary:** Riverdale School, neighborhood east and west of Terwilliger Blvd. and Maplecrest Drive & Court.

and ... resources permitting

**Secondary:** Neighborhoods on Southridge Drive, off Comus Rd and south of Terwilliger Blvd off Boones Ferry Rd (the 4<sup>th</sup> Ave area)

**Potential Problems****Areas in Collins View**

- Riverdale School has about 300 daytime HS students at some risk in a building with major URC sections.
- Village Preschool is located on the lower ground floor of St. Marks Church. About 15-20 preschoolers are present on a daily basis.
- Lewis & Clark College and Law School: Several thousand students present at any one time. However, LC has its own separate advanced emergency plans and provisions.
- A gas station and dry cleaning facility in Burlingame pose risk of fire and toxic chemical discharges.
- A major natural gas pipeline runs up Taylors Ferry and then intersects with Boons Ferry Road running South-West through Collins View.
- Lewis & Clark College's chemistry and physic labs are registered Toxic and Hazardous Material sites although it is understood that the amounts of potentially hazardous materials are small and unlikely to present a community wide danger .

### 3. Specialized CV NET Equipment and Protocols

In addition to the Personal Protective Gear and basic components of a NET backpack (See NET Guidelines: <http://www.portlandoregon.gov/pbem/article/475612>) CV NET members are expected to include in their NET Kit four additional items :

1) A copy of the Structured Neighborhood Assessment (SNAP) map that covers their immediate part of the CV neighborhood and/or any walking route they may be taking to a NET Staging Area (NSA)

2) One set of CERT/NET Forms 1-8 (See Appendix G from PBEM Net Guidelines: <http://www.portlandoregon.gov/pbem/article/475612>)

3) One spiral ring PBEM- NET Field Operating Guide (FOG)

4) A minimum of 20 color coded Tyvek wrist bands which will be used in triage of injured persons and to identify community volunteers. Within the CV neighborhood until other colored Tyvek bands are arranged, the color on bands will indicate the following:

Pink w Black Stripes:	Immediate Care Needed
Yellow:	Delayed Care
Green:	Minor Care (Walking Wounded)
Blue:	Deceased
Orange:	Spontaneous Unaffiliated Volunteer (SUV)

### 4. Deployment Plan

In general, CV-NET members should follow the overall PBEM - NET guidelines regarding deployment. (<http://www.portlandoregon.gov/pbem/article/475612> )

#### **PHASE 1: Secure Home**

First and foremost, team members must ensure the safety of themselves and their family members. Only after team members are assured that their family and personal property is secure should they prepare to deploy.

## **HASE 2: Evaluate Situation to Deploy**

Unless otherwise contacted and directed by PBEM or the CV-NET leadership, team members should not plan to deploy in severely inclement weather (e.g., heavy rains, high winds, ice storms, significant dust or volcanic ash fall) or after nightfall. In principle, the CV-NET will not deploy under conditions which may present a significant risk to team members.

## **PHASE 3: Deploy**

If conditions are safe and the NET volunteers family and personal situation is secure, volunteers should precede to NET Staging Area #1 (NSA 1) Team members should be equipped with their NET backpack, vest, helmet, name badge, personal protective equipment and other items identified in Section 3 above..

Team members should use the maps for the Structured Neighborhood Assessment Plan (SNAP) to document their route to the NSA. They should record any observations on the provided on the SNAP Maps and, where appropriate, the “CERT Form 1: Damage Assessment” (See Appendix C)

If team members have an FRS/GMRS radio they could, at their discretions, check on FRS channel #7 or GMRS Channel #23 to see if other team members are on frequency. In such radio contacts teams members should use communication protocols outlined in Appendix A below

If NSA-1 is not safe or secure, or if it is not possible for a CV-NET member to reach NSA -1, members should try to go Net Staging Area #2 .

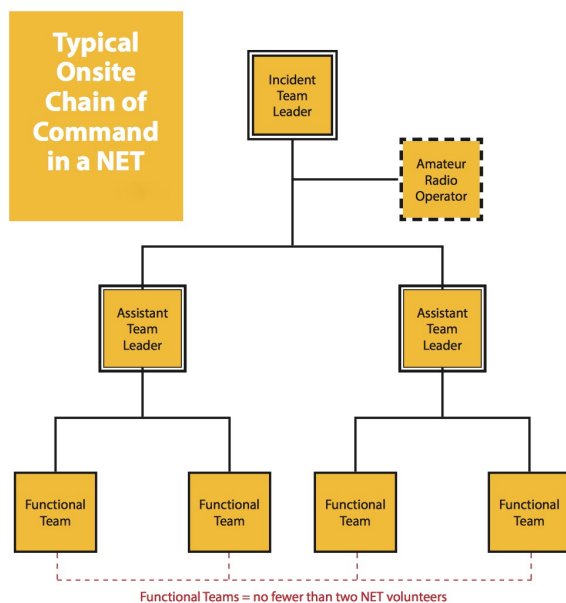
If members encounter Spontaneous Unaffiliated Volunteers (SUV's) while proceeding to the agreed NSA, request that the volunteers accompany you to the NET Staging Area so that they can be checked in, processed, and assigned.



## 5. NSA Management Protocol

The first CV-NET member arriving at the NSA will serve as Incident Team Leader (ITL) until it may be decided later to transfer that responsibility to another member.

The ITL will set up a chain of command according to the following general structure diagrammed here:



Depending on the manpower and resources available, an initial management team should be prepared at the NSA. This team would contain a CV-NET member for:

ARO

Record Keeper

Volunteer Coordinator

Although the roles and responsibilities of these positions will vary depending upon circumstances and the availability of personnel, the ideal division of responsibilities is described below.

### Incident Team Leader:

- Organize the team and assign responsibilities.
- Identifies who will be Functional Team Leaders (FTL) and Team Members.
- Assigns tasks and objectives to Functional Teams (FTs).
- Assures that records of all activities are properly recorded.
- Assures that SUVs are properly documented and used appropriately.
- Instructs the ARO on the basic content of messages relayed by radio.
- Serves a primary source of communication with local and city authorities.

### Amateur Radio Operator

- Identifies frequencies and protocols for communications between CV-NET members.
- Is principle source of communication link with PBEM and MC-ARES.
- Maintains contact with neighboring NETs.
- Coordinates with BEECN operations where necessary.
- Keeps appropriate records of all radio communications.

#### **Record Keeper:**

- Assures that all team leaders / members have appropriate necessary CERT forms.
- Maintains a dossier for the ITL of documents and forms used in the Incident.
- After Stand Down (see below) assures all documents and materials are organized.

#### **Volunteer Coordinator:**

- Welcomes and interviews SUVs.
- Assures that CV-NET and PBEM documentation on SUV's are recorded (see Annex: D).
- Assures that SUVs have appropriate wrist band (see Section Below).
- Recommends to the ITL on roles SUV may play in team activities.

#### **Functional Team Leader:**

- Assign tasks to team members consistent with tasks and goals assigned by ITL.
- Communicates primarily with ITL.
- Update Incident Team Leader with Results & Numbers.
- Provide Incident Team leader with documentation forms.
- Develops and follow the Relief Plan as needed.

#### **Team Members:**

- Carries out assignments of the FTL
- Updates the FTL on process, obstacles and results..
- Maintain relevant documentation and CERT forms.

**ALL NET Members:**

- Behave in a professional and respectful manner in all encounters.
- Work to maintain a collegial relationship with other NET members.
- Follow all orders by governmental authorities (e.g. Police, Fire, PBEM).
- Not interfere with the activities of official emergency responders.
- Respect the chain of command in the CV- NET.
- Document all orders and communication.
- REFRAIN from making statements to members of the Media (e.g. press, TV, radio).

## **6. Functional Team Management Protocol**

It is not possible to foresee exactly how FTs will be organized or what responsibilities they will need to carry out in any given neighborhood emergency. However, some general principles should be respected:

- 1) Each team must have at least two (2) members. This is for the security of team members.
- 2) Ideally, every Functional Team (FT) should have at least one CV- NET member on it. SUVs can be of great help on teams, however guidance from a CV-NET member will likely be valuable.
- 3) On FT's that are charged with more difficult rescue activities or activities requiring "cribbing," teams should consist of five (5) or more CV-NET members and SUVs.
- 4) While FTs may be charged with accomplishing some objective, once the team is at work, NET leadership must understand and respect the judgments and decisions that team members may have to make in the field confronting unique or challenging circumstances.

## **7. Spontaneous Unaffiliated Volunteers (SUVs)**

CV-NET members should recognize the value of community volunteers and welcome their participation in the work of NET. Primary responsibility of the NET is

to assure the safety of volunteers and to engage their assistance in a manner that best uses their physical, mental and experiential strengths.

As outlined above, a SUV coordinator will be appointed by the ITL to have primary responsibility for welcoming and processing SUVs. This will include overseeing use of Personnel Resources Intake Form and Acceptance Forms (Appendix D).

The SUV coordinator will be prepared to counsel them about response safety and not interfering with emergency responders.

The volunteer will receive a orange wrist band designating him/her as an SUV thus indicating that they have checked in with the team. A black marking pen will be necessary for writing this data.

## **8. Relief Plan**

CV-NET members and SUVs should not be on duty more than 12 hour shift in any 24 hour period. Leadership must enforce the requirement that personnel have adequate time to rest and recuperate.

Though specific circumstances will vary, a 15 minute break should be taken by all CV-NET members and SUVs every 3 hours for relaxation, recuperation and nourishment.

## **9. Stand Down Protocol**

The call to “stand down” may come from the ITL or PBEM. It is essential that appropriate government authorities and partners (e.g. Fire Station #10 personnel, PBEM) are notified of the dissolution of CV-NET activities. Additionally, the team must assure that:

- 1) All relevant records of team activities and findings are secured
- 2) Loaned or team equipment is secured or returned.
- 3) The NSA or other sites used by the CV-NET are cleaned and secured.
- 4) Plans are made to check-up on team members in the immediate post-incident.
- 5) Plans are made for the team to have a post-incident debriefing for lessons learned.

## ANNEX A

### CV-NET Communication Guidelines

As outlined in Section 4 Phase 3 above and depending on circumstances, CV-NET Members will attempt to make contact with other members by a variety of methods, including:

- a) Phone and Internet: See team lists above.
- b) CV-NET Voxer Account.
- c) FRS Channel 7 GMRS: Channel 23.
- d) HAM: NET Tactical Channels

First:	MC8 / NET-TAC 1	147.580 (Simplex)
Second:	MC9 / NET-TAC 1	147.540 (Simplex)

Use of Phone, internet or Voxer should be self-evident.

Persons wishing to establish contact with other CV - NET members by GMRS or HAM channels should do so by stating their FCC call sign, their first name and state also that they are a member of the "Collins View Neighborhood Emergency Team." Ask if anyone is "on channel."

If several members are attempting to communicate on the GMRS or HAM channels of communication, it is highly recommended that one assume the role of "Net Control" and manage the conversation in an orderly manner.

If there are a number of other non-NET users of the initial frequency of contact, CV-NET correspondents may explain politely that the frequency is being used by the NET for emergency response planning or tactical coordination. They may ask to have a clear channel until plans or activities are finalized. If this is unsuccessful, the NET correspondents should coordinate to switch to another channel.

For FRS, one can move between Channels 1 to 14.

For GMRS, one can move between channels 15 and 22 on 4-5 watt handheld transceivers or more powerful mobile or base stations.

## Annex B

### PBEM / NET Communication Guidelines

Multnomah County ARES Operating Frequencies				
Alias	Freq	Offset	Tone	Description
MC1	146.840	-0.6		Primary Repeater
MC2	147.280	+0.6	167.900	Secondary Repeater
MC3	146.940	-0.6		Tertiary Repeater
MC4	146.480			Primary Simplex
MC5	146.460			Secondary Simplex
MC6	147.040	+0.6	100.000	Delta Repeater *
MC7	147.560			Gresham Simplex
MC8	147.580			NET-Tac 1 (Portland Bureau of Emergency Mgmt)
MC9	147.540			NET-Tac 2 (Portland Bureau of Emergency Mgmt)
MC10	145.070			RMS K7MCE-10 / Packet K7EOC-1
MC11	146.840			Simplex on Repeater output. Use only when repeater is not working.
MC12	147.280			Simplex on Repeater output. Use only when repeater is not working.
MC13	146.940			Simplex on Repeater output. Use only when repeater is not working.
MC14	147.040			Simplex on Repeater output. Use only when repeater is not working.

## Annex C

### CERT / ICS Forms

See Appendix G of <http://www.portlandoregon.gov/pbem/article/475612>

## ANNEX D : SUV Forms

## Volunteer Information Form

1 of 2

PRINT Last, first name: \_\_\_\_\_

Have you been **convicted** of a **felony** since your 18th birthday? If so, please state the conviction, date of conviction, and a brief explanation of the circumstances. **NOTE:** a conviction does not necessarily disqualify you:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please state any relevant conditions including disabilities, medical needs, or mental health considerations:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Access to Rx meds? N/A ☐ Yes ☐ No ☐ Not sure ☐

Have you contacted your family? Yes ☐ No ☐

Would you like to be contacted in the future for volunteer training and work? Yes ☐ No ☐

Would you like to be contacted again to help with **this** emergency? Yes ☐ No ☐

To volunteer with this emergency response, please complete this form and return it to the person who gave it to you. You will receive a brief interview as soon as possible.

Please answer the questions truthfully and as completely as possible. This information will help us find the most appropriate assignment for you.

## Agreement of Understanding

I understand the dangers of participating. Despite the potential dangers and risks, I will participate and I agree to assume all the risks associated with such participation. In consideration for the acceptance of my participation as a volunteer, I hereby waive, release, hold harmless, and discharge any and all claims for damages for personal injury, property damage or death, which I may have or which may hereafter accrue to me, or to my heirs or assigns, as a result of my participation as a volunteer. In addition, I agree to indemnify the City from all claims demands, suits, actions, liabilities, damages, costs or expenses resulting from or arising out of my activities. This release, waiver of liability and indemnity agreement is intended to discharge and release the City of Portland, and its agents and employees from and against any and all liability arising out of, or connected in any way with, my participation as a volunteer. It is further understood and agreed that this release, waiver of liability, and indemnity agreement is to be binding on me and my heirs and assigns.

*I have carefully read this agreement and fully understand its content. I am aware that this is a release of liability and a contract between myself and the City of Portland Bureau of Emergency Management, and I sign it voluntarily and of my own free will. I furthermore certify that all information I provide is true and correct.*

Signature \_\_\_\_\_

Date \_\_\_\_\_

**Skills or Experience (mark all that apply)**

- ☐ Medical training .....
- ☐ First aid/CPR.....
- ☐ Fire fighting skills .....
- ☐ Safety and security.....
- ☐ Search and rescue skills .....
- ☐ Crisis counseling skills.....
- ☐ Office/organizational skills .....
- ☐ Teaching skills .....
- ☐ Crowd control .....
- ☐ Carpenter skills .....
- ☐ Chainsaw skills.....
- ☐ Electrician skills.....
- ☐ Amateur radio skills .....
- ☐ Food prep skills .....
- ☐ Commercial license .....
- ☐ non-English languages:

**Equipment/Supplies You Can Provide**

- ☐ First aid supplies.....
- ☐ Spare wheelchair or crutches.....
- ☐ Spare bed(s) .....
- ☐ Tarps or tents.....
- ☐ Chainsaw.....
- ☐ Bottled water .....
- ☐ Generator .....
- ☐ Fire extinguisher .....
- ☐ Camp stove and fuel .....
- ☐ Walkie-talkie or other radio.....
- ☐ Prybar .....
- ☐ Blanket(s).....
- ☐ Flashlight(s).....
- ☐ Batteries.....
- ☐ Rope .....

Last, first name: \_\_\_\_\_

Home address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Best phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_ E-mail: \_\_\_\_\_

Age: \_\_\_\_\_ Gender: \_\_\_\_\_ Driver's license (state/#): \_\_\_\_\_

Fit for physical work? Yes ☐ Light ☐ No ☐

Emergency contact name: \_\_\_\_\_ Relation: \_\_\_\_\_

Emergency contact phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_

2 of 2

Volunteer Information Form

**FOR OFFICIAL USE ONLY**

ID verified (initials) \_\_\_\_\_ Accepted? Yes ☐ No ☐

Issued ID? Yes ☐ No ☐ Badge # \_\_\_\_\_

Waiver signed..... Yes ☐ No ☐

NET organization/objectives..... Yes ☐ No ☐

Weapons policy .....

Safety awareness..... Yes ☐ No ☐

Search and rescue..... Yes ☐ No ☐

Medical triage..... Yes ☐ No ☐

Assignment 1: \_\_\_\_\_

Assignment 2: \_\_\_\_\_

White: Operations Manager

Yellow: Planning

Pink: Volunteer Lead