Neighborhood Emergency Team (NET) Guidelines

The NET Program is managed by the City of Portland Bureau of Emergency Management (PBEM)

Neighborhood Emergency Team (NET) Guidelines (second edition)

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Questions and comments to   **Portland Bureau of Emergency Management**
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Director's Letter

Welcome. On behalf of the Portland Bureau of Emergency Management (PBEM) and the City of Portland, we appreciate your interest in the Neighborhood Emergency Team (NET) program.

The purpose of this Guidelines Manual is to provide NET volunteers with a definitive, clear and accessible source to the policies and procedures that govern the NET program. It also clarifies PBEM's responsibilities to the NET program.

When Portland experiences a major disaster - such as a Cascadia Subduction Zone earthquake - it could take up to two weeks or more before professional responders, such as firefighters and medical personnel, can help in neighborhoods. Based on documented experiences in other parts of the world, it's clear the vast majority of people injured or stranded during a major emergency are rescued by their neighbors.

We also know that untrained volunteers can lose their lives attempting to rescue others. This is an unacceptably high price to pay. The City of Portland is committed to providing its diverse communities with NET response training to ensure that rescues take place safely. Trained NET Members are prepared to help themselves, their loved ones, and their immediate communities following a disaster.

For the typical NET volunteer, it is not necessary to read this manual from cover to cover. The Guidelines cover details of program administration that are generally the responsibility of NET Team Leaders, or specify guidelines for managing non-routine issues (such as team elections). However, there are three sections that every NET Member should review.

NET Members should have a comprehensive understanding of NET operations as covered in *Section 800* of this document, and review the operations appendix (*Appendix A*).

NET Members should know how to log their service hours. A walk-through of that process is included in *Appendix B*.

PBEM invites all NET Members to give us feedback about the Guidelines. This manual is intended to reflect both the values of the NET program and the real needs that NETs have in ensuring a safe and effective response in the event of a disaster or emergency.

Finally, being a NET volunteer is not easy. Volunteers take a great deal of time and effort to train and prepare themselves and others for disasters. PBEM and the City of Portland recognize the dedication of our NET volunteers, and we look forward to supporting the important work you do.

Carmen Merlo, Director
Portland Bureau of Emergency Management

Acknowledgements

The content of the NET Guidelines is owed above all to the collective knowledge and dedication of all NET Members. Their contributions helped produce the initial draft of the Guidelines. This edition was further refined by leaders in the NET program. With this community process as the foundation for the Guidelines, PBEM would like to thank all NET volunteers for their hours of contributions and feedback.

In particular, PBEM would like to acknowledge the following individuals for their independent work and contributions to the NET Guidelines:

1995   1998   2006   2013   2015

Program History

The Portland NET program is modeled directly from the Federal Emergency Management Agency (FEMA) Community Emergency Response Team (CERT) program. The CERT program began in 1985 in Los Angeles, and was itself modeled from a similar program the Los Angeles Fire Department learned about in Tokyo, Japan. Los Angeles Fire became interested in citizen response programs following observations of the 1985 Mexico City earthquake, where nearly 100 people lost their lives trying to rescue others. FEMA adopted and standardized the Los Angeles CERT program in 1993, as the organization was looking for programs to promote disaster preparedness and response in local communities.

In 1994, Portland Fire and Rescue (PF&R) adapted the national CERT curriculum for Portland and incorporated it with existing emergency response volunteer teams. In order to avoid confusing the CERT program with the Portland Police Bureau's Special Emergency Response Team (SERT), the program was renamed the Portland Neighborhood Emergency Team program (NET). Many volunteer emergency response programs in the Portland region have retained the CERT title.

What do NETs do?

In the event of a citywide or regional emergency such as a severe winter storm, flood or major earthquake, households need to be prepared to be on their own for at least two weeks or even longer. Neighborhoods need to be prepared for self-sufficiency, too. Volunteer neighborhood rescuers will likely be first on the scene when firefighters and police are slowed by impassable streets or overwhelmed by calls for help.

NET Members live or work in Portland and receive instruction from PBEM and PF&R to provide emergency disaster assistance within their own neighborhoods. NET Members are prepared to save lives and property until police, fire, and EMS responders can arrive. These volunteers are specially trained to help others without putting themselves in harm's way. NET Members are:

- Prepared to be self-sufficient for two weeks during any emergency.

- Able to provide emergency assistance to their family and immediate neighbors.

- Able to work within an emergency response team and with professional emergency responders to save lives and property in their neighborhood.

- Able to guide untrained volunteers who want to help others during a disaster.

Figure 1: *The Emergency Management Cycle. Though NETs have a part to play at all stages of the cycle, they are primarily* ***responders***.

*Firefighter
Dave Paul*

SECTION 000 - GUIDELINES MANUAL ORGANIZATION

000.05
Section Numbers

This Guidelines Manual is organized into the following sections, divided by general subject area:

000	**Guidelines Manual Organization**
100	**Program Organization**
200	**Member Candidacy and Training**
300	**Member Standing and Badging**
400	**Conduct**
500	**Team Leaders**
600	**Equipment**
700	**Operations: Non-Emergency Deployment**
800	**Operations: Emergency Deployment**
900	**NET Communications: Operations and Protocols**

000.10
Subsections and References

    a.   Each section includes subsections corresponding directly with individual guidelines. A subsection may be further subdivided.

b. Subsections will frequently reference other subsections elsewhere in these Guidelines. Where this is done, the section is cross-referenced in italic lettering and indicates where the reader will find the reference (e.g.: "*200.05*"). In an electronic version of this document, the reference will also be linked to the corresponding section.

000.15
Creating New Guidelines

a. A NET Team Leader must vet a request for a new guideline and forward it to the NET Coordinator; or, the NET Coordinator may propose a new Guideline to the NET Leadership Committee (*500.35)*.

b. All requests for a new guideline will be submitted to the NET Coordinator, preferably by email, for consideration. The NET Coordinator will then undertake any necessary research and produce a draft of the new guideline for review by the PBEM Director.

c. If the PBEM Director approves the new guideline, the NET Coordinator will forward the suggested change to the NET Leadership Committee (*500.35*) for review and approval.

d. If the NET Leadership Committee approves the new guideline by majority vote, the NET Coordinator will publish the changes into the Guideline Manual, make an appropriate reference in *Appendix F*, and announce the change to all NET Members within three months.

e. The NET Coordinator has discretion to notify all NET Members by email of a change to the Guidelines immediately, if the Coordinator considers the change significant enough to warrant doing so.

f. If modifications to the Guidelines produce new training requirements, NET Members will have no less than six months to complete the requirements.

000.20
Editing Existing Guidelines

a. The process for editing existing guidelines will follow the same approval and codification processes as described in section *000.15*.

b. The approval process applies only to substantive guideline changes. The NET Coordinator has discretion to make housekeeping changes to guidelines such as (but not limited to) minor grammatical or semantic changes without a review, approval, and notification process.

000.25
Interpretation of Guidelines

a. If a guideline is not sufficiently clear to resolve an immediate issue in the field, a NET Member will ask the NET Coordinator for clarification. If the NET Coordinator or other PBEM staff is not available and an interpretation must be made in the field during deployment, that interpretation will be made by the person occupying the highest position available in the incident chain of command.

b. If an interpretation has no immediate need, the NET Coordinator will process a clarified Guideline with PBEM recommendations for change through the review process defined in section *000.20*.

000.30
Guidelines Review

The NET Leadership Committee (*500.35*) will make a detailed review of the Guidelines no less than once every five years (therefore, the next review must take place before May 2022).

Lt. Matthew Silva (center) and TL Ed Rentz (right)

SECTION 100 - PROGRAM ORGANIZATION

100.05
Portland NET and PBEM

a. The Portland NET program is sited in, supervised and managed by PBEM (*City Code 3.124.080*) with participation from Portland Fire & Rescue (PF&R).

b. Unless deployed to an emergency as described in *Section 800*, the PBEM Bureau Director has discretionary authority over NET activities unless otherwise indicated in specific NET guidelines.

c. PBEM has sole authority to determine NET Membership.

d. When deployed, NETs and NET Members will defer to the chain of command present at a given incident.

e. The PBEM Bureau Director may delegate responsibilities for the NET program to a designee (in most cases, the NET Coordinator).

f. All routine communications regarding NET business between NETs and PBEM will be directed to the NET Coordinator.

100.10
Volunteer Role of Portland NET Members

a. NET Members are unpaid volunteers with the City of Portland and any responsibilities undertaken as a NET Member are voluntary. Members are not employees of PBEM or any other city bureau while acting as a NET Member.

b. Any time a NET Member engages in authorized NET activities, that Member is a representative of the City of Portland and will comport him or herself in a manner consistent with the NET Guidelines and *Appendix C: NET Code of Conduct.*

100.15
Responsibilities of PBEM to the NET Program

PBEM has many responsibilities to the NET program and they are woven throughout these Guidelines. Generally: PBEM is responsible for overall program coordination of NET, and supporting teams so that they may be successful as volunteer emergency responders. PBEM staff will not organize and lead individual NETs. **The responsibility for leading a NET and convening regular meetings belongs to the community at large,** and a NET's existence depends on the participation of local Members.

The following subsection does not include all of PBEM's responsibilities to the NET program, but indicates those most general and salient to it. PBEM will:

a. Provide a basic program of training to residents of Portland who wish to join the NET program that will instruct them on safe and effective practices and procedures to act as an immediate responder following a disaster (*200.30*).

b. Provide programs of advanced and continued training to NET Members that enhance their existing relevant skills, provide new skills, and build overall confidence in their capacity to activate immediately following a disaster and serve as a deployable resource (*200.40*).

c. Provide a point of contact at PBEM (e.g., the NET Coordinator) who responds to the needs and inquiries of NETs in a reasonably timely, professional, and relevant manner.

d. Maintain active lines of communication between the NETs and the community's professional first responders (e.g. Portland Fire & Rescue, Portland Police Bureau).

e. Maintain and provide outreach materials to promote the NET program.

f. Provide and maintain a badging system for NET Members (*300.20*).

g. Provide and maintain a volunteer management database for NET Members.

h. Ensure that volunteers are appropriately indemnified for the service they provide to their community (*800.45*).

100.20
NET Service Areas Organized by Neighborhood Boundaries

a. Barring unusual circumstances, the boundaries of NET service areas are consistent with the *boundaries of Portland's neighborhoods* (e.g. NET Members residing in the Cully neighborhood carry out responsibilities inside the boundaries of the Cully neighborhood and are part of the Cully NET).

b. Barring unusual circumstances, there may be only one NET for each neighborhood.

c. If a NET Member so chooses, with approval from the NET Coordinator, he or she may join a NET other than the one associated with the volunteer's neighborhood.

d. The NET is a volunteer group independent of all other volunteer groups in the neighborhood, such as neighborhood associations, neighborhood coalitions, or neighborhood watch patrols. However, PBEM strongly encourages NET Team Leaders to collaborate closely with their *neighborhood association*, local businesses, and community organizations.

100.25
NET Structure and Team Roles

a. An active NET has no fewer than five Members who are NET trained and in good standing.

b. Only NET Members in good standing officially constitute a "Member" for the purposes of forming a team. However, NET functions (such as team meetings) may include community Members interested in advising and assisting NETs with their mission at the discretion of the Team Leader.

c. With the exception of Team Leader, NETs may assign roles through any process they see fit (e.g., appointed directly by Team Leader, team election, etc).

d. A NET Member not assigned a specific role is classified as a Team Member.

e. Role – **Team Member** (TM):

   1. Qualifications:

      I.   Has completed Basic NET training (*200.30*);

      II. Resides or works in the NET service area, or is appointed to a team by special arrangement through PBEM.

   2. Responsibilities:

      I.   Has an established and reliable means of contact with a Team Leader (such as email and/or phone);

      II. Keeps their volunteer information current in volunteer database (*Appendix B*);

      III. Maintains the Minimum Service Contribution (*300.15.b*);

      IV. Possesses and maintains Personal Protective Equipment (PPE) (*600.05*) and a NET kit (*600.15*) immediately available for deployment;

      V.   Abides by *Appendix C: NET Code of Conduct* and the NET Guidelines.

f. Role – **Team Leader** (TL): The responsibilities of Team Leaders, as well as requirements for becoming a Team Leader and team elections, are covered in *Section 500 - Team Leaders*.

   1. A NET is required to have a Team Leader.

   2. A NET may have two co-leading Team Leaders.

g. Role – **Assistant Team Leader** (ATL): Team Leaders may designate Assistant Team Leaders for purposes of maintaining adequate supervision/span of control (*500.15*)

   1. Qualifications:

      I.   All qualifications required of Team Members AND

      II. Access to a computer and email on a regular basis, or text messaging;

      III. Be able to respond to communications from PBEM in a timely manner.

   2. Responsibilities:

      I.   All responsibilities required of Team Members AND

II. Manage and perform the Team Leader's responsibilities as delegated or when Team Leader is unable to fulfill his/her role;

III. Schedule and conduct team meetings in the absence of the Team Leader;

IV. Other responsibilities as delegated by the Team Leader.

h. Role – **Amateur Radio Operator** (ARO):

1. Each NET should have at least one ARO; if possible, PBEM recommends having a second ARO as a backup.

2. Qualifications:

   I. Generally an ARO should meet all the qualifications of Team Members; however, exceptions may be made with approval from PBEM;

   II. Meet the ARO qualifications detailed in *Section 900.50*

3. Responsibilities: generally an ARO should meet all the responsibilities of Team Members, however, exceptions may be approved by PBEM.

4. If the Member has deployment responsibilities during a disaster to an organization other than his/her NET (such as ARES), the Member will not be the designated NET ARO.

i. Optional Administrative Roles: These roles are optional and are not recognized during emergency activations.

   1. **Outreach Coordinator:** works with neighborhood association or neighborhood coalition to coordinate activities; acts as primary contact for planned events (e.g. Fix It Fairs, National Preparedness Month, Sunday Parkways, etc); receives, distributes, and maintains recruitment information from planned events.

   2. **Secretary/Recorder:** takes, distributes, and maintains minutes of team meetings; receives and maintains team roster and contact information.

j. Optional Emergency Role – **Spontaneous Untrained Volunteer (SUV) Coordinator:** PBEM encourages Team Leaders with sufficient Members to designate a "SUV Coordinator" responsible for managing spontaneous volunteers during an emergency activation. This is an ideal role for a NET Member who feels uncomfortable with search and rescue responsibilities. The expectation is that this Member acquires appropriate specialized training to fulfill the responsibility safely and effectively.

Information about managing SUVs is included as *Section 800.65* of the Guidelines.

k. **NET Applicants:** a program Applicant (*300.05.c*) may participate in NET meetings and handle clerical responsibilities (such as acting as a secretary or recorder). However, an Applicant is not recognized by PBEM as an Active NET Member and may not deploy or represent her or himself as a NET Member if the Applicant's team is deployed in a disaster.

2 0 0

SECTION 200 - MEMBER CANDIDACY AND TRAINING

200.05
Minimum Qualifications

In order to become an Applicant and eligible for training, a candidate must satisfy the following program qualifications:

a. **Residency:** an Applicant to the program must reside or work in the City of Portland.

b. **Age:** an Applicant to the program must be at least 14 years of age. If younger than age 18, the applicant must obtain and present written parental consent to train and participate as a NET Member or present documentation of legal emancipation.

c. **Registration:** Applicant must register in the ***NET volunteer database*** and sign the NET Code of Conduct as part of the registration process; special accommodation will be made for Applicants who have limited access to the Internet.

200.10
Persons with Disabilities

Everyone has a part in emergency preparedness and response, and no application to Portland NET will be denied on the basis of any physical or cognitive disability. In order to ensure equal access to the NET program, PBEM will reasonably modify policies and procedures and provide auxiliary aids and services to persons with disabilities.

200.15
Preferred Qualifications

If space is limited in Basic NET training, PBEM will consider prioritizing applications from Applicants who meet any one of the following conditions:

a. Is a member of a community or resides in a neighborhood underserved by the NET program; or

b. Possesses a skill or skills relevant to NET responsibilities; and/or

c. Is recommended to the program by a Team Leader.

200.20
Criminal Background

a. An Applicant may not be considered for candidacy to the NET program if he or she has been convicted of a crime classified as: a Class A Felony; a Class B Felony; any sex crime requiring registration; or stalking.

b. Aside from convictions indicated in *200.20.a*, no past offense will be considered grounds to disqualify an Applicant from the NET program without a process of review.

   Under a process of review, the PBEM Director or designee may consider the facts and circumstances of a conviction, the seriousness of an offense, time elapsed since conviction, and any other information the PBEM Director considers relevant.

   After the review process has been completed to the satisfaction of the PBEM Director, the PBEM Director will make the decision on Applicant's eligibility to participate in the NET program. The PBEM Director makes the final administrative decision with no option for appeal.

c. As part of the background check process, PBEM does not conduct a credit history check.

200.25
Prerequisites for Basic NET Training

Before an Applicant is admitted to the first day of a Basic NET class, the Applicant must review all material for the *Basic Online Preparedness Program* and complete the associated exam with a passing score.

200.30
Basic NET Training

a. Basic NET training curriculum will, at minimum, follow FEMA's *standard CERT curriculum* in content to cover the following CERT training topics: disaster awareness, small fire suppression, utility control, hazardous materials, terrorism, disaster medicine, light search and rescue, disaster psychology, and volunteer team management.

b. Basic NET training will consist of no less than 25 hours of classroom training (i.e., online training does not qualify).

c. PBEM has the discretion to add class content to the Basic NET curriculum and require that full NET certification be contingent on the completion of that added content.

200.35
CERT Training from Agencies Other Than PBEM

If an Applicant has completed CERT training and received certification from an agency other than PBEM, PBEM will accept that training in lieu of Basic NET training if:

a. The training requirements of the CERT program are comparable to that of Portland NET.

b. The Applicant presents proof or adequate documentation of the training and certification to the NET Coordinator.

200.40
Advanced NET Training - general

a. "Advanced NET Training" describes any course of instruction that teaches an Active NET Member a skill or competency relevant to the responsibilities of NETs, and is not covered in the Basic NET curriculum.

b. Completion of Advanced Training will be credited towards a Member's Minimum Service Contribution (*300.15.b*) when the Member presents satisfactory documentation of completion to the NET Coordinator.

c. NET Members may obtain Advanced Training through PBEM or another agency. However, a course of Advanced Training not provided through PBEM must be approved by the NET Coordinator prior to a Member completing the training in order to receive credit towards the Member's Minimum Service Contribution.

200.45
Refresher Training

a. "Refresher Training" indicates any course of instruction that re-teaches an Active NET Member skills or competencies covered in the Basic NET curriculum for the purposes of enhancing the Member's foundational skill set and building confidence in the Basic curriculum.

b. Refresher Training will be credited towards a Member's Minimum Service Contribution if the Member has been Active for more than one year and presents satisfactory documentation of completion to the NET Coordinator.

c. NET Members may obtain Refresher Training in the following ways:

   1. Auditing training units in Basic NET training or CERT training,

   2. Certification in *IS-317*, offered online by Citizen Corps;

   3. Other opportunities as approved by the NET Coordinator.

NET command post

SECTION 300 - MEMBER STANDING AND BADGING

300.05
Program Status

At any given time, a NET Member is assigned one of the following statuses:

a. **Active:** participating Member of his/her local NET and continues to meet the responsibilities of his/her assigned role (*100.25*) and maintains good standing (*300.15*).

b. **Inactive:** Member's participation in program has terminated voluntarily, is suspended because Member is on sabbatical from the NET program or has not completed annual Minimum Service Contributions, or Member was dismissed from the program for reasons of conduct (*Section 400*).

c. **Applicant:** an Applicant to the program who has met the basic qualifications (*200.05*) but has not yet completed Basic NET training.

d. **NET Trainee:** a Member who is or was enrolled in Basic NET training, but has not yet completed all training requirements to be designated as "Active".

300.10
Separation from the NET Program

If a Member becomes permanently Inactive (whether voluntarily or dismissed), he or she must return any equipment, badges, and materials in his or her possession issued by the City or may be charged for their replacement.

300.15
Member Standing

A NET Member is considered to be "in good standing" and eligible to receive and possess a valid badge under the following conditions:

a. **Background check:** NET Members may come into contact with vulnerable populations during a deployment and Members have access to government-owned equipment and sensitive information. Therefore, PBEM requires all Applicants to undertake a background check:

   1. PBEM will supply the needed ***background check forms*** for the NET Applicant to complete, and the check will be conducted at PBEM's expense.

      Barring unusual circumstances, Applicant will turn in completed background check forms to the NET Coordinator prior to becoming Active.

   2. PBEM will maintain completed background check forms in a location secured by lock with limited staff access, and will destroy forms once the check is complete.

   3. Barring unusual circumstances, a background check will be considered valid by PBEM for a period not to exceed five years, after which time the Member must undertake a new background check.

   4. PBEM will accept a background check conducted for a Member by a different organization, provided that the check took place in the prior 18 months before the Member becoming Active and the NET Coordinator agrees that the check is adequate.

b. **Minimum Service Contribution (MSC):** In order to maintain Active status, NET Members must contribute minimum hours of volunteer service each calendar year. The MSC includes no less than 12 hours of volunteer service annually AND participation in no less than one training or exercise each calendar year AND attend no less than two team meetings each calendar year:

   1. In order to be counted towards the MSC, the service contribution must be recorded in the Member's volunteer profile (***Appendix B***).

   2. Valid service creditable to the MSC must be approved by PBEM and can include (but is not limited to): team meetings, deployments, service to the NET program, public education or outreach, recruitments, training (including ***FEMA Independent Study***), or exercises.

   3. If there is no active team in a NET Member's neighborhood in order to satisfy the team meeting requirement, the Member may attend the meeting of another NET – preferably one in an adjoining neighborhood.

   4. A Member's participation in an exercise convened by an agency other than PBEM must be approved by the NET Coordinator prior to the exercise in order to be credited towards the MSC.

   5. New NET Members will meet the MSC for a number of hours prorated against their initial activation date at a rate of one hour per month remaining in the calendar year (e.g., a new Active Member in March is required to complete nine hours of service between March and December instead of twelve).

   6. If a Member is unable to meet his or her MSC, PBEM will consider mitigating circumstances before relegating status to Inactive.

   7. A change in status from Active to Inactive after not meeting an annual MSC may be changed back to Active after making up the hours needed to satisfy the MSC.

300.20
Badging

Badging: Once a background check is complete, an Active Member in good standing is eligible to receive a NET identification card (badge).

a. PBEM is the sole agency authorized to issue official NET IDs.

b. PBEM will determine the design and presentation of official NET IDs (*Figure 2*).

c. Members will not be charged for the initial issuance of a NET ID. PBEM reserves the right to charge printing and processing fees for a replacement badge.

d. NET IDs are City of Portland property and will be returned to PBEM by the Member if PBEM recalls the NET ID or the Member leaves the NET program.

e. Expired NET IDs are not valid for representing a volunteer's standing in the program.

300

Figure 2: *The different types of NET badges.*

Team Role

Neighborhood Hub

Last Name, First Name

Neighborhood Team

NET Database ID Number

TM
Horse, Emergency
Hub: HW
Team: Irvington
ID: 92122
Exp: 10/1/17

PORTLAND NET

VOLUNTEER

SAMPLE

Front side, Team Member

The bearer of this card is a volunteer in the Portland Bureau of Emergency Management Neighborhood Emergency Team (NET) program which prepares neighborhoods for self-sufficiency during a disaster by providing individuals with information and training related to emergency preparedness, response, and recovery. NET members are able to help themselves and their families, friends and neighbors recover as quickly as possible after a disaster.

The bearer of this card is NOT authorized to operate an emergency vehicle or violate any laws or regulations.

This card is the sole property of the Portland Bureau of Emergency Management and shall be surrendered upon request from the issuer or upon your dismissal or resignation from the NET program. Duplication of this card is prohibited.

Reverse side

TL
Horse, Emergency
Hub: HW
Team: Irvington
ID: 92122
Exp: 10/1/17

PORTLAND NET

Team Leader

ATL
Horse, Emergency
Hub: HW
Team: Irvington
ID: 92122
Exp: 10/1/17

PORTLAND NET

Assistant Team Leader

ARO
Horse, Emergency
Hub: HW
Team: Irvington
ID: 92122
Exp: 10/1/17

PORTLAND NET

Amateur Radio Operator

Hub Abbreviations

- 122D . . . . 122nd - Division
- BHD . . . . Belmont-Hawthorne-Division
- CC . . . . Central City
- CGW . . . . Centennial-Glenfair-Wilkes
- FP . . . . Forest Park-Northwest Hills
- GW . . . . Gateway
- HI . . . . Hayden Island-Bridgeton
- HMB . . . . .Hillsdale-Multnomah-Barbur
- HW . . . . Hollywood
- IC . . . . .Interstate Corridor
- LF . . . . .Lents-Foster
- MLK . . . . MLK-Alberta

- MV . . . . Montavilla
- NW . . . . Northwest
- PA . . . . .Parkrose-Argay
- PV . . . . Pleasant Valley
- RH . . . . .Raleigh Hills
- RC . . . . Roseway-Cully
- SWB . . . . Sellwood-Moreland-Brooklyn
- SP . . . . South Portland-Marquam Hill
- SJ . . . . St. Johns
- TC . . . . Tryon Creek-Riverdale
- WP . . . . .West Portland
- WS . . . . .Woodstock

NET volunteers receiving awards from Portland Fire & Rescue

SECTION 400 - CONDUCT

400.05
NET Code of Conduct

The NET Code of Conduct (*Appendix C*) is the principal document governing PBEM's expectations of NET Members at any time they represent themselves as a volunteer with the City of Portland. As stated in the NET Code of Conduct, NET Members are furthermore responsible for abiding by the *City of Portland Code of Ethics*, and the NET Guidelines.

400.10
NET Recognition Event

Once a year, PBEM will hold a NET recognition event to recognize and award Members who have performed exceptionally through the previous calendar year. Three categories of award are recognized during this event:

a. A Peer Award, for NET volunteers nominated by a fellow Member to the NET Leadership Committee for exceptional service. The NET Leadership Committee then selects at least seven of the nominated to receive recognition.

b. A PBEM Challenge Coin awarded to volunteers, government employees, or community Members who have completed a project that makes a lasting and positive change to the NET program. This award is decided by PBEM staff.

c. A NET Challenge Coin awarded to volunteers who complete the **NET Task Book (pending)**.

400.15
Dismissal

A Member may be dismissed from the program for behavior or actions that violate the NET Code of Conduct, the City's Code of Conduct, or the NET Guidelines. Dismissal decisions are discretionary and made solely by the PBEM Director.

TL Michael Schilmoeller

SECTION 500 - TEAM LEADERS

The roles and responsibilities of Team Leaders are codified in **Portland City Code 3.124.090: Neighborhood Emergency Team Leaders**. Section 500 of the NET Guidelines conforms to the expectations specified in Portland City Code.

500.05
Team Leader Qualifications

a. All qualifications required of Team Members (**100.25.d**).

b. Regular and reliable access to a computer and email or text messaging.

c. Be able to respond to communications from PBEM and other disaster response partners in a timely manner.

d. Elected by Team Members in a democratic process and confirmed by PBEM (**500.10**);.

e. Completion of required additional Team Leader training described in **500.20**.

500.10
Election, Confirmation, and Dismissal

a. Team Leaders are elected by majority vote (50% + 1) for terms of two years by the Active Members of their NET present at the meeting at which the vote takes place (Members holding a status other than "Active" may not vote). There is no limit on the number of terms a TL may serve.

b. Team Leaders must announce the pending Team Leader vote to the NET Coordinator and all Members of the NET no later than a month prior to when the vote will take place.

c. Team Leaders fill the role for the NET to which they were elected, and have no Team Leader responsibilities or entitlement in any other NET.

d. Once elected, a Team Leader's appointment must be confirmed by the PBEM Director. The PBEM Director has discretion to dismiss or remove a Team Leader (*Portland City Code 3.124.090.A*).

e. If a Team Leader departs prior to the end of the two year term, the NET Coordinator will work with the NET Team Members to confirm an interim Team Leader and hold a new election.

f. The NET Coordinator or PBEM Director may appoint an interim Team Leader in a neighborhood where there is no active Team Leader for the purposes of forming a new NET. PBEM will terminate the appointment of the interim Team Leader as soon as the new NET is formed and an election is held in the first team meeting.

500.15
Appointment of Assistant Team Leaders

a. PBEM recommends that Team Leaders appoint an Assistant Team Leader for every four Active Team Members in the NET or for any reason a Team Leader decides is needed in order to maintain an appropriate span of control.

b. Team Leaders reserve exclusive discretion to appoint Assistant Team Leaders or to specify the manner in which Assistant Team Leaders are appointed in the NET (*Portland City Code 3.124.090.B*).

c. The qualifications and responsibilities of Assistant Team Leaders are described in *100.25.f*.

500.20
Additional Training Requirements for Team Leaders

A Team Leader must complete or have completed, and provide adequate documentation of completion to the NET Coordinator, the following online courses within six months following a Team Leader election OR demonstrate equivalent training to the NET Coordinator for approval:

☐ *PBEM Basic Online Preparedness Training*

☐ *FEMA IS-20.15: Diversity Awareness*

☐ *FEMA IS-100: Introduction to the Incident Command System*

☐ *FEMA IS-240: Leadership and Influence*

☐ *FEMA IS-241: Decision Making and Problem Solving*

☐ *FEMA IS-242: Effective Communication*

☐ *FEMA IS-244: Developing and Managing Volunteers*

500.25
Team Leader NET Responsibilities

A TL's responsibilities to the NET may include, but are not limited to:

a. Convening a team meeting at least once every three months.

b. Attend no fewer than two Team Leader meetings every year.

c. Serving as the team's liaison to PBEM and Portland Fire and Rescue, particularly to the NET's local fire station.

d.   Leading NET Member recruitment for his/her team, particularly to populations underserved by the NET program.

e.   Managing team dynamics and resolving conflict between team Members.

f.   Providing the NET Coordinator with program feedback and recommendations.

g.   Ensuring that their team is prepared for a disaster by reviewing deployment/field operation plans, and inspecting NET Member equipment to verify that minimum PPE requirements are met.

h.   Ensuring that NET Members are managing their online profiles (e.g. keeping contact information and personal information current) and logging service hours into PBEM's volunteer management database.

i.   Directing the NET's recorder to send meeting attendance and minutes to the PBEM NET Coordinator.

j.   Informing the PBEM NET Coordinator and his or her team if leaving Portland for more than a week and appointing an ATL as the team contact during the absence.

500.30
Team Development

PBEM recommends that Team Leaders drive the process to accomplish basic "milestones" with the help of their teams. Those milestones include:

☐   **Designating a NET Staging Area and an alternative Staging Area or Areas (*600.30*);**

☐   ***Developing an Operations Plan (Appendix A)*;**

☐   **Developing a Communications Plan (as part of the Operations Plan);**

☐   **Introducing the NET to the Captain in charge of the nearest Fire Station;**

☐   **Making periodic checks of Members' NET kits; and**

☐   **Introducing the NET to the Neighborhood Association.**

500.35
NET Leadership Committee

PBEM will appoint a seven person NET Leadership Committee (two voting *ex officio* Members, four regular Members, and one member appointed from the NET Comms Team) to act as an advisory committee to PBEM.

a.   To serve as a regular Member, a Member must be Active and in good standing, and hold or have held the role of Team Leader, Assistant Team Leader, or Amateur Radio Operator. If a Member appointed to the Committee holds one of these roles at the time of the appointment, the Member will continue to hold this role while serving on the Committee.

   Ex officio Members may not necessarily be NET volunteers.

b.   PBEM will announce open positions on the Committee as they become available and invite candidates to apply. PBEM will then appoint Members from among the applicants.

c.   The PBEM Director can remove and appoint Committee Members at will.

d. Regular committee Members serve for a term of two years, at the end of which PBEM will revisit appointments to the Committee. *Ex officio* Members serve for an indefinite term.

e. Five Members will constitute a voting quorum.

f. A a general rule, the Committee will meet quarterly or as pertinent agendas arise. The Committee may also conduct business over email.

g. Committee business may include:

- **the creation, amending, or interpretation of Guidelines;**

- **feedback on proposed PBEM programs that are a part of, or impact, the NET program;**

- **recommendations to PBEM for new NET programming; and**

- **other business as needed.**

500

Lt. Shon Christensen

SECTION 600 - EQUIPMENT AND RESOURCES

600.05
Personal Protective Equipment (PPE)

a. A NET Member may not deploy to an emergency, exercise, or training without appropriate PPE.

b. Team Members are responsible for acquiring and maintaining their PPE. Team Leaders are responsible for verifying that each Member of their team possesses required PPE.

c. **PPE includes:** hard hat (helmet); safety goggles or glasses; PBEM issued or PBEM approved reflective vest; protective gloves; kneepads; sturdy boots; and NET ID badge.

d. Badges must be properly displayed during a deployment - on a lanyard around the neck with the front facing out or in an ID window on the Member's vest.

600.10
PBEM-issued equipment

a. Upon completion of Basic NET, PBEM will issue the Member a hard hat and vest at no charge; a NET ID will be issued once a background check is completed (*300.15.a*).

b. PBEM-issued equipment is loaned to the Member and must be returned if the Member moves to Inactive status or the Member may be responsible for its replacement.

c. PBEM has discretion to issue equipment to a Member more than once.

d. PBEM will issue a hard hat and vest to former CERT Members newly joining a Portland NET as supplies allow and provided the Member does not already have a CERT hard hat or vest.

e. If PBEM-issued equipment in the possession of a NET Member is damaged or worn beyond practical and safe use, PBEM will endeavor to replace it as resources permit.

600

1. Backpack, 1200 in³ or larger
2. Protective helmet
3. Safety goggles
4. N95 alpha-style mask (two pack)
5. 4-in-1 tool
6. Duct tape, 10 yd. roll
7. LED Flashlight
8. NET ID and lanyard
9. 15" prybar
10. NET vest
11. Cutting tool
12. Nylon cord, $\frac{1}{8}$" 100' roll
13. Tough gloves
14. Note pad and writing instrument
15. Whistle
16. AM/FM radio
17. Kneepads
18. First Aid kit

600

600.15
NET Kits

a. A NET Kit is a backpack which contains the tools and materials a NET Member may use in an emergency deployment. It is not the same as a home preparedness kit.

b. A Team Leader has the discretion to decide if a kit should be required for Team Members; however, PBEM recommends that Team Leaders require them and make periodic inspections.

c. PBEM recommends that a NET Kit consist of, at minimum, the items listed in *Figure 3: Basic NET Kit*.

d. PBEM recommends that a NET Kit additionally include:

☐ **FRS/GMRS handheld radio**	☐ **Heavy-duty 40 gallon plastic bags**
☐ **Emergency blankets ("space blankets")**	☐ **Lumber crayon or grease pencil**
☐ **Water treatment tablets**	☐ **Marking pen (permanent, black)**
☐ **Rain poncho**	☐ **Spare batteries**
☐ **Colored tape for triage**	☐ **Emergency flares**
☐ **Light sticks**	☐ **Copies of ICS forms and clipboard**
☐ **Ear plugs (1 pair)**	☐ **Synthetic webbing and carabiners**
☐ **Voltage tick meter**	

e. PBEM recommends (but does not require) that the First Aid kit in a NET kit include the following items:

☐ **Non-latex examination gloves (qty. 6 pair)**	☐ **SAM splint (qty. 1)**
☐ **4" x 4" bandages (qty. 6)**	☐ **Cold packs/heat packs**
☐ **Triangular bandages (qty. 2)**	☐ **CPR barrier protector (qty. 1)**
☐ **1" adhesive bandages (qty. 6)**	☐ **Antihistamine**
☐ **1" First Aid adhesive tape (qty. 1 roll)**	☐ **Electrolyte replacement**
☐ **5" x 9" compress (qty. 1)**	☐ **Sunscreen**
☐ **2" gauze roll (qty. 1)**	☐ **Lip protection**
☐ **Large maxi-pads (qty. 6)**	☐ **Personal medications**
☐ **Scissors or bandage shears (qty. 1)**	☐ **Small notebook/pencil**
☐ **ACE wrap *or* Israeli bandage *or* Coflex (qty. 1)**	☐ **Analgesic (e.g. Tylenol, aspirin, ibuprofin, naproxin sodium)**

600.20
NET Equipment Caches

Some NETs elect to develop an equipment cache for the whole team, to complement the supplies in their individual NET kits and support team operations. This is completely optional. Recommended inventory:

TOOLS/SUPPLIES/SANITATION		
☐ Aluminum foil	☐ Bleach	☐ 4-in-1 utility shutoff tool
☐ Pliers	☐ Compass	☐ Plastic sheeting and tarps
☐ Duct tape	☐ Feminine supplies	☐ Soap/liquid detergent
☐ ABC Fire extinguisher, 5lb.	☐ Flashlights or headlamps	☐ Whistles
☐ Leather gloves	☐ Masking tape, 2"	☐ Toilet paper, towelettes
☐ Matches in waterproof container	☐ Needles and thread	☐ Plastic garbage bags and ties
☐ Non-sparking crescent wrench	☐ Two bucket system (per TM)	☐ Weather radio and extra batteries

MEDICAL		
☐ Adhesive hypo-allergenic tape in assorted sizes	☐ Sterile bulk dressings (8"x30" or 7"x8")	☐ Extrication collars (assorted sizes)
☐ Anti-diarrhea medication	☐ Sterile burn sheet	☐ Cleaning agent/soap
☐ Antibacterial ointment	☐ Sunscreen	☐ Cotton balls
☐ Aspirin or nonaspirin pain reliever	☐ Surface cleaning disinfectant	☐ Conforming gauze bandages
☐ Assorted safety pins	☐ Thermometer	☐ Protective eyewear
☐ Bandage shears	☐ Tongue blades	☐ Chemical hot packs
☐ Chemical cold packs	☐ Triage tags	☐ 4" sterile gauze pads
☐ Triangular bandages	☐ Four-inch sterile roller bandages	☐ Non-latex disposable gloves
☐ Petroleum jelly	☐ Hand cleaning solution	☐ Portable stretcher
☐ Tweezers	☐ N95 masks	☐ Long backboard/SKED
☐ Adhesive bandages, assorted sizes	☐ Infectious waste disposal bags	☐ Extremity splints (assorted sizes)

TEAM RESOURCES		
☐ Team Operations Plan	☐ Area maps	☐ Evacuation plans
☐ ICS forms	☐ Markers/pencils/pens	☐ Dry erase board/surface
☐ Notepads	☐ Drinking water	☐ Food supplies
☐ Battery-powered lanterns	☐ Water purification system	☐ Rope kit/webbing
☐ Tyvek bracelets for SUVs		

600

600.25
Decedent Care Kits

As an option, some teams choose to keep a kit of supplies appropriate for care of human remains. The following supplies are recommended for a decedent care kit (care for five decedents):

- ☐ **Durable supplies storage tub (qty. 1)**
- ☐ **Nitrile gloves (100 pair)**
- ☐ **Face masks for decedents (paper and cloth) (qty. 20)**
- ☐ **ID labels for ankles (qty. 20)**
- ☐ **"White envelope" body bag (qty. 4)**
- ☐ **Black zipper body bag (heavy duty) (qty. 1)**
- ☐ **Plastic prep apron (qty. 4)**
- ☐ **Absorbent pad (qty. 1)**
- ☐ **Heavy duty shipping tape (38 yard roll)**
- ☐ **Personal belongings bags (qty. 5)**
- ☐ **Deceased info sheets (qty. 10)**
- ☐ **Gallon ziplock bags to protect info sheets (qty. 10)**
- ☐ **Markers (qty. 3)**
- ☐ **Pens (qty. 5)**

NET Staging Area Signs

figure 4

600.30
NET Staging Area

a. The NET Staging Area is a predetermined site located in the NET's service area (*100.20*) and, optimally, is centrally located. Most frequently, the staging area is an area of a public park or a parking lot at a local business or institution.

b. NETs work together to evaluate NET Staging Area prospects in their neighborhoods. PBEM recommends avoiding areas with many trees, large unreinforced masonry buildings, steep slopes, or overhead power lines that might come down in an earthquake. Once the NET decides on a Staging Area, the Team Leader will recommend it to the NET Coordinator for confirmation. If the Staging Area is confirmed, the NET Coordinator will work with the NET to have a sign posted for it.

c. Optimally, NET Staging Areas will have a City of Portland NET Staging Area sign (*Figure 4*). If there is no sign at the staging area or the team changes the staging area, the NET should request from PBEM a new sign or that the sign be moved appropriately.

d. NETs should make periodic inspections of signs and report any damage or vandalism to the PBEM NET Coordinator.

600.35
Donations and Fundraising

A NET may wish to request donations from private individuals or organizations to purchase equipment and other resources. *Friends of Portland Fire & Rescue* is a non-profit organization (501(c)3) that NETs can use to collect donations.

Donating to a non-profit is attractive to potential donors for two reasons: they can write a donation off their taxes if it is made to a registered non-profit organization; and, they can feel confident knowing that the donation is appropriately managed under laws that govern non-profit organizations.

a. If a NET wishes to collect donations through Friends of Portland Fire & Rescue, they must first inform the NET Coordinator. The NET Coordinator will arrange to open an account for the NET through the non-profit.

b. Cash donations are collected and dispersed in the following manner (*see Analysis on pp. 33-34*)

    1. A donor writes a check to Friends of Portland Fire & Rescue, writing the name of the NET in the blank reserved for the memo (e.g. "St. Johns NET").

    2. The NET Coordinator, deposits the check in the bank under the NET's account. Friends of Portland Fire & Rescue receive 7% of the donation as an administrative fee (which can be waived by the non-profit board in exceptional circumstances).

    3. The NET Coordinator sends the donor a thank-you letter with information the donor needs in order to write the donation off of taxes.

    4. When the NET wishes to make a purchase with the team funds, the Team Leader confirms with the NET Coordinator that the expense is allowable.

    5. If the expense is allowed, the team makes the purchase and turns the receipt in to the NET Coordinator. The NET Coordinator **reimburses** the purchaser from the team's account.

c. In-kind donations processed through Friends of Portland Fire & Rescue are not charged the administrative fee. Once the team has obtained the items, the Team Leader should inform the NET Coordinator and provide information about the donation's value. The NET Coordinator will subsequently send a thank-you letter to the donor.

600.40
Theft of PBEM or City owned equipment

If equipment owned by PBEM or the City of Portland is stolen while in the possession of a NET Member, the volunteer responsible for the equipment shall:

a. File a police report *immediately* after the theft is detected. You can find information on how to do this at the *Portland Police Bureau's crime reporting page*.

b. Contact the NET Coordinator as soon as possible to report the theft.

c. Obtain a copy of the police report for PBEM and forward it to the NET Coordinator when it is available.

d. This Guideline *does not* apply to NET helmets and vests (but does apply to NET IDs)

How do NETs use Friends of Portland Fire & Rescue?

Your team may wish to request donations from private individuals and businesses to purchase equipment and other resources. Friends of Portland Fire & Rescue is a non-profit organization (501(c)3) your team can use to help collect donations.

Donating to a non-profit is attractive to potential donors for two big reasons: they can write a donation to a registered non-profit off their taxes,

and they can feel confident in knowing that the money is appropriately managed under laws that govern non-profit organizations.

If your NET wants to process donations through Friends, the Team Leader must ask the NET Coordinator to open an account for your team.

When a donor agrees to contribute funds to your team, please process the funds through the numbered steps.

1 **A kind donor writes a check to the Friends of Portland Fire & Rescue, and places the name of your NET in the blank reserved for the memo.** ....
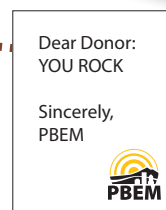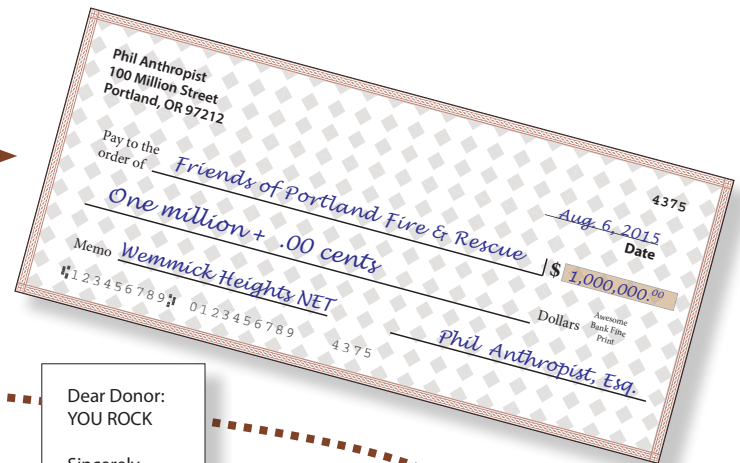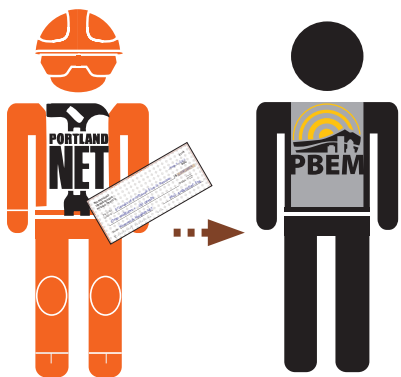
2 **The NET passes the check to the PBEM NET Coordinator, who deposits it in the bank. NET Coordinator also sends the donor a thank-you letter with information the donor needs in order to write the donation off.**

Phil Anthropist
100 Million Street
Portland, OR 97212

Pay to the order of _Friends of Portland Fire & Rescue_

4375

Aug. 6, 2015
Date

One million + .00 cents

$ _1,000,000.00_

Memo _Wemmick Heights NET_

1 2 3 4 5 6 7 8 9   0 1 2 3 4 5 6 7 8 9   4 3 7 5

Dollars   Awesome Bank Fine Print

Phil Anthropist, Esq.

Dear Donor:
YOU ROCK

Sincerely,
PBEM

PBEM

By jove! a thank you letter!

BANK

$

Continued

How do NETs use Friends of Portland Fire & Rescue?

We must purchase an elephant to boost team morale

Totally reasonable
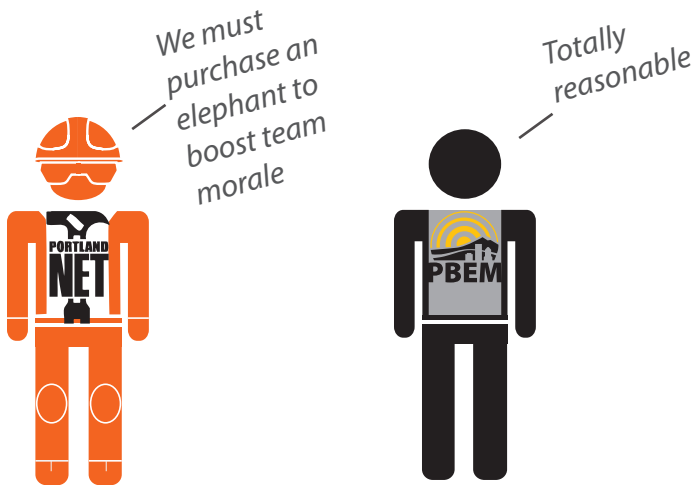
3 NET decides to make a team purchase, confirms with NET Coordinator that it is allowable.

I thought you were joking

He's an ace with that 4-in-1 and he works for peanuts
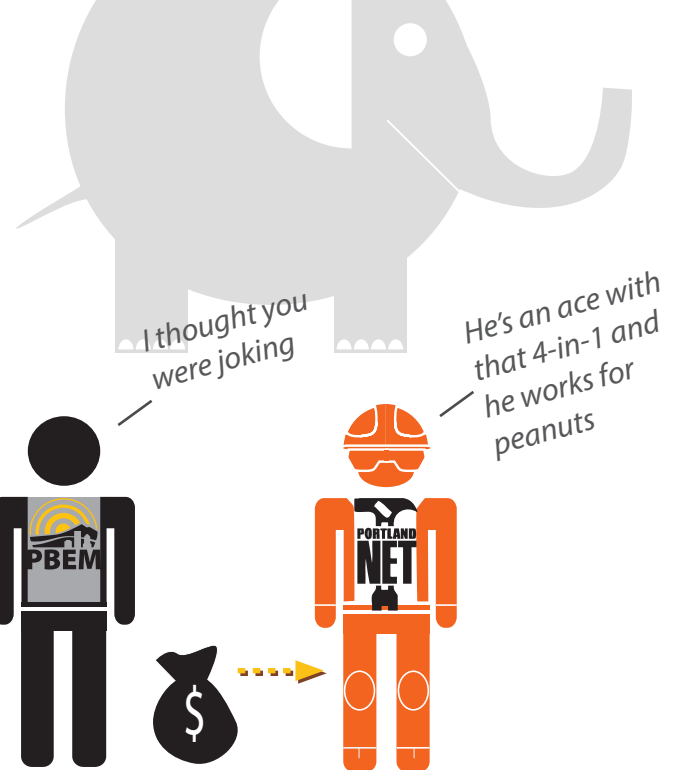
4 NET makes the purchase and turns the receipt in to the NET Coordinator. The NET Coordinator **reimburses** the purchaser from the Friends of Portland Fire & Rescue account.
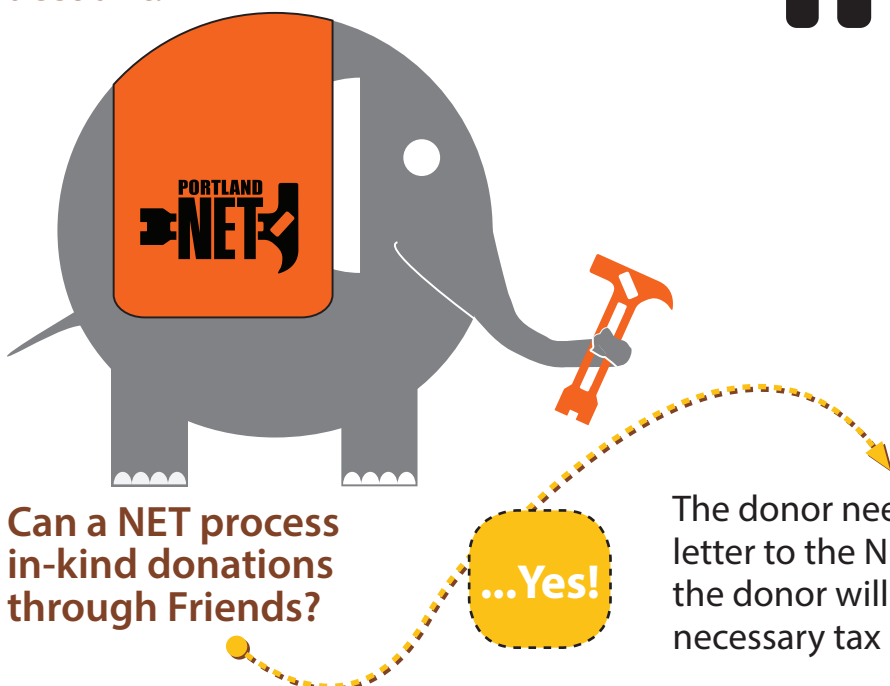
Those are the four steps: donation, deposit, purchase, reimbursement

Can a NET process in-kind donations through Friends?

...Yes!

The donor need only donate the items, send a letter to the NET Coordinator with the value, and the donor will receive a response letter with the necessary tax information.

600.45
Basic Earthquake Emergency Communication Node (BEECN) Program

A major earthquake may disable crucial communications systems, such as mobile and landline phone networks and the internet. BEECNs are pre-designated communications sites that volunteers will stand up 24 to 48 hours following an earthquake so that neighborhoods can receive important information from the City's ECC and request resources as available, report damage, and search for missing loved ones.

Each BEECN site has an associated equipment cache; in most cases, this is a portable locked box attached to a rolling cart and secured within five blocks of the designated BEECN location. Each cache contains radio equipment, a rain shelter, first aid supplies, and safety equipment (such as a flashlight and batteries).

Within 24 to 48 hours after an earthquake, designated BEECN volunteers will locate the supply cache, move the equipment to the designated BEECN site (or nearby if the designated BEECN site is unsafe), deploy the shelter, and use the radio equipment to pass messages to and from the ECC via nearby fire stations.

For a full explanation of the BEECN program and a current list of BEECN sites, please visit:
http://www.portlandoregon.gov/pbem/beecn

The BEECN program is relevant to NET operations in several ways:

- **Some BEECN locations are also NET Staging Areas, and Members should be aware if their own Staging Area is a designated BEECN and how that may factor into NET deployment and operations.**

- **NETs can use BEECNs to get radio messages to and from the ECC, relaying through amateur radio operators, following an earthquake.**

- **NETs have the option of storing team equipment in BEECN caches if enough room is available. PBEM is not responsible or liable if equipment inside the cache is stolen or damaged. NETs interested in storing equipment in a BEECN cache should contact the NET Coordinator.**

- **NET Members may also serve as BEECN volunteers. Being a BEECN volunteer need not necessarily interfere with a Member's NET responsibilities considering that NET volunteers provide immediate response, while BEECNs are stood up 24 to 48 hours following an earthquake. NET Members interested in taking responsibility for the nearby BEECN should contact the NET Coordinator for more information.**

600

Hillsdale Springfest

SECTION 700 - NON-EMERGENCY DEPLOYMENTS AND OUTREACH

NETs and NET Members will be invited to participate in non-emergency activations and community outreach events. These deployments may include staffing first aid stations at large events (such as the Portland Rose Festival or MLK Day events), participating in disaster exercises and simulations (such as BEECN drills), and neighborhood celebrations (such as *Fix-It Fair* or *Sunday Parkways*).

NETs will not be asked or invited to volunteer their time in "concierge" roles (e.g. waiting tables or managing parking), excepting unusual circumstances approved by the NET Leadership Committee.

Participating in outreach events serves two important purposes for NETs. First, it raises general community awareness of disasters and emergency planning. A community better prepared for a disaster is a community that will need less assistance from their local NET. Second, neighborhood events serve as a recruiting platform for teams. PBEM has an Outreach Manager on staff to help NETs plan for and table at events.

700.05
Non-Emergency Deployment Operations Plan

For large or complicated non-emergency deployments, such as the Rose Festival, PBEM may issue an operations plan to volunteers. The Ops Plan may include elements such as communications protocols, deployment objectives, activities, staffing requirements, and timetables.

700.10
Member Comport at Non-Emergency Deployments

    a. NET Members participating in non-emergency deployments are representing the NET program and the City of Portland. Therefore, Members should be courteous, accessible, and feel prepared to answer questions about the program.

700

b. Deployed NET Members may not espouse or give the impression that they endorse any particular religion or faith, or political viewpoint. Nor may a NET Member promote or recruit for any other organization while representing Portland NET, except for PBEM partner agencies involved in emergency preparedness (e.g., American Red Cross or FEMA).

c. Requests from the media for information will be directed to the PBEM NET Coordinator.

700.15
Appropriate Events for Outreach

a. If a NET Member wishes to conduct outreach at a particular event, the PBEM NET Coordinator must approve the event prior to it taking place.

b. NET Members will not conduct outreach at any event, or present to any organization, whose association would reflect negatively upon the NET Program, PBEM, and the City of Portland (e.g. any organization conducting, espousing or endorsing discrimination of any ethnicity, religion, or sexual orientation).

700.20
Member Responsibilities at Community Outreach Events

At community outreach events, the role of NET Members is informational. NET Members should:

a. Request displays, printed materials (program brochures, business cards, and informational literature) or props from the PBEM Outreach Manager if needed.

b. Wear NET badge, vest, and/or other PBEM approved NET uniform (t-shirt, polo shirt, hat, etc). NET helmet and other PPE is not necessary.

c. Prepare and practice a simple "elevator speech" about the NET program to explain to event visitors what NETs do (see *Analysis: What Makes an Effective NET "Elevator Speech?"*)

d. Keep a tally of the number of people Members interact with during the event, to turn in to the PBEM Outreach Manager (recording this information is helpful for grant opportunities).

700.25
Neighborhood-based Emergency Preparedness Programming

PBEM recommends NET use the *Map Your Neighborhood* (MYN) curriculum to promote community preparedness inside a NET's service area. PBEM has MYN materials available, and can arrange for MYN training on request.

ANALYSIS

What makes an effective NET "elevator speech"?

Generally, the best practice is to have a close look at the NET brochure and follow that outline. This page includes some suggested points to address or answers to questions you typically get). Volunteers should use as many or as few of these points as they like to craft their own message:

- ☐ **Frame what NET does in the context of the Emergency Management Cycle.** NET volunteers are response volunteers, as distinct from preparedness volunteers. NETs deploy immediately after a disaster to save lives (remembering that their first duty is to themselves and to their household).

- ☐ **All over the world, after a major disaster, most people who require rescue - as many as 96% - are rescued by their neighbors and not by professional emergency responders** like police or fire departments. When we experience a Cascadia Subduction Zone earthquake, it could be as long as *two weeks* before professional help arrives. The NET program gives people the training they need to save lives effectively and safely in that scenario.

- ☐ **Many Portlanders are not fully aware that the Pacific Northwest is in danger of an earthquake, and so, do not recognize the need for NET or preparedness.** It may be a good idea to brush up on earthquake information (see the *links* in Appendix E). However, take care to strike a balance in tone between urgency and being proactive; between scaring people just a little and helping them understand that they can empower themselves by being trained and prepared. If you freak folks out, they won't hear the message.

  It is also helpful to describe what other possible events NETs may deploy for: flood response, Point of Distribution (POD) staffing during a pandemic, welfare checks during inclement weather, staffing First Aid tents during events such as the Rose Parade, etc.

- ☐ **Volunteers are trained by Portland Fire & Rescue, and the training itself is free.** However, trainees are expected to purchase their own NET kit. The cost of a NET kit off-the-shelf is around $85, but many components can be found around the typical home. PBEM will issue graduating trainees their own helmet and vest.

- ☐ **The Basic NET training is a total of approximately 25 hours,** and is generally completed over the course of two or three long Saturdays. PBEM offers it multiple times a year, and sometimes more. Much of it is classroom based but still very hands-on. The basic curriculum concludes with a Final Field Exercise, during which volunteers put their new skills to the test in a field exercise.

- ☐ **After Basic NET, there is an expectation that volunteers will join their local team and contribute twelve hours of volunteer work each calendar year.** That twelve hours can be in the form of attending meetings, or advanced training.

- ☐ **Basic NET graduates have access to many exciting advanced training opportunities,** such as search and rescue exercises or communications training.

- ☐ **To sign up or learn more, they should visit the website (the address is on the brochure) and/or contact the NET Coordinator.**

Most of all, volunteers should tell their own story and discuss why they chose to join NET themselves.

NETs rescuing patients during an exercise

SECTION 800 - EMERGENCY DEPLOYMENT OPERATIONS

An excellent demonstration of NET/CERT emergency operations from start to finish is the "CERT in Action" video, ***viewable on YouTube***.

800.05
Operations: Guiding Principles

In the course of any emergency deployment, NET Members must ensure that all chosen actions conform to the following guiding principles:

a. **Safety.** A NET Member must never place themselves in an unsafe situation for any reason. Moreover, a NET Member must never be expected to place her or himself in a dangerous situation, or ask other volunteers to do so. NETs will never deploy without personal protective equipment.

b. **Do the greatest good for the greatest number of people in the shortest possible time.** NETs are a limited resource. If deployed to an emergency they must carefully and thoughtfully perform the tasks they are assigned. In the event of self-deployment and limited guidance is available, NETs must prioritize where they respond based on considerations for their personal safety, as well as what decisions will preserve the greatest number of lives.

c. **Respond inside the scope of NET training.** A NET Member must never undertake, or be asked or expected to undertake, any endeavor for which he or she has not received PBEM approved training. Engaging in activities that a NET Member has not trained for endangers the personal safety of that Member and others. Furthermore, the City's indemnification policy only protects Members when they respond inside the parameters of PBEM approved training.

d. **Understand the role of NET in an emergency or disaster.** NETs are not teams of professional first responders. NETs act as a volunteer extension of first responder services offering immediate help to victims until professional services arrive.

e. **Respect the chain of command.** A recognized chain of command – both inside and outside of NET – helps ensure accountability and efficiency during a response.

f. **Document all activities.** Documenting activities in an emergency may seem cumbersome and of relatively low priority compared to other responsibilities NETs have during a response. However, proper documentation helps protect NET Members against liability, improves accountability, and saves time (and therefore, lives) for professional emergency responders.

800.10
Responsibilities Prior to Deployment

Immediately following a citywide disaster or emergency, NET Members:

a. Check themselves for injuries and ensure personal safety.

b. Check in with household Members, ensure their safety, and treat any injuries.

c. Follow team communication protocols if established.

d. Put on PPE and retrieve NET kit.

e. Follow appropriate deployment protocols as designated by the NET Operations Plan (*Appendix A*). Members should not call in to PBEM to inquire if they are being activated, but instead should follow the protocols in the sections that follow.

800.15
Self Determination to Deploy

Individual Members maintain personal discretion to deploy when requested by PBEM or under self deployment protocols discussed in *800.25*. The decision to deploy following a disaster is a Member's own, and a Member may never be coerced into deploying. A Member who chooses not to deploy will not be subject to any consequences related to his or her standing in the NET program.

800.20
Activation Protocols: PBEM Initiated Deployments

a. A NET deployment may only be authorized by PBEM, except for the highly unusual circumstances described in *800.25 – Self Deployment* or *800.30 – Standing Orders*. NETs may not deploy under any other circumstances.

b. The assumptions preceding a PBEM initiated deployment are that (1) an emergency or planned event is taking place, (2) NET assistance is needed, and (3) usual communication systems (phone and internet) are still functional. ONLY if communication systems are down should NETs consider the self-deployment protocols described in *800.25 – Self Deployment*.

c. PBEM will use contact information in the NET database to send a deployment authorization message via any means available including phone call, text message (*see text box on next page*), email, or amateur radio. This message will be addressed to all NET Members or to a specific geographic area based on the nature of the incident. This message will include specific deployment authorization and instructions, or it may contain a request to stand by or stand down.

d. If PBEM initiates a deployment, PBEM will also update a recorded status message accessible by calling the NET Emergency Activation telephone number (503-823-1410). The message will convey mission

instructions, and may include: team(s) assigned, description of specific tasks, time of assignment and estimated completion, specific location or boundaries, how a task is to be accomplished (if appropriate), the purpose of the mission or desired end date. Over the course of the activation, the message will be updated twice daily at 0800 and 2000 hours.

e. **Standard Deployment Protocol:** Unless instructed differently by the deployment authorization issued by PBEM, Members:

- **Proceed to their NET Staging Area;**

- **While en route to the NET Staging Area, Members should note damage in the neighborhood and record assessments by using** *NET Form 1: Damage Assessment* (*ICS Forms*)**. This form will be turned in to the Incident Team Leader present at the NET Staging Area.**

- **Once at the NET Staging Area, Member should follow protocols described in** *800.35 - Onsite Management Protocols*.

800.25
Activation Protocols: Self Deployment

a. A key factor for NET Members is the ability to spontaneously organize and activate themselves in the event of a major disaster. If there is a significant earthquake, phones and other communications channels may be interrupted. NET Members will know where to go, how to organize their efforts, and will get to work without any specific order being issued.

b. The assumption preceding a NET self-deployment is that: (1) a large citywide emergency is taking place, (2) communication systems (such as landlines and cell phones) are inoperative, and (3) Members have not received instructions from PBEM and cannot reach the NET Emergency Activation recording. NETs do not self deploy unless all three conditions are met.

c. After addressing the responsibilities indicated in *800.10 – Responsibilities Prior to Deployment*, Members self deploy to the NET Staging Area following *800.20.e - Standard Deployment Protocol*.

800.30
Activation Protocols: Standing Orders

a. PBEM may, in rare circumstances, authorize an outside agency or organization to directly contact and deploy NETs or NET Members. This is called a standing order. Standing orders are used when PBEM is not involved in the emergency incident; however, there is a clear and pre-approved mission for NET assistance.

For example, cooling centers need the help of NET Members who have received relevant training. It is more efficient for the organization coordinating cooling centers to directly request NET assistance instead of routing it through PBEM. Standing orders will be approved by PBEM prior to any requests for NET assistance. PBEM will provide a PDF copy of the standing order to the requesting agency and to the NET Members affected by this order. This order will include:

- **Standing Order Agency Name**

- **Approved NET missions**

- **NET teams or NET Members affected by the order**

- **Standing order expiration date**

b. When issued, the NET Coordinator will inform all Team Leaders of new standing orders, and will include a list of Members who are approved to deploy under the order.

c. All requests for NET assistance via standing order will take place as follows:

- **By phone, the requesting agency notifies the PBEM NET Coordinator of their intent to initiate a standing order.**

- **Requesting agency then sends an email to NETs with information about where and when NETs should gather to provide assistance, and the NET Coordinator must be copied. This email MUST have a PDF copy of the valid and pre-approved standing order attached, or the request is not valid.**

- **Requesting agency may then follow-up with volunteers by phone; but, not before the request is emailed as described in the above step.**

800.35
Onsite Management Protocols – General

a. The presumption following these Onsite Management Protocols is that NETs have arrived at the NET Staging Area after following the *Standard Deployment Protocol (800.20.e)*.

b. Upon arrival at the NET Staging Area, Members should integrate with the present chain of command. If no chain of command has been established, NETs on the scene should designate an Incident Team Leader and develop a chain of command as prescribed in the NET's Operations Plan (*Appendix A*).

c. NET Members will turn in their damage assessment form to the Incident Team Leader. The Incident Team Leader will work with Team Members to prioritize incidents and assign tasks.

d. The Amateur Radio Operator (ARO) will attempt to reach the Multnomah County ARES Resource Net and the PBEM NET Coordinator. Refer to *Section 900* for communications protocols.

e. Team Members deploy to assignments. Once an assignment is completed, Team Members will return to the NET Staging Area to debrief and receive further instructions.

f. Members are NEVER deployed to assignments alone. Members work in functional teams that consist of no fewer than two volunteers.

g. The Incident Team Leader (or designee) should develop a relief plan. No NET Member should work more than a 12 hour shift in a 24 hour period. Incident Team Leaders should receive guidance on the length of relief schedules from the ECC if possible.

h. If emergency responders arrive on scene or communication is established with the ECC through radio or other means, the Incident Team Leader will report activities and request instructions.

i. NETs may receive, and must abide by, a "stand-down" order from any emergency response personnel (such as police, fire, or EMS personnel) regardless of their jurisdiction of origin; Members of the military; emergency managers associated with a City of Portland bureau (e.g. the Portland Water Bureau); or staff from PBEM.

j. At all other times when possible, NETs should make appropriate documentation of all activities. See *ICS Forms* or copies of forms to use and instructions.

800.40
Chain of Command

a. During an emergency deployment, all NET Members must abide by reasonable and safe direction given from any emergency response personnel (such as police, fire, or EMS personnel) regardless of their jurisdiction of origin; Members of the military; emergency managers associated with a City of Portland bureau (e.g. the Portland Water Bureau); or staff from PBEM.

b. Team Members take direction from Incident Team Leaders, and follow a line of authority that proceeds to Members with authority delegated by the Incident Team Leader (such as Assistant Team Leaders). See *Figure 5*.

c. The first NET Member at the NET Staging Area will act as Incident Team Leader until the Member most qualified to act as Incident Team Leader arrives on stage.

d. Incident Team Leaders take direction from emergency responders working under the direction of an Incident/Unified Commander (IC).

e. NET Members are not required to take direction from private individuals, unless that person owns or represents the owner of private property on which NETs are conducting pre-authorized response operations.

800.45
Indemnification

Subject to the conditions and limitations of the Oregon Constitution and Oregon Tort Claims Act, *ORS 30.260 through 30.300*, the City shall indemnify, defend and hold harmless a NET Member for any tort claim arising out of a NET Member's act or omission within the course and scope of the NET Member's duties while the NET Member is performing emergency service activities under the direction of PBEM in connection with a state of emergency declared under *ORS 401.309*, or during a state of public health emergency proclaimed under *ORS 433.441*, or while the NET Member is engaged in training being conducted or approved by PBEM for the purpose of preparing the NET Member to perform emergency services, or while a NET Member is participating in non-emergency deployment activities with PBEM's prior approval.

To interpret in plainer language: NET volunteers are protected from liability by the City of Portland when deployed under the conditions of these Guidelines and are engaging in activities for which they have received PBEM approved training.

800.50
Media Requests

All requests from the media to speak on the record about an emergency must be relayed to the PBEM NET Coordinator for approval. Unless authorized by PBEM, NET Members may not interview with media representatives or answer media questions about the emergency.

Typical Onsite Chain of Command in a NET

Figure 5

Incident Team Leader

Amateur Radio Operator

Assistant Team Leader

Assistant Team Leader

Functional Team

Functional Team

Functional Team
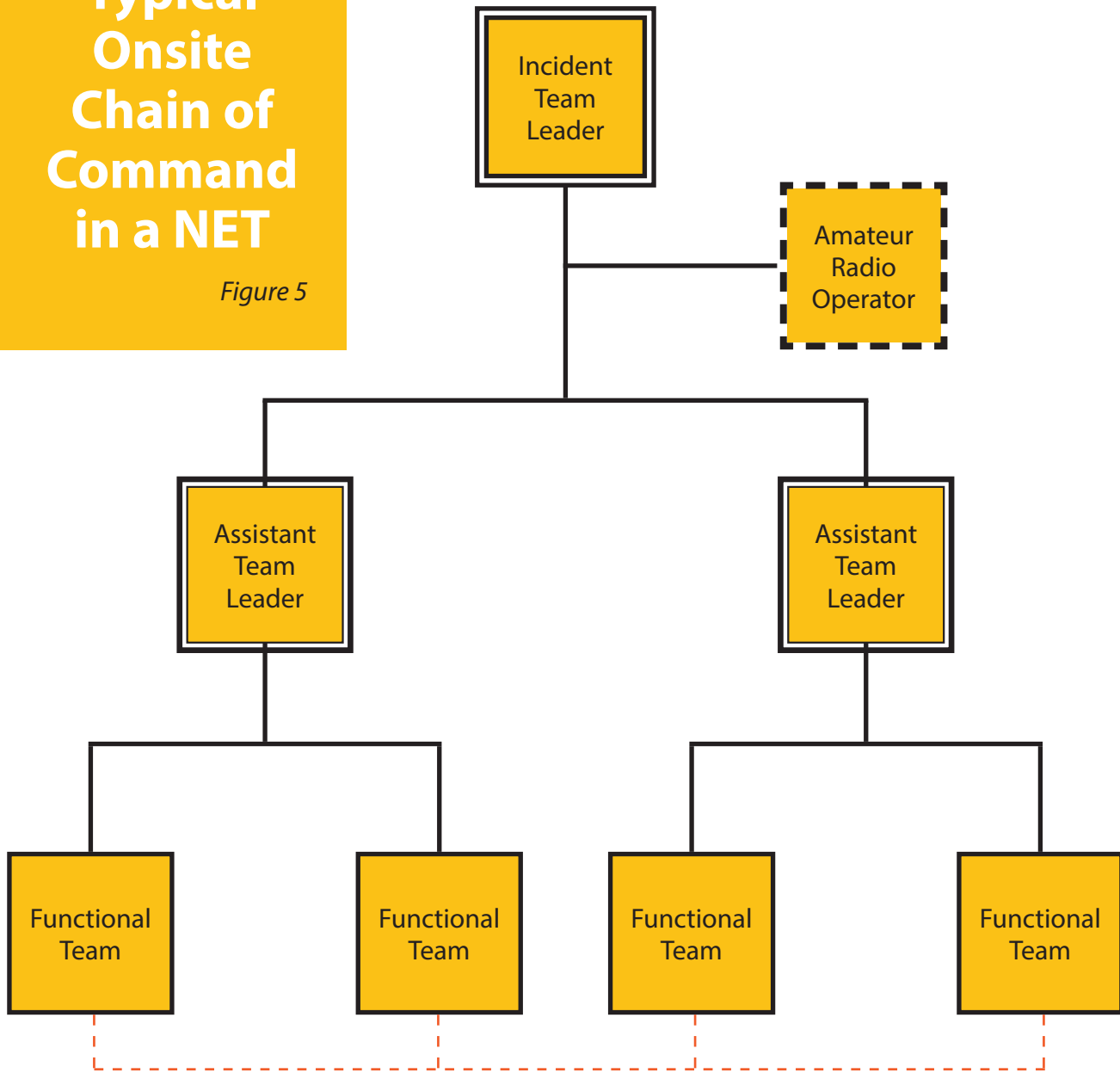
Functional Team

Functional Teams = no fewer than two NET volunteers

800.55
Member Deployment Outside of Service Area

It is quite possible that a disaster will strike while a NET Member is outside of, and subsequently cutoff from, his or her designated service area and NET. PBEM encourages individual Members to plan for this contingency by checking in with NETs or CERTs that operate in service areas the Member frequents (e.g. the area where the Member is employed, or attends religious services, etc) and be prepared to deploy to that NET's/CERT's staging area.

800.60
NET Call-up and Deployment Outside of Portland

NET Members may make a personal choice to offer assistance to emergency incidents outside of Portland at their own risk. However, Members engaging in such will not be covered by the indemnification described in *800.45 - Indemnification*.

800.65
Spontaneous Unaffiliated Volunteers (SUVs)

Immediately following a large-scale disaster, there will be an influx of spontaneous, unaffiliated/untrained volunteers (SUVs). Other names for SUVs include convergent, emergent, or walk-in volunteers. These individuals are our neighbors and other local citizens who arrive to offer help during or after a disaster. Though not "officially" invited to get involved, they are often motivated by an interest in helping others in times of trouble and come from within or outside the affected area. SUVs may be highly skilled and have local knowledge, have awareness of available response resources, and have an established trust with the affected community. Using local SUVs can aid with community recovery and build community resilience. Effective management of SUVs also offers an opportunity for NETs and PBEM to deploy them to assist other agencies involved in response and recovery.

Because they are not integrated or associated with any part of the existing emergency management response system, their offers of help are often underutilized and even problematic to professional responders. Ideally, NET leaders would delegate unskilled tasks to SUVs. Nonetheless, depending on the scope of the disaster and the qualifications of an SUV, they may need to fill more complicated roles. Determining the scope of what they can do is important in order to use them most effectively, and can prove to be a valuable asset to NETs if utilized appropriately.

f. **Identifying Tasks for SUVs:** as soon as the response phase begins, NET volunteers at the Staging Area should identify tasks that SUVs can carry out. NET volunteers must consider:

1. When work will start.

2. Estimate of how long work will take.

3. How many people needed to complete the task.

g. **Receiving Spontaneous Volunteers:** if an SUV Coordinator is not already designated in a team's Operations Plan, the Team Leader should delegate SUV coordination to one or two NET Members as spontaneous volunteers arrive. As SUVs arrive, NET Members responsible for SUVs register them even if tasks for them and needs have not yet been established. SUV Coordinators must provide basic information on what NET is so SUVs understand how their efforts will fit into the larger disaster response effort.

SUV Coordinators will be prepared to:

1. Register all SUVs and direct them to fill out the Volunteer Information form (*see Figure 8*).

2. Ensure SUVs sign consent forms and waivers.

3. Explain to SUVs the procedure for signing in and out.

Incident Team Leaders are ultimately responsible for ensuring that the consent form and waivers are signed and kept safe.

h. **Interviewing SUVs:** after initially processing SUVs, the SUV Coordinator(s) must assess whether a volunteer is suitable to help and accept or reject their assistance. This can be challenging due to a lack of time or if there are a large number of interviewees.

Some example questions that NET Members can use to interview prospective SUVs:

- **Why do you want to help?**
- **What skills or training do you have that may be useful in this situation?**
- **Are you mentally and physically suitable for this situation? (Understand that those who may be personally affected by the disaster may not be mentally able to provide assistance at that moment)**
- **How much time can you spare?**
- **Do you have transportation?**
- **Do you have any equipment or tools that will be handy in this situation?**

Make notes on each person interviewed. Consider the individual's experience and skills when assessing. For example:

- **Medical training**
- **Construction skills or structural engineering**
- **Clerical skills**
- **Amateur radio skills**
- **Psychology/crisis counseling**

Figure 6: Tyvek wristbands to identify SUVs

Be clear and specific when instructing SUVs and use common terminologies. Clear communication will help NET Members manage new volunteers effectively and efficiently. Avoid using acronyms with SUV's as it may cause confusion and misunderstandings.

SUVs who help NET volunteers may not carry weapons. Non-folding knives intended for use as tools are acceptable. Before receiving an assignment, every SUV must be aware of the "no weapons" policy.

If pressed for time when trying to find volunteers for unskilled jobs, small group interviews may suffice. A small group interview, based simply on raising one's hand, may save precious time and fill unskilled volunteer jobs. If you decide to accept a volunteer's help, issue them identifiers prior to sending them on assessment (for example, use vinyl or tyvek bracelets like the ones pictured in *Figure 6*). Check to see if an SUV needs additional training prior to sending him/her on assignment.

SUVs should have all safety equipment needed for an assignment (e.g. helmet, safety vest, flashlight). If assisting a search and rescue operation or other potentially hazardous assignment, SUVs *must* always work with a trained NET Member who will supervise that person regardless of the scale of the operation. For unskilled assignments, one NET Member may be able to manage a small group of SUV's; however, it is preferable to have two or more trained NET Members with a group of SUVs if possible.

i. **Unsuitable SUVs:** it is nearly impossible to make certain that everyone offering help is suitable, and there is a multitude of reasons that a prospective SUV is unsuitable to assist a NET. For example, they may be affected by the situation personally (e.g. a loved one is missing or was hurt). Individuals may also arrive at the Staging Area to observe the disaster and response operations with no intent or plan to help. Below is some appropriate advice to turn down offered help respectfully:

- **If you decide to reject an SUVs help for whatever reason, be tactful. Explain that there is no suitable volunteer work for her/him.**

- **Do not send them somewhere else where they may burden the operations of other NETs or response agencies/organizations.**

- **Thank them for their offer and say that you will make a note that they want to help. Do not promise to contact them later.**

In some scenarios, it is not appropriate to use SUVs because the risk of injury and liability is too great. SUV Coordinators must keep in mind that NETs have received a level of training that SUVs have not. Assignments for SUVs must **rationally, realistically and conservatively** balance the needs a NET has for assistance with that reality.

j. **Work Schedule:** SUV Coordinators must develop a work schedule for SUVs. Shifts should not go longer than 8 hours and should include an 8 hour rest period. They must also receive periodic breaks, and food and water. When possible, inform SUVs when the NET will release them for the day. NETs must exercise caution not overwork SUVs and the SUV Coordinator or NET Member supervising them should "check in" with them regularly (see below).

k. **Managing SUVs Prior and During Assignment:** Once assignments are given, conduct a briefing to keep volunteers informed. This is important because these individuals need to be aware of the situation in order for them to be more comfortable. During this meeting touch on:

- **Identifying NET leaders.**

- **Establishing safety guidelines.**

- **Explaining NET's role relief effort.**

- **The assignment: meal times, break times, release time, etc.**

During assignment, the SUV Coordinator must track all activities of signed-in SUVs. The SUV Coordinator should track and maintain data on the volunteers' personal information, hours worked, and their job assignments. Use the registration forms to access contact details concerning the volunteers who receive assignments.

l. **Checking in With SUVs:** SUV Coordinators or Incident Leaders should regularly check in with volunteers to assess their emotional fortitude and fatigue. SUVs will feel stress and show emotional reactions to events just as most other people would. It is important that NET Members are aware

of this and are prepared to deal with it. NET Incident Leaders or SUV Coordinators may consider addressing the following with volunteers:

- **Does the volunteer need a mental break or advice?**
- **Is the volunteer familiar and comfortable with his/her assignments?**
- **Keep them informed on developments.**
- **Ensure that the volunteer has taken breaks and is released on time.**
- **Ensure that the volunteer has received food and drink.**

m. **Managing "Overflow" SUVs:** if an SUV Coordinator finds there are more SUVs available than needed, s/he should make a note of all offers received to reference for needed assistance in the future. It may help to have knowledge of the needs of other NETs in the area as well. If another team receives little or no SUVs, it may be a viable option to deploy overflow to them. Once time allows, contact the people who have volunteered but not received an assignment. Ask if they wish to remain on the volunteer list in case the situation changes and help is needed later.

Additionally, NETs should consider that delaying the assignment of an SUV or SUVs permits longer operations. If a NET has overflow, stagger start times so that the team continues to receive help.

n. **Ending a Volunteer's Assignment:** there is always a risk that a volunteer chosen for an assignment may not be suitable, but this is not made apparent until the assignment is in progress. In these situations, the SUV Coordinator must redirect the SUV or dismiss them. It is crucial for an SUV Coordinator or Incident Leader to act if the individual is not up for the job. Recommendations for managing dismissal or reassignment:

- **Consider an alternative: can the volunteer do other work?**
- **Arrange for two NET leaders to meet with the volunteer in private.**
- **Tell the volunteer that the interview is strictly confidential.**
- **Give specific examples of behaviors/actions that have not worked and explain why (if appropriate to the situation, refer to behaviors/actions that do not conform with the NET Code of Conduct and/or NET Guidelines).**
- **Let the volunteer give his/her side of the story.**

If the SUV continues to be unsuitable for the assignment or acts inappropriately, alert NET leaders and the SUV may be removed from duty immediately and permanently. However, it is important to attempt to redirect the SUV 's actions prior to dismissing them permanently.

o. **Post Disaster Follow-Up with SUV's:** NET leaders should acknowledge that SUVs may have an interest in becoming affiliated with NET or training in the future. Asking if they would like to remain involved post-disaster is paramount in creating overall community resilience and the effectiveness of NET moving forward. Once life gets back to normal and you have time, work with PBEM to officially recognize volunteers (e.g., certificate, letter, newspaper article, commemorative item, recognition event).

If the volunteer checks off on their registration that they would like to participate in year-round activities to enhance his or her community's resiliency for the next event, the NET Team leader should contact them or prompt the PBEM NET Coordinator to do so.

Figure 7:
SUV intake form
(front and back)

Full size versions available with NET ICS forms packet.

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

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:

_____
_____
_____

Do you take medication and if so, do you have access to it?	N/A ☐	Not sure ☐	Yes ☐	No ☐
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.

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: (_____) _____ - _____

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		Yes ☐	No ☐
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

800

SECTION 900 - NET COMMUNICATIONS OPERATIONS AND PROTOCOLS

During an emergency, communications is one of the most significant logistic elements that NET volunteers must be prepared to resolve. Successful communications planning and operations is inseparable from a successful emergency response. Conversely, poor communications can easily make a disaster response ineffective, or even worsen the situation.

900.05
Modes of Communication

NETs have a variety of "modes" of communication to select from; anything from using a high powered amateur radio to reach the City's Emergency Communication Center (ECC), to using a runner to take a written message to a team in an adjacent neighborhood. Deciding which mode(s) of communication make the most sense for a NET to rely on depends on *who* the team is trying to communicate with and *how distant* the objective is.

Generally, communication objectives for NET break into two categories:

- **Team support communications (team support comms):** communications between Members of the same team over a short distance (e.g. between the NET Staging Area and volunteers in the field). Should not require a range exceeding a mile and a half to two miles.

- **Inter-team communications:** longer-distance communications between the NET and the ECC, or between the NET and another NET or team of emergency responders. Should exceed ranges of two miles, and go as far as fifteen miles or more.

When forming an Operations Plan, NETs should plan to have reliable means for both team support comms and inter-team communications. *Table 1* provides a summation of the different communication modes that NETs should consider.

Table 1: Modes of Communication for NET

Mode	Reliability	Pros	Cons	Best for
Runners	Very reliable.	■ Reliability ■ Flexibility ■ No special training needed	■ Time and distance ■ Requires familiarity with area ■ Inefficient	Team support communications
Phone (voice)	Cell phones require power to cell towers in order to function. System is also easily overloaded.	■ Common ■ Easy to use	■ Unlikely to function if there is no power ■ If there is power, system will be overloaded if disaster covers wide geographic area	Team support and inter-team communications.
SMS (texting)	Like voice communication, SMS is dependent on cell towers working. However, SMS messages are more likely to get through when the system is overloaded.	■ Common ■ Easy to use	■ Unlikely to function if there is no power ■ Cannot transmit complex information easily	Team support communications
FRS/GMRS Radio	Limited range, and signals can be obstructed by geographic features.	■ Inexpensive ■ Easy to use (though some training is needed)	■ Limited range (one mile for FRS, two to three miles for GMRS) ■ GMRS requires expensive license (but no test)	Team support communications
BEECN	Dependent on operators staging at local fire stations.	■ Easy to use (though some training is needed) ■ Can use the system to reach other neighborhoods	■ System stands up 24 to 48 hours after an earthquake ■ Not all neighborhoods have a BEECN ■ Not for the exclusive use of NET	Inter-team communications
Amateur Radio	Very reliable.	■ Flexible ■ Broadcast capability ■ Great range on duplex	■ Requires license ■ Can be complex ■ Slow to pass message	Inter-team communications

Table 1 does not evaluate some other communication modes that a NET might consider (such as satellite communications, multiple-use radio service (MURS), or citizen band (CB) radio). However, those options are not included here on account of their expense or their relatively limited utility to NETs.

900.10
NET Communication Protocols

a. **Team support communications:** If feasible, PBEM recommends that teams use a personal mobile radio system as their primary means to communicate between team Members and team leaders. That radio system may be Family Radio Service (FRS), or General Mobile Radio Service (GMRS).

1. As a backup, or if Members do not have access to personal radios, Members should use cell phones to communicate between Members. If cell phones are the primary means for team Members to communicate, the team should develop protocols that consider cell phone service may not be available immediately following a disaster.

2. Teams can use amateur radio for team support comms if they wish. However, teams using amateur radios for team support comms should not interfere with city and county-level amateur radio communications. *See Section 900.35 for the band plan with city and county designated frequencies*.

b. **Communications with the PBEM NET Coordinator or Emergency Coordination Center (ECC):**

1. Mobile phone communication available:

I. Team Leaders should check in with the PBEM NET Coordinator or Emergency Coordination Center (ECC) via mobile phone as detailed in the deployment authorization message. To keep lines of communication open, teams and Team Leaders should avoid contacting the PBEM NET Coordinator or Emergency Coordination Center (ECC) unless specifically requested in the deployment authorization message.

II. Any team that encounters a threat to life safety or property should immediately call 911. Only after speaking with a 911 operator should you contact the PBEM NET Coordinator or Emergency Coordination Center (ECC) via mobile phone to notify them of the circumstances of the 911 call.

2. Mobile phone system disruption

I. In the event of a mobile phone disruption, teams should rely on information provided in the deployment authorization message (*800.20*) and proceed with operations as indicated in their Team Operations Plan.

II. If no deployment authorization message is available, and all conditions for self deployment have been met (see section *800.25 - Activation Protocols: Self Deployment*), teams may self deploy and then attempt to contact the PBEM NET Coordinator or Emergency Coordination Center (ECC) via VHF Amateur Radio following the procedure described in *900.40*.

III. Any team that encounters a threat to life, safety or property should immediately call 9-1-1 or the life safety frequency via Amateur Radio (*See section 900.35* for the life safety frequency). Flag a public safety responder as quickly as possible.

900.15
FRS/GMRS Radio - General

FRS (Family Radio Service) or GMRS (General Mobile Radio Service) are the recommended means for team support communications. These radios are usually rugged, lightweight, and compact.

In the past, you could buy an FRS radio with 7 FRS/GMRS shared frequencies (channels 1 to 7) and 7 dedicated FRS frequencies (channels 8 to 14). These FRS radios are low power ($\frac{1}{2}$ watt), cannot be lawfully modified, and require no FCC license to operate.

Conversely, a GMRS radio operates on the first seven frequencies (channels 1 - 7, shared with FRS) or on the GMRS dedicated channels (15 - 22). A radio user must have an FCC license to operate on the GMRS channels. GMRS radios had more power (generally 1 to 5 watts).

Today, new radios are dual service FRS/GMRS. The radio user has access to all 22 channels, but can lawfully operate on GMRS only with the ***FCC license*** - currently a cost of $65 every two years. A GMRS license covers all immediate Members of a licensee's family, but a licensee can also designate anyone to operate a GMRS radio in a life safety emergency. There is no required test, and the license expires after five years. For more information about the rules governing GMRS, please review ***this part of the FCC's regulations***.

900.20
FRS/GMRS Radio - Operating Conditions

Though the packaging of mobile radios often suggest ranges of up to 50 miles, this is almost unheard of in real world situations. FRS/GMRS radios transmit and receive by line of sight. Therefore, ideal transmitting conditions would include an unobstructed line of sight between operators, from a high vantage point in good weather.

The meaningful (operational) difference between FRS and GMRS is: a volunteer operating on an FRS radio has access to less power (only $\frac{1}{2}$ watt). This curtails the transmitting distance for radio signals. Nonetheless, this may be enough for a NET operating in a small area. Under ideal conditions, operating on FRS will transmit up to a mile. In average conditions, the range is typically between half and one-and-a-half miles.

Operating on GMRS gives a NET access to more power and therefore greater range: typically two miles, but as far as five miles.

900

In order to mitigate poor transmitting and receiving, operators should be aware of factors that can inhibit radio performance, such as:

☐ **Topography (hills, tall formations)**

☐ **Weather (such as thick clouds)**

☐ **Electromagnetic pulse (EMP) interference**

☐ **Obstructions (dense forest/foliage, buildings)**

☐ **Large metal surfaces (transmitting from inside a car can shorten range)**

Figure 9:
Diagram of typical
FRS/GMRS radio
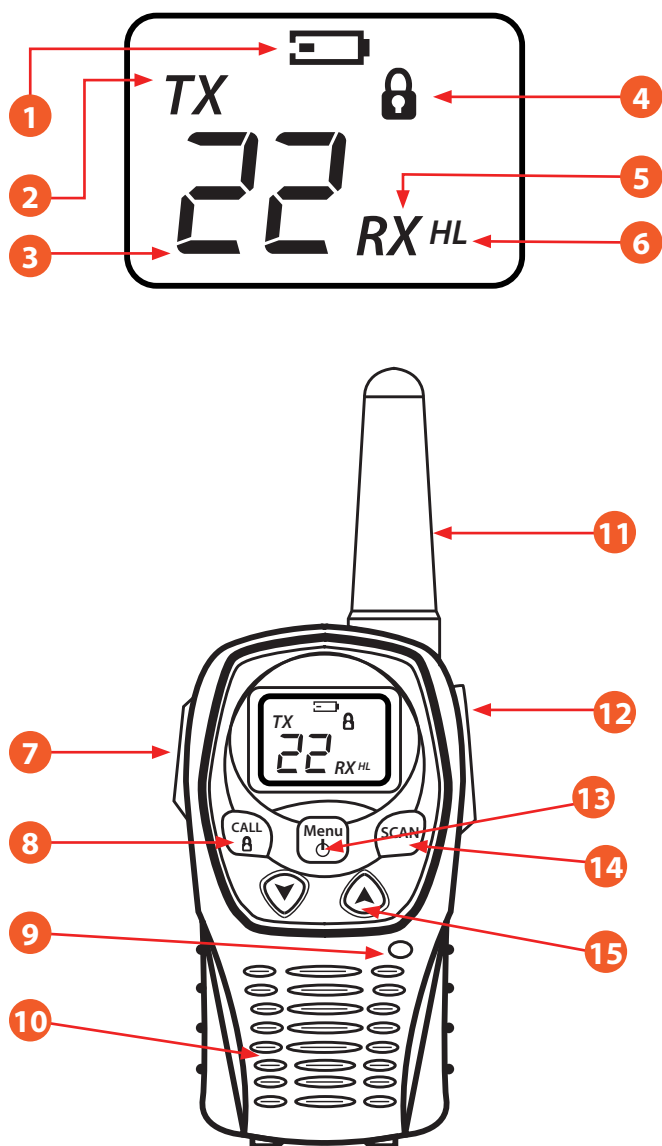
To the left is a "typical" FRS radio. The features on this radio (which you will likely find on other radios) include:

1. **Low battery icon:** indicates battery level.

2. **Transmit icon:** indicates that radio is transmitting signal.

3. **Channel number:** indicates current FRS or GMRS radio channel.

4. **Key lock icon:** indicates key lock mode (key pad is locked).

5. **Receive icon:** indicates radio is receiving transmission.

6. **Transmit power level icon:** indicates transmit power setting: (H)igh for GMRS or (L)ow for FRS.

7. **PTT button:** press and hold to transmit voice communication.

8. **CALL/LOCK button:** press to send a CALL alert. Hold down to lock/unlock keypad.

9. **Microphone:** built in microphone.

10. **Speaker:** built in speaker.

11. **Antenna.**

12. **External speaker/mic/charge jack.**

13. **Power/Menu button:** press briefly to access menu function. Hold down for three seconds to power radio on/off.

14. **Scan button:** press to enter scan mode.

15. **Up/Down buttons:** make adjustments in Menu mode.

Every FRS/GMRS radio model is different and vary in configuration and display. However, many of them have common and typical device features.

900.25
FRS/GMRS Frequencies

FRS and GMRS frequencies are already programmed to radio channels out of the box. However, volunteers may find it helpful to know what frequencies the channels operate on. The table below is provided as an aid.

	Channel	Frequency	FRS	FRS Max Output	GMRS	GMRS Max Output	Usage/Notes	
Shared FRS/GMRS	1	462.5625	FRS 1	.5 W	GMRS 9	5 W	Unofficial national calling channel	**GMRS LICENSE REQUIRED FOR MORE THAN .5 WATTS**
	2	462.5875	FRS 2	.5 W	GMRS 10	5 W		
	3	462.6125	FRS 3	.5 W	GMRS 11	5 W		
	4	462.6375	FRS 4	.5 W	GMRS 12	5 W		
	5	462.6625	FRS 5	.5 W	GMRS 13	5 W		
	6	462.6875	FRS 6	.5 W	GMRS 14	5 W		
	7	462.7125	FRS 7	.5 W	GMRS 15	5 W		
FRS Only	8	467.5625	FRS 8	.5 W				**NO LICENSE REQUIRED**
	9	467.5875	FRS 9	.5 W				
	10	467.6125	FRS 10	.5 W				
	11	467.6375	FRS 11	.5 W				
	12	467.6625	FRS 12	.5 W				
	13	467.6875	FRS 13	.5 W				
	14	467.7125	FRS 14	.5 W				
GMRS Only	15	462.5500			GMRS 1	50 W		**GMRS LICENSE REQUIRED**
	16	462.5750			GMRS 2	50 W		
	17	462.6000			GMRS 3	50 W		
	18	462.6250			GMRS 4	50 W		
	19	462.6500			GMRS 5	50 W	Use restricted near Canadian border	
	20	462.6750			GMRS 6	50 W	Unofficial emergency/ traveler assistance channel	
	21	462.7000			GMRS 7	50 W	Use restricted near Canadian border	
	22	462.7250			GMRS 8	50 W		
		467.5500			GMRS 1 in	50 W	Repeater input	
		467.5750			GMRS 2 in	50 W	Repeater input	
		467.6000			GMRS 3 in	50 W	Repeater input	
		467.6250			GMRS 4 in	50 W	Repeater input	
		467.6500			GMRS 5 in	50 W	Repeater input	
		467.6750			GMRS 6 in	50 W	Repeater input	
		467.7000			GMRS 7 in	50 W	Repeater input	
		467.7250			GMRS 8 in	50 W	Repeater input	

Table provided by James Marks, Portland NET

900.30
FRS Frequency Mapping

In order to guard against many NETs attempting to use the same FRS frequency at the same time during a large response, this map was was developed to designate recommended FRS frequencies by neighborhood.

A table listing each neighborhood alphabetically with its frequency appears on the next page.

Map designed by John Beaston, ARO

Map Key

FRS 2
FRS 3
FRS 4
FRS 5
FRS 6
FRS 7

900
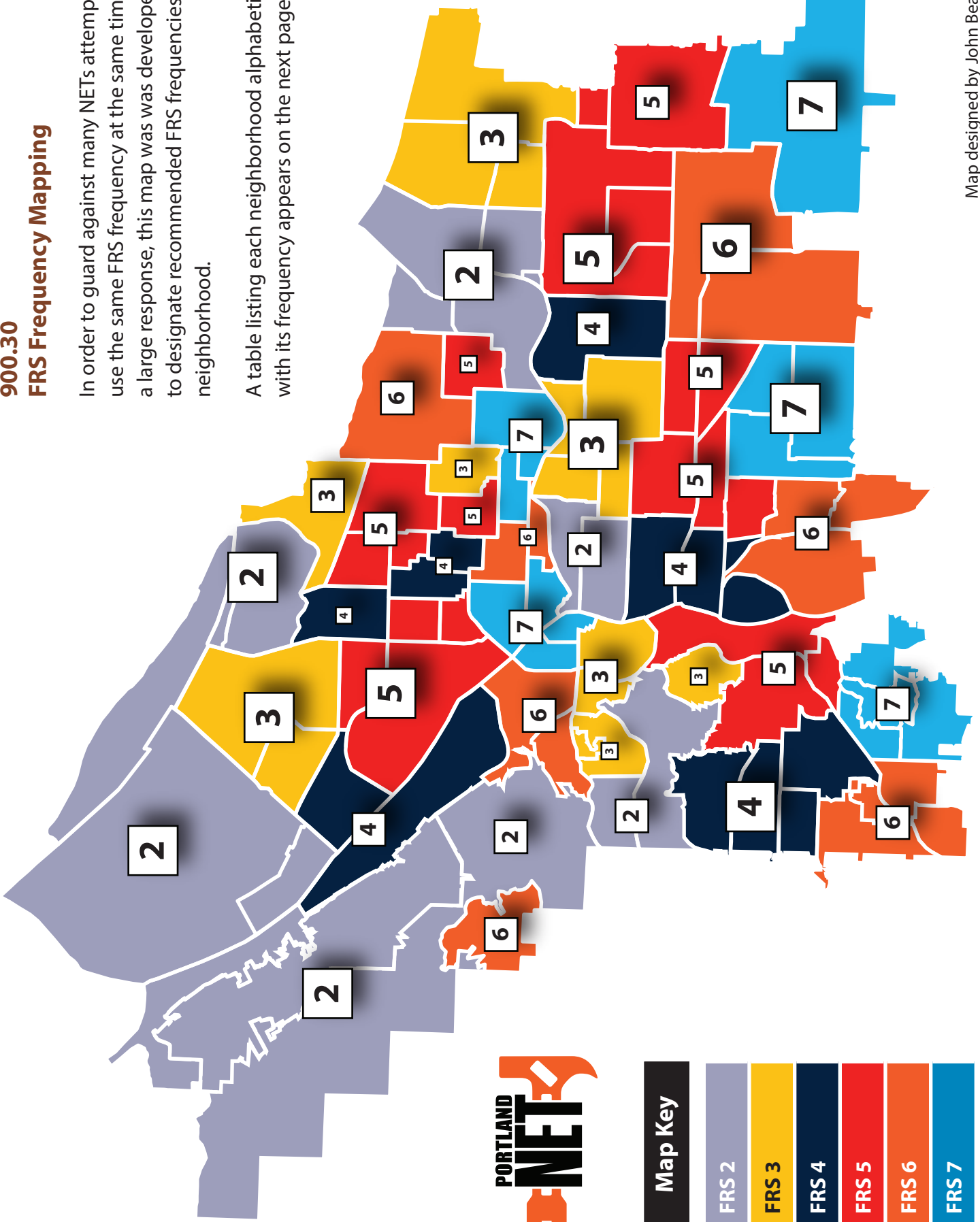
Recommended FRS Radio Frequencies

Alphabetical by neighborhood

Neighborhood	Freq	Neighborhood	Freq	Neighborhood	Freq
Alameda	5	Lents	6	Powellhurst-Gilbert	6
Arbor Lodge	5	Linnton	2	Reed	5
Argay	3	Lloyd	7	Richmond	5
Arlington Heights	3	Madison South	2	Rose City Park	7
Arnold Creek	7	Maplewood	4	Roseway	5
Ashcreek	6	Markham	7	Russell	3
Beaumont-Wilshire	3	Marshall Park	7	Sabin	4
Boise	5	Montavilla	4	Sellwood-Moreland	6
Brentwood-Darlington	7	Mount Scott	7	South Burlingname	5
Bridgeton	2	Mt. Tabor	3	South Portland	5
Bridlemile	4	Multnomah	4	South Tabor	5
Brooklyn	4	North Mt. Tabor	3	Southwest Hills	2
Buckman	2	Northwest Heights	6	St. Johns	2
Cathedral Park	2	Northwest District	6	Sullivans Gulch	6
Centennial	5	NW Industrial	4	Sumner	2
Collins View	7	Old Town/China Town	7	Sunderland	3
Concordia	5	Overlook	5	Sunnyside	3
Creston Kenilworth	5	Parkrose	2	Sylvan Highlands	2
Cully	6	Parkrose Heights	2	University Park	4
Eastmoreland	6	Pearl District	7	Vernon	5
Eliot	7	Piedmont	4	West Portland Park	6
Far Southwest	6	Pleasant Valley	7	Wilkes	3
Forest Park	2	Portland Downtown	3	Woodlawn	5
Foster-Powell	5	Portsmouth	3	Woodstock	7
Glenfair	5				
Goose Hollow	3				
Grant Park	7				
Hayden Island	2				
Hayhurst	4				
Hazelwood/Mill Park	5				
Hillsdale	5				
Hillside	6				
Hollywood	7				
Homestead	3				
Hosford-Abernathy	4				
Humbolt	5				
Irvington	6				
Kenton	3				
Kerns	2				
King	4				
Laurelhurst	3				

900.35
Amateur Radio ("HAM") - Relevant Frequencies

For the purposes of NET operations, volunteers will use the following frequencies which will be referred to by their aliases throughout the NET Guidelines:

Function	Alias	RX	Offset	Tone	Notes
Resource Net	MC-2	147.28	+ 600	167.9	
Life Safety Net	MC-6	147.04	+ 600	100	Life safety traffic only
NET-TAC 1	MC-8	147.58	*	*	NET tactical #1
NET-TAC 2	MC-9	147.54	*	*	NET tactical #2
Resource Net Simplex	MC-12	147.28	*	*	Use only if MC-2 repeater is not functioning
Life Safety Net Simplex	MC-14	147.04	*	*	Use only if MC-6 repeater is not functioning

900.40
Communications to the ECC via Amateur Radio

a. In the event mobile phone service is disrupted, NET AROs can attempt to communicate with the ECC via the VHF Amateur Radio system. Optimally, every team will have an Amateur Radio Operator (*100.25.g*) and a backup operator in case the primary ARO is not available.

In an emergency deployment, an ARO using VHF radio must accomplish three goals:

- **First, the ARO must be able to communicate with the Incident Team Leader. The first assignment of every NET ARO is to support the Incident Team Leader and take direction from that person.**

- **Second, the ARO must have a means to contact the ECC.**

- **Third, the ARO must be prepared to relay messages between the Incident Team Leader and the ECC.**

Team Leaders and AROs should work out ahead of time how to accomplish these three goals, to prepare an approach that best suits resources available to the NET, and to include that information in the NET's Operation Plan. Examples:

1. In the event of a disaster, the NET ARO deploys to the NET Staging Area with a portable radio and works face to face with the Incident Team Leader, and relays messages with the portable HAM equipment *(see Figure 8, "Neighborhood A")*.

2. An ARO has radio equipment at home that is more powerful than any portable amateur radio. Therefore, the ARO plans to shelter in place during a disaster if safe to do so, use FRS/GMRS to communicate with the Incident Team Leader, and relay messages to the ECC with the radio equipment located in their home *(see Figure 8, "Neighborhood B")*.

3. In another scenario, the NET ARO deploys to the nearest fire station to use the Fire Station Orange Go-Kit and antenna located there. The ARO reaches the Incident Team Leader via handheld GMRS and relays messages between the NET Staging Area and the ECC from the fire station *(see Figure 8, "Neighborhood C")*.

Whether an ARO deploys to the NET Staging Area, remains at home with radio equipment, or deploys to the nearest fire station to use the radio kit available is a decision that the ARO and TL must consider in operations planning. Any option that works best for the team is appropriate, so long as the ARO and the TL are in communication with each other (e.g. by FRS radio) so that messages can be relayed from the NET to the ECC.


Figure 8: communications planning
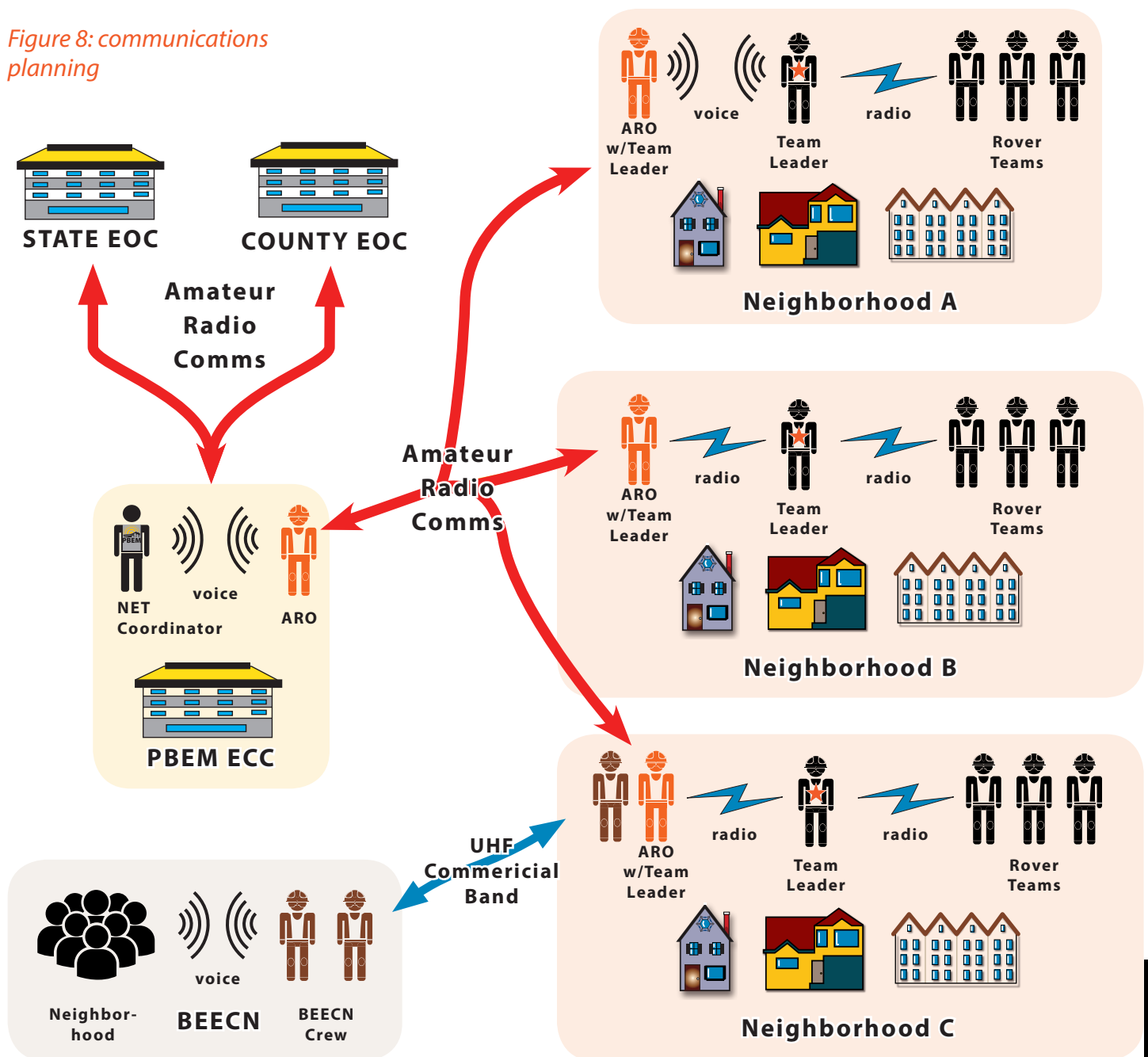
b. The ARO checks in with the Multnomah County Amateur Radio Emergency Service (ARES) Resource Net Controller on the Resource Net MC-2 (see *900.35*).

Checking in with MC-2, the ARO gives his or her FCC call sign and frequency, and waits for acknowledgement from the net control operator. Once recognized, the ARO then provides the following information:

- **Name**
- **Location (nearest major cross streets)**
- **Available equipment, including communications and transportation resources**
- **NET affiliation**
- **Any other information deemed necessary by the ARO or requested by net control**

c. The ARO then declares that she or he already has an assignment (which is to support the NET) and is switching to the PBEM tactical net.

d. If no contact is possible on the Multnomah County ARES Resource Net (MC-2), AROs should attempt to make contact with a Multnomah County ARES Net Controller via Multnomah Resource Net Simplex (MC-12).

e. After checking in with the Resource Net Controller (or attempting to check in) the ARO switches over to the tactical net reserved for PBEM at MC 8, followed by MC 9 if there is no answer at MC 8. The ARO will check in with the PBEM Tactical Net Controller, sited at the ECC, and repeat the same information given for the Multnomah County Resource Net check in.

f. Regular radio traffic and monitoring commences. The NET Tactical Net Controller will contact each team periodically for status reports and issue deployment authorization messages or assignments as necessary. AROs should use the NET Tactical Net also to request resources and information.

AROs will handle life threat radio traffic on a different tactical net: MC-6. This is the only circumstance under which an ARO should communicate NET activities on a frequency other than the NET Tactical Net unless directed differently by the Net Controller.

Figure 9: Assigned areas of Portland for NET Radio Training Liaisons
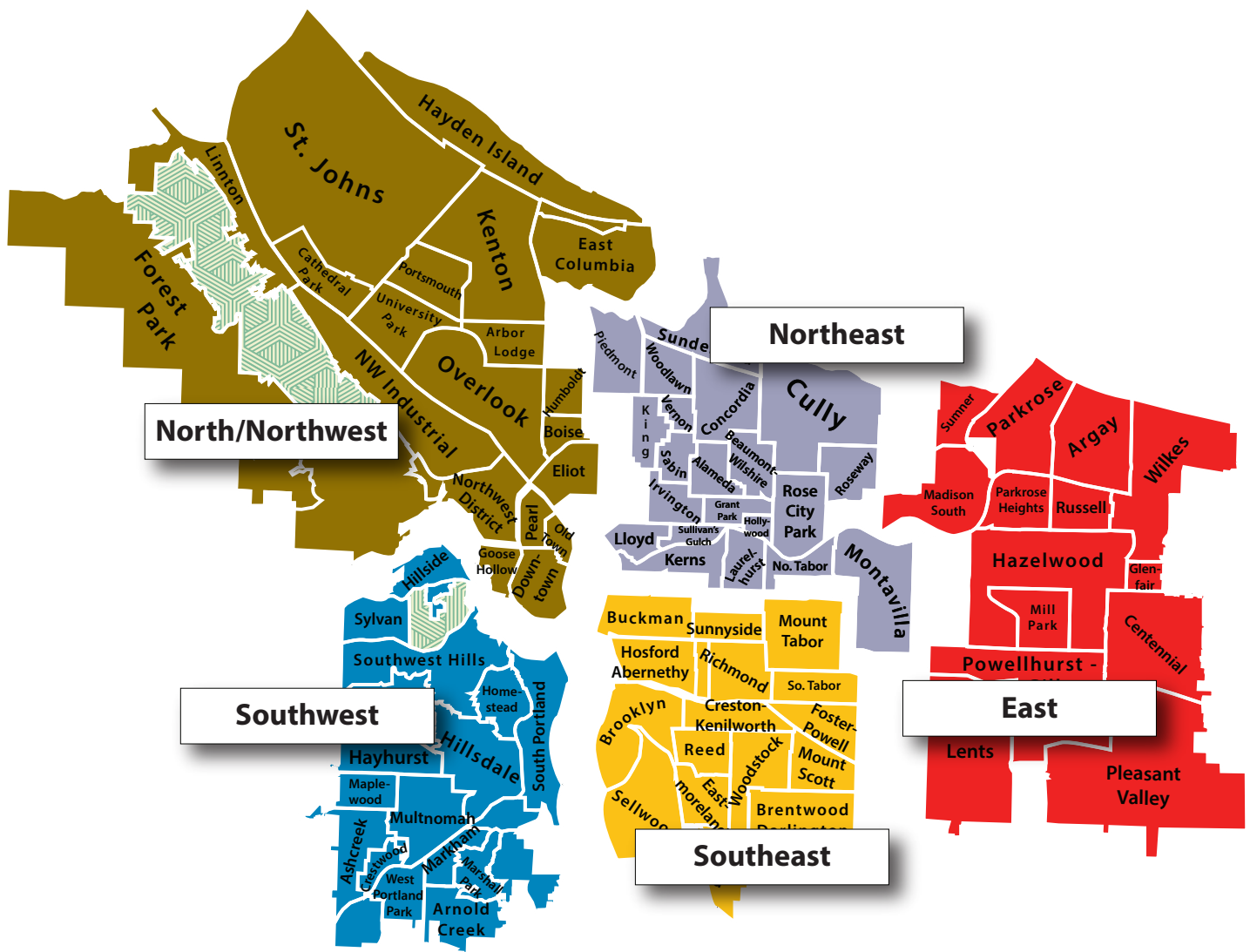
900.45
NET Radio Training Liaisons (RTLs)

Portland is divided into five areas, each with an individual who serves as a radio training liaison (RTL). This training liaison will work with their local Team Leaders in support of their communications needs and for the purpose of consolidating the skills-sets of their AROs. Radio Training Liaisons are confirmed by PBEM's senior communications officer. Team Leaders are informed of appointment by the NET Coordinator. RTLs serve indefinitely after appointment.

NET Radio Training Liaisons are assigned to areas of Portland as illustrated in *Figure 9*. RTLs are responsible for their area of Portland, and will conduct all training and meetings inside their assigned area. They can also assist, and be assisted by, RTLs from other parts of Portland. PBEM has a webpage posted that includes the names and contact information of quadrant ARO Coordinators at: *https://www.portlandoregon.gov/pbem/69887*.

Training Liaisons will also review and offer comments/recommendations on the communications plans of teams in their area.

Fire Station Go Kits

Every fire station in Portland has a VHF radio "go-kit" stored in an orange plastic pelican case, which can be attached to the station's external antenna. This equipment is available for NET ARO use in the event of a disaster, and AROs should consider familiarizing themselves with the boxes.

In order for an ARO to get access to the kit, the volunteer *must* present a valid NET badge (*300.20*), or station personnel will not provide access to the kit. *Though AROs may use the kit, it must not leave its home fire station.*

Each orange kit contains the following items:

☐ VHF radio (Icom IC-2100H/IC-2200H)	☐ J-pole roll-up VHF antenna
☐ Microphone	☐ AC ground adapter plug
☐ AC power supply (Astron SS-25M)	☐ Extension cord, 50' (qty 2)
☐ Coax cable, 25'	☐ Zippered pouch (container for small items)
☐ Coax cable, 100'	☐ Small screwdrivers (1 flat, 1 Phillips)
☐ Pencils	☐ Pencil sharpener
☐ SO-239 female-to-female barrel adapter (for combining coax cables)	☐ BNC -to- SO-239 adapter (for J-pole roll-up antenna)
☐ AC power cable (black)	☐ 20 amp fuse (for radio power cables)
☐ DC power cable (links power supply to radio)	☐ Radio operation manual
☐ Car battery power cable (w/ clips for powering radio from a car battery)	☐ Notebook with: radio box inventory, basic radio operation instructions, activation procedures and frequency list, forms, city map, and blank paper
☐ Cigarette lighter adapter (to install the radio into a car)	☐ Magnetic mount whip antenna

900.50
Amateur Radio Operator Qualifications

A NET volunteer may receive an ARO designation and badge if she or he completes radio training with Portland NET and qualifies under the following curriculum outline:

a. **FIRST STEP: Basic NET Training, Unit 9 (Communications)**
Candidate receives this component during Basic NET training. If the candidate took Basic NET before Unit 9 became part of the curriculum, s/he can complete Unit 9 along with a Basic NET class taking it or receive this training from a NET ARO.

- ☐ Introduction to radio
- ☐ Types: FRS/GMRS, HAM, range, etc.
- ☐ Characteristics: license, range, etc.
- ☐ Neighborhood mapping
- ☐ Basic operation: FRS/GMRS hands-on exercise
- ☐ Radio net protocols
- ☐ ITU phonetics
- ☐ Uses tactical call sign correctly
- ☐ Knows what *never* to transmit
- ☐ Knows what to do if not acknowledged (troubleshooting, attempt simplex, etc.)
- ☐ Fills out ICS Communications Log

a. **SECOND STEP: Amateur Radio Technician license**
Candidate passes the exam required to receive an Amateur Radio Technician license from the FCC, and confirms by forwarding his/her FCC call sign to the NET Coordinator.

Exam classes are periodically facilitated by the NET program. Candidates can also study the textbook, and/or complete practice exams. A list of study aids, available classes, and testing times and locations is available at *https://www.portlandoregon.gov/pbem/69887*.

b. **THIRD STEP: FEMA Independent Study Certificates**
Candidate completes and receives certification in the following FEMA IS courses:

- ☐ IS-100.B: Introduction to the Incident Command System
- ☐ IS-200.B: ICS for Single Resources and Initial Action Incidents
- ☐ IS-700.A: National Incident Management System
- ☐ IS-802: Emergency Support Functions: Communications

c. **FOURTH STEP: NET ARO operations training**
Candidate receives and completes NET ARO operations training from her/his quadrant ARO Coordinator (see 900.45). Once the candidate completes operations training, the ARO Coordinator informs the NET Coordinator that the candidate may be issued an ARO badge. Operations training includes:

▶ **Personal portable radio:**

- ☐ Has extra batteries and knows how to change them
- ☐ Has manual and/or cheat sheet and knows how to use it
- ☐ Can turn radio on and off
- ☐ Can lock and unlock radio
- ☐ Can change power level
- ☐ Can switch between VFO and memory

- ☐ Can set frequency
- ☐ Can set PL tone
- ☐ Can set offset if not automatic
- ☐ Can save to memory and assign location
- ☐ Can listen on reverse and know when and why to do so

- ☐ Can turn offset on and off and know when and why to do so
- ☐ Can recall memory channel
- ☐ Has Multnomah County ARES and NET tactical frequencies in memory and can find them easily
- ☐ Is able to log into the weekly Portland NET net

▶ **Basic troubleshooting**

- ☐ Basic repeater understanding
- ☐ Basic antenna understanding (polarization, quality, propagation)
- ☐ Low battery
- ☐ Changing location

- ☐ Check headset/mic/antenna connections
- ☐ Checking volume control
- ☐ Checking squelch control
- ☐ Off frequency, no PL tone
- ☐ WiRES feature (on Yaesu radios)

▶ **Radio Protocol**

- ☐ Uses personal call sign correctly, when, how often and when to do so phonetically
- ☐ Can complete the following forms: *NET damage assessment form*, *ICS 213*, *ICS 309*, *ICS 205*

▶ **Fire Station and BEECN equipment**

- ☐ Can inventory, set up, and repack a fire station VHF Orange Kit
- ☐ Knows the role of the Orange Kit radio equipment, what each radio is for, what frequencies and/or nets are used
- ☐ Understands BEECN operations
- ☐ Can find Multnomah County frequencies in memory

d. OPTIONAL FIFTH STEP: Train to ARES standards
ARO becomes a part of the ARES Rover Team. Training competencies include:

- ☐ Understands differences between tactical, formal written, emergency, and health and welfare traffic
- ☐ Knows preferred means and modes for processing different kinds of traffic
- ☐ Knows how to present traffic on a net
- ☐ Copies traffic at a reasonable speed and legibility
- ☐ Sends traffic with appropriate speed, accuracy, and phonetics

- ☐ Uses prowords break, "I spell", figures and mixed group figures, initials
- ☐ Asks for fills or confirmation if (and only if) necessary
- ☐ Demonstrates appropriate use of "roger"
- ☐ Formats an NTS message
- ☐ Sends and receives NTS messages
- ☐ Sends and receives ICS 213 messages

900

A NET working with local CERT volunteers

APPENDIX A: NET OPERATIONS AND COMMUNICATIONS PLANNING

Introduction

Every NET is required to have a Team Operations Plan at least started and in draft form. The NET's Operations Plan should be included as a basic part of a NET volunteer's deployment kit.

The purpose of this Appendix is to guide NETs through the process of developing their Operations Plan. It is important to review *Sections 800* and *900* of these Guidelines and be familiar with deployment and communications protocols before developing the Operations Plan.

A sample Team Operations Plan is found on pages *A3 - A7*. Current NET Operations Plans are also posted online and available to view at: *https://www.portlandoregon.gov/pbem/66371*

Basic NET Operations Planning

Each NET should plan ahead to address *how* they will respond when deployed, such as where they will go and how they will communicate. A Team Operations Plan should address the following guiding questions:

- **How will NET members communicate with each other immediately following a disaster?**

- **Where is the NET Staging Area that members will deploy to (*600.30*)? If the Staging Area is not accessible, is there a backup Staging Area and where is that?**

- **Is there a BEECN in your neighborhood? (note: if a description of a BEECN is in an Operations Plan, it should *never* include information about where the equipment cache is located and how to access it; that information should be kept off the record!)**

- **Who will act as the Incident Team Leader at the NET Staging Area and begin delegating tasks? Who is next in line to act as Incident Team Leader if that person is not available?**

- How will the NET intake and manage Spontaneous Unaffiliated Volunteers (SUVs)?
- Are there locations in the neighborhood that pose particular problems or hazards in the event of an emergency, and what is the most appropriate way for the NET to manage or work around these hazards?
- How will the NET ARO communicate with the ECC?

A frequent question about Operations Plans: "how many pages long should it be?" The answer is: *as long as it needs to be in order to answer the guiding questions above*. Since different neighborhoods of Portland have different vulnerabilities, resources, and issues, each Operations Plan looks different (and in some cases, radically different). Some plans are a single 8.5x11" sheet folded in thirds, and others are ten or fifteen pages in a binder. Both formats are valid because they work for their respective teams. There is no "one size fits all" template for an Operations Plan.

Creating the Operations Plan

Above all, the creation of an Operations Plan should be a team project and never done solely by the Team Leader. In fact, the primary role of the Team Leader is to organize and coordinate the creation of the Plan, and delegate individual planning and writing tasks to NET volunteers. Seen in this way, the creation of an Operations Plan produces goals for a NET to accomplish and helps set a team's agenda.

For example, one of the most significant tasks associated with an Operations Plan is reaching out to neighborhood institutions that may need extra assistance in the event of an earthquake, like a school. The associated task would require volunteers to reach out to the school's principal, explain NET's purpose, and whether the NET should deploy to the school if the earthquake happens during school hours.

It takes time to create the initial draft of an Operations Plan: six months on average. Once the first draft is created, it should go to the NET Coordinator for review. Once the NET Coordinator reviews it, PBEM recommends that the NET should also meet with the captain of the nearest fire station to discuss it. The purpose of the meeting is to clarify with the fire station how and where the local NET intends to deploy, and to give professionals an opportunity to provide input on the plan as appropriate.

After the first draft of the Operations Plan

An Operations Plan is never finished "once and for all" because it is a living document. After the initial draft is complete, NETs have two very important responsibilities:

- To place it under periodic review and update it as circumstances with the team and in the neighborhood change.
- To drill the Plan at least twice a year (once in the winter, once in the summer) in order to "ground truth" the assumptions and make Plan adjustments as necessary.

SAMPLE NET OPERATIONS PLAN

Wemmick Heights

There is no prescribed format for a NET Operations Plan. Teams should format theirs in any way they find most appropriate for their use, provided that it is comprehensive and addresses the guiding questions listed in the Operations Planning section.

For guidance composing a NET Operations Plan, the following pages are a sample Operations Plan for the very fictional Portland neighborhood "Wemmick Heights".

Roster and Critical Locations

INCIDENT TEAM LEADER	Madame Defarge 1034 Guillotine Street Cell: 503-235-5566
BACKUP INCIDENT TEAM LEADER	Estella Havisham 333 Satis House Drive Cell: 503-214-1888
AMATEUR RADIO OPERATOR	Joe Gargery, KG7AZZ 1987 Pumblechook Way Cell: 212-988-1430
BACKUP AMATEUR RADIO OPERATOR	Abel Magwitch, NP4DXI 12 Convict Street Cell: 503-899-3232
CPR/FIRST AID CERTIFIED	Abel Magwitch Biddy Wopsle Clara Barley
NET STAGING AREA	Jaggers Elementary School – play field 6395 Molly Avenue 51° 31 N, 0° 6 W
BACKUP NET STAGING AREA	Startop Park - gazebo 2000 Pumblechook Way 40.7350° N, 73.6883° W
NEAREST FIRE STATION	Station 10 891 SE Provis Boulevard 50.° N, 74° W Captain Roger Cly 503-999-9999
NEAREST BEECN	BEECN 13, Startop Park ballfield 2000 Pumblechook Way 40.7350° N, 73.6883° W

Deployment and Operations Narrative

WEMMICK HEIGHTS
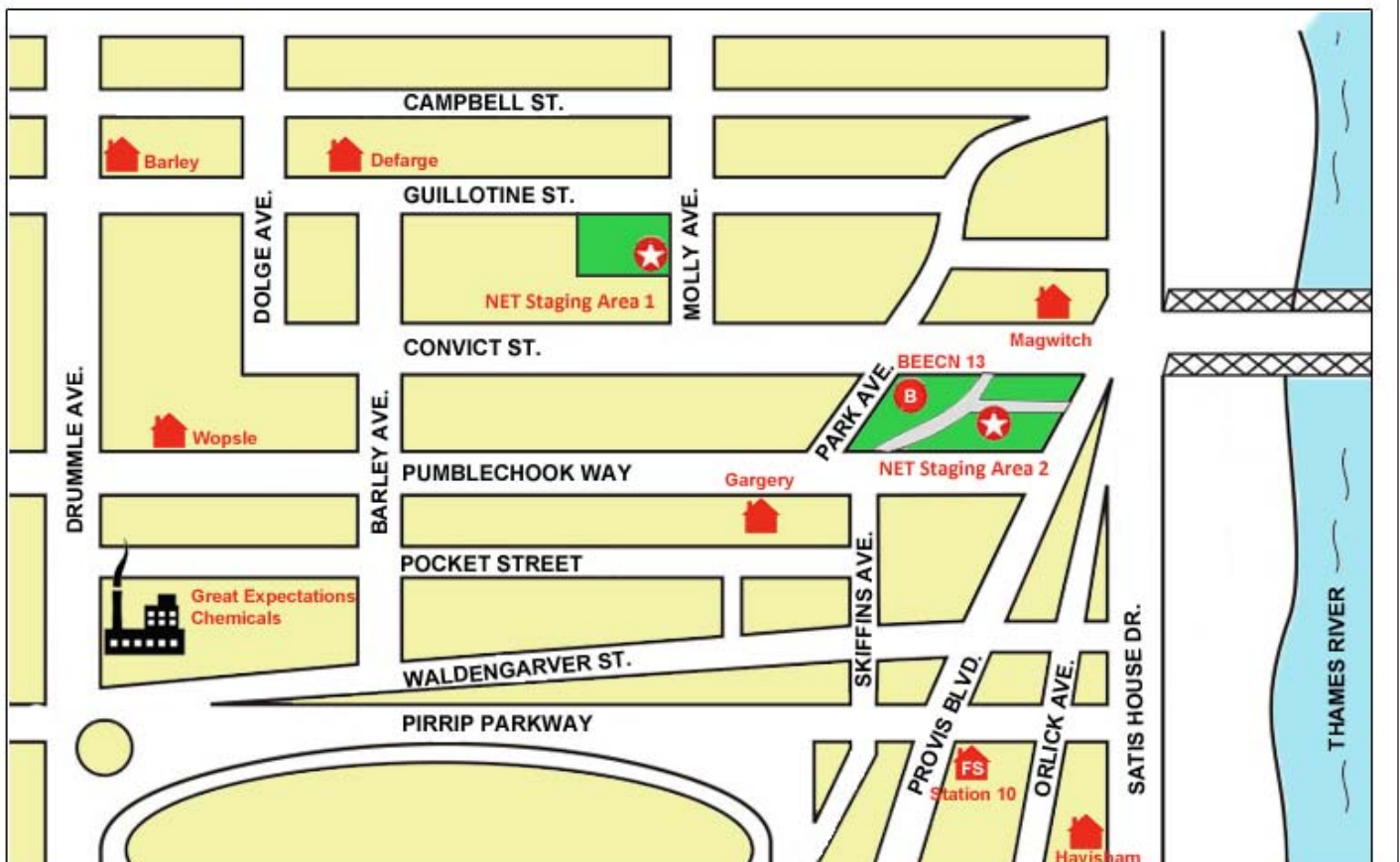
1. **Immediate Responsibilities Following a Disaster**
   Immediately following a disaster, members are expected to check themselves and persons in their household for injuries. They must also ensure that their home and property is secure, and they (or a member of their household) should attempt to contact their emergency out-of-state contact.

   Once these responsibilities are met and a deployment is possible, members should put on their PPE and follow communications protocols.

2. **Communications Protocols**
   Members will attempt to contact each other and check in via FRS radio (use channel 2). On the radio, state your name and listen for other team members to confirm they read your transmission. Incident Team Leader (ITL) Defarge will get on the air and initiate a general check-in, and then confirm the order to deploy to NET Staging Area 1 (NSA 1), *or* will ask members to stand by.

   Members who do not have an FRS radio will attempt to check in via cell phone with ITL Defarge (**503-235-5566**). If cell service is unavailable, members with no FRS radio self-deploy to NSA 1 and follow Deployment and Onsite Management Protocols.

1. **Deployment Protocols**
Remember that members may self deploy **only if** 1.) a disaster is taking place; 2.) communications systems are down; and 3.) you have received no message from PBEM or ITL Defarge.

En route to NSA 1, members will use *ICS Form 1 – Damage Assessment* to note damage in the neighborhood. This information will later be used by the ITL to determine and delegate assignments for volunteers.

If members meet SUVs while proceeding to NSA 1, bring them with you so that the NET member assigned to manage SUVs can check them in and process them.

If NSA 1 is not safe and secure for NET Operations or volunteers cannot reach NSA 1, radio other members if possible and proceed to NSA 2.

2. **Onsite Management Protocols**
The first member at the NET Staging Area will serve as ITL until Defarge or Havisham arrive on scene. Members will turn in their damage assessment forms to the ITL. The ARO on scene will attempt to establish radio communication with the PBEM NET Coordinator to report team status and request instructions.

Once the forms are turned in, the ITL will work with the team to prioritize and delegate assignments as quickly as possible. Assignments will be delegated to functional teams that are no smaller than two persons.

Functional teams will carry out their assignments using proper ICS documentation and staying in touch with the NSA via FRS radio (see *Wemmick Heights Radio Map*). Once assignments are complete, members report back to the NSA for further instructions.

At the soonest opportunity, the ARO should attempt to check-in with the Darnay-Carton NET in the next neighborhood via cell, FRS, or HAM.

3. **Spontaneous Unaffiliated Volunteers (SUVs)**
Biddy Wopsle is responsible for managing SUVs, with Clara Barley as backup/assist. Biddy will set up a volunteer check-in area just west of the NSA and put them on standby. Biddy will be prepared to talk with them about response safety, not interfering with emergency responders, and will interview them to find relevant response skill sets. As the ITL develops NET assignments, Biddy will review and delegate appropriate tasks to SUVs.

4. **Potential Neighborhood Hazards and Vulnerabilities**

   Thames River Bridge
   The Thames River Bridge was built in the 1950s and is not to seismic standards. It is quite possible that an earthquake will collapse the bridge and cut Wemmick Heights off from the Darnay-Carton Neighborhood. Be aware that Station 10 in Wemmick Heights is the nearest fire station to Darnay-Carton. Therefore, a bridge collapse could significantly prolong Fire resources arriving in that community to help.

1. *Jaggers Elementary School*

   Jaggers ES is our first priority for search and rescue efforts in the event of an earthquake, which is why NSA 1 is the play field. Jaggers was built early in the last century, has no seismic upgrades, and is a URM. Principal Lucie Manette has an FRS radio with our channel programmed in, and is kept apprised of the Wemmick Heights NET operations plan.
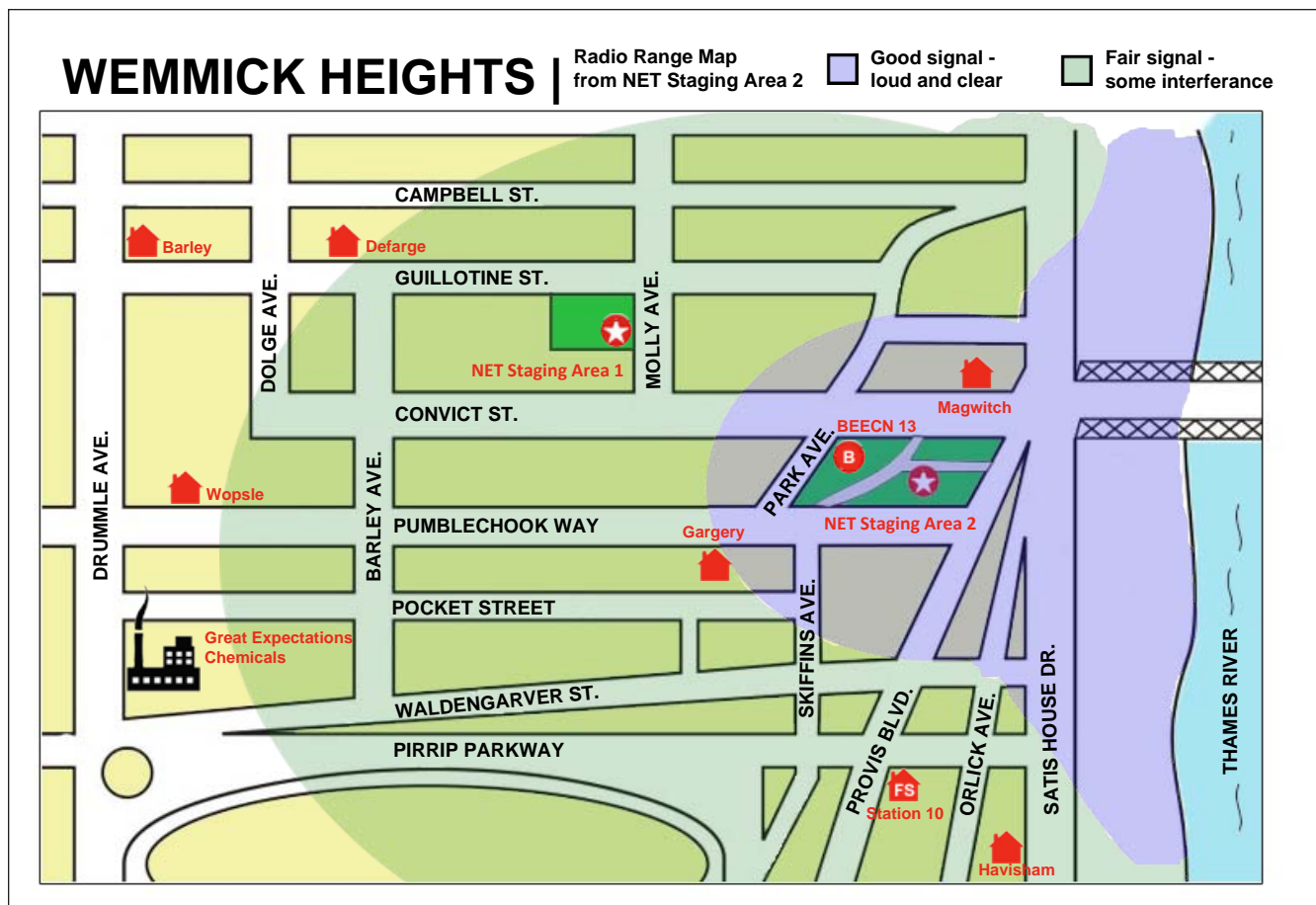
   Great Expectations Chemicals

   The chemical plant was built only four years ago and is up to current seismic standards. However, the plant uses significant amounts of dihydrogen monoxide stored in fragile pipes. *Dihydrogen monoxide* is an odorless and colorless industrial coolant, and can be fatal if inhaled.

   Wemmick Heights NET should avoid entering the plant in case the pipes break. We have worked with the plant manager, Jarvis Lorry, and Fire Station 10 to develop a safety evacuation plan for the employees. Jarvis has an FRS radio for plant communications, and has the NET channel programmed in. One of the plant employees (John Barsad, WM7D) is also HAM licensed and keeps a portable VHF set in his car.

2. *Startop Park BEECN*

   The closest BEECN site is at Startop Park, and we should expect that local residents may go to the park looking for help. Startop Park is also NSA 2.

WEMMICK HEIGHTS | Radio Range Map from NET Staging Area 2 — Good signal - loud and clear — Fair signal - some interferance

Clarence Harper, Felicia Heaton, and Kathryn Stewart

APPENDIX B: MINIMUM SERVICE CONTRIBUTION (MSC) GUIDE

Introduction

In order to maintain Active status, NET members are asked to contribute minimum hours of volunteer service each calendar year - the Minimum Service Contribution (MSC). The intention of the MSC is to

- **Keep the skills of NET members sharp and practiced;**
- **Keep members engaged in their local NET and their communities;**
- **To protect the indemnification status of Active volunteers.**

These values are fundamental to the spirit of the Portland NET program. For complete guidelines governing the MSC, please review section *300.15.b* of the NET Guidelines.

There are three elements to the MSC that Active members complete each calendar year:

- **A contribution of twelve hours of service each calendar year (excepting special conditions described in the Guidelines)**
- **Attendance at no fewer than two team meetings each calendar year (which contribute to the twelve hour requirement)**
- **Participation in at least one training or exercise each calendar year (which contribute to the twelve hour requirement)**

The twofold objective of this appendix is to detail what assignments can be credited towards a member's MSC, and how to log those hours into a volunteer's online profile so that PBEM can track the service contribution.

MSC Assignment Definitions

There is a simple rule of thumb that all volunteers may follow when considering whether their activities can be logged as valid volunteer time in the NET program. The rule of thumb is this:

If a volunteer undertakes an activity that is related to emergency/disaster response, and/or engaged in a task that s/he would not do but for the fact that s/he is an Active NET volunteer, the volunteer should log the hours as volunteer time. Travel time and study time also "count".

The list below covers typical assignments that will contribute to a member's MSC. However, it should not be considered exhaustive and members should contact the PBEM NET Coordinator if they have questions about an activity that does not appear on the list that follows. The list corresponds to the menu of choices available on online volunteer profiles.

For any assignment to be eligible, the member should be prepared to input how many hours the member contributed (including travel and/or study time, if applicable). The categories of MSC activities are as follows:

- Advanced Training
- Amateur Radio Activities
- Basic NET Training
- Conference
- CPR/First Aid Training
- Deployment
- Exercise

- Instruction
- NET Meeting
- Outreach
- Program Service
- Refresher Training
- Team Leader Meeting
- Team Leader Responsibilities

Advanced Training
A course of instruction teaching a skill or competency relevant to the responsibilities of NETs, and is not covered in the Basic NET curriculum. This includes both live instruction and online instruction. Examples include Emotional First Aid, Map Your Neighborhood, knots, meteorology, managing spontaneous volunteers, sand bagging, online **FEMA independent study (IS) courses**, etc.

Note that while amateur radio training and First Aid/CPR classes would technically qualify as "Advanced Training", members should track those activities in different categories (see below).

Amateur Radio Activities
Classes related to preparation for an amateur radio license exam, or a class on communications or radio operation directly relevant to NET operations. This category includes Amateur Radio Emergency Service (ARES) or Portland Amateur Radio Club (PARC) meetings (including on-air meetings or roll-calls), as well as exercises conducted as a member of a local amateur radio club or organization.

Basic NET Training
Initial training to receive NET or CERT certification. This is not the same as "Refresher Training" (see below).

Conference

For participation as an attendee at a conference related to NET activity or emergency management/preparedness. A conference might be CitizenCorps conventions, or a non-government conference such as *Swaptoberfest*. The NET Coordinator must approve hours *prior* to attending conference. A volunteer *presenting* at a conference would credit the times as "Instruction" (see below).

CPR/First Aid Training

Initial training to receive CPR/First Aid certification, or Wilderness First Aid, or training to become re-certified.

Deployment

For hours served as a NET member in an actual emergency; e.g. a disaster or welfare check deployment during inclement weather. Or, a non-emergency deployment for NET services at a community event (e.g. staffing First Aid stations at events such as the Rose Festival or Greek Festival).

Exercise

An activity designed to evaluate emergency operations and demonstrate operational capability. In an exercise, members undertake duties, tasks, and operations similar to how they would be performed in a real emergency.

Instruction

Planning for and presenting a class or presentation related to emergency preparedness and/or response.

NET Meeting

Attending a routine meeting of any NET.

Outreach

Any activity a NET member undertakes to promote the NET program or emergency preparedness in local communities. Examples may include presentations at community or neighborhood association meetings, staffing an information table at a fair, or writing an article for a community newspaper on NET.

Program Service

Time contributed to non-routine service for the NET program, such as contributing to a specific NET project. Examples might include inventorying a BEECN cache, providing *moulage* during a training exercise, or planning activities for team meetings.

Refresher Training

Basic NET or CERT courses for the purposes of re-teaching/refreshing a member's skills and confidence in the basic curriculum. For example, an Active member attending a Basic NET class. MSR credit is only given for Refresher Training if the member has been Active for a year or more.

Team Leader Meeting

Attending a quarterly Team Leader meeting or a Leadership Committee meeting.

Team Leader Responsibilities

Activities specific to the responsibilities of a Team Leader, such as planning a community event or NET team meeting.

Posting MSC Assignment Hours in the Volunteer Database

PBEM uses a web-based volunteer management program called **_Volgistics_**. Every registered volunteer (including Applicants) has an individual profile in Volgistics through which they can manage personal information and post service hours.

When PBEM announces an event for which members can earn MSC credit, the announcement will include information concerning how many hours of MSC the event is creditable for, and which category from the menu above applies (e.g. Advanced Training, Program Service, etc).

To post service hours:

1. Go to the Volgistics log in page at:

   **https://www.volgistics.com/ex/portal.dll/?FROM=54535**

   Enter your login name and password. Your default log in name is the email address you used to register as a NET. If you have any trouble logging in, please contact the _**NET Coordinator**_.

2. From the tab menu, select the tab labeled **Time Sheet** or click on the orange button that says **Click Here To LOG YOUR HOURS**; either will take you to the same place.
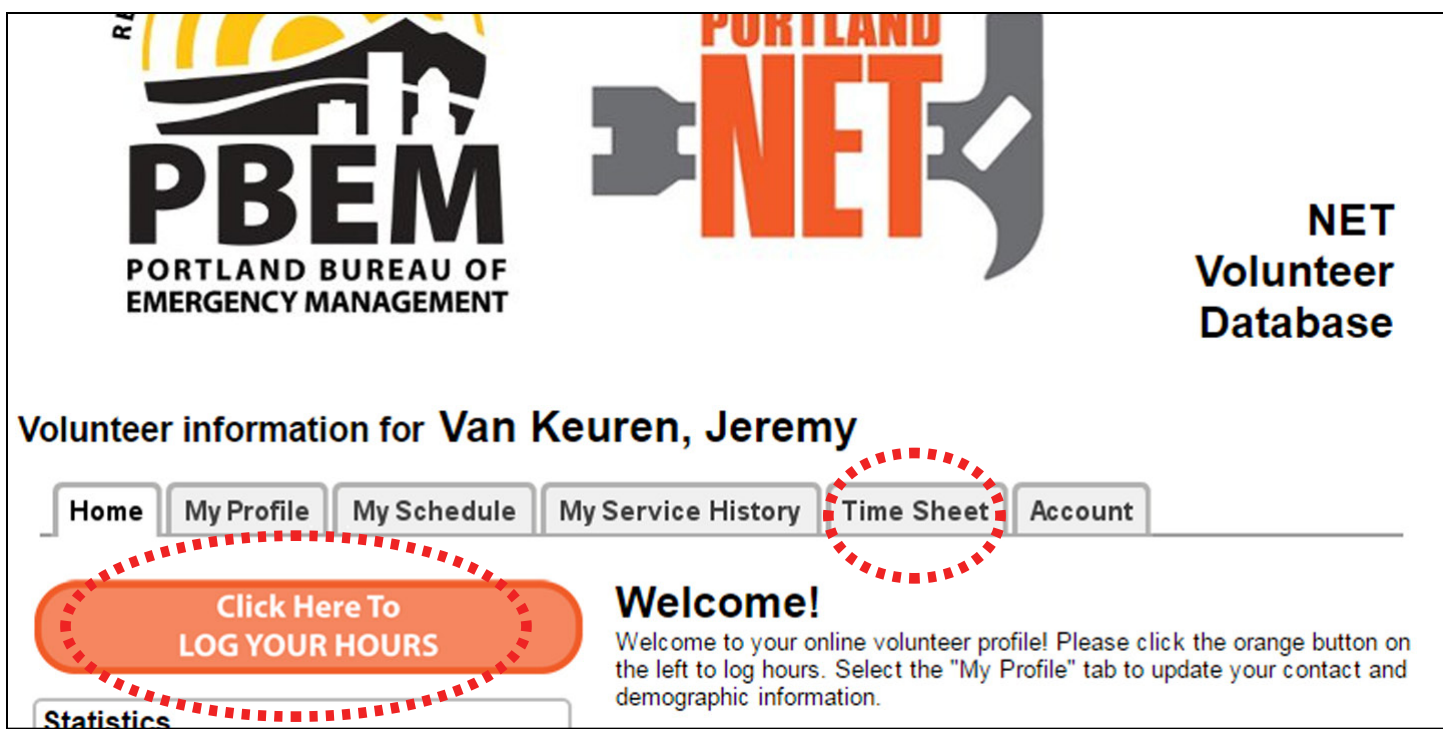
3. On the next screen (which is your Time Sheet tab; see next page for a screen shot), you will see three typical drop-down menus prompting you to select the date of your service, what kind of assignment it was, and the number of hours.

   You are also asked to indicate if the assignment or activity was a team meeting. If it was a team meeting, please indicate that by placing a "1" in the blank. If it was not a team meeting, leave this counter at "0". Either way, next click on the green **Continue** button.

Instructions

To post your hours, enter your service information in the Time Sheet box and then click the "Continue" button.

Time Sheet

What was the date of your service?   June ▼ 1 ▼ 2016 ▼

Which assignment did you serve in?   Choose one ▼

How many hours did you serve?   0 ▼ hours, 0 ▼ minutes

How many Team Meetings?   0

Drop-down Menus

Indicate if assignment was team meeting

Continue

4. Pressing the **Continue** button brings you next to a confirmation screen. Please check your entry! Because of the database set-up, you cannot correct your own entry if it is a mistake. You must ask the NET Coordinator to do it. If the entry is correct, please press **Yes.**

Instructions

To post your hours, enter your service information in the Time Sheet box and then click the "Continue" button.

Time Sheet

Please confirm your entry:

You served on: Wednesday, June 1, 2016

Assignment: Basic NET [NET\Volunteer Opportunities]

Hours: 1:00

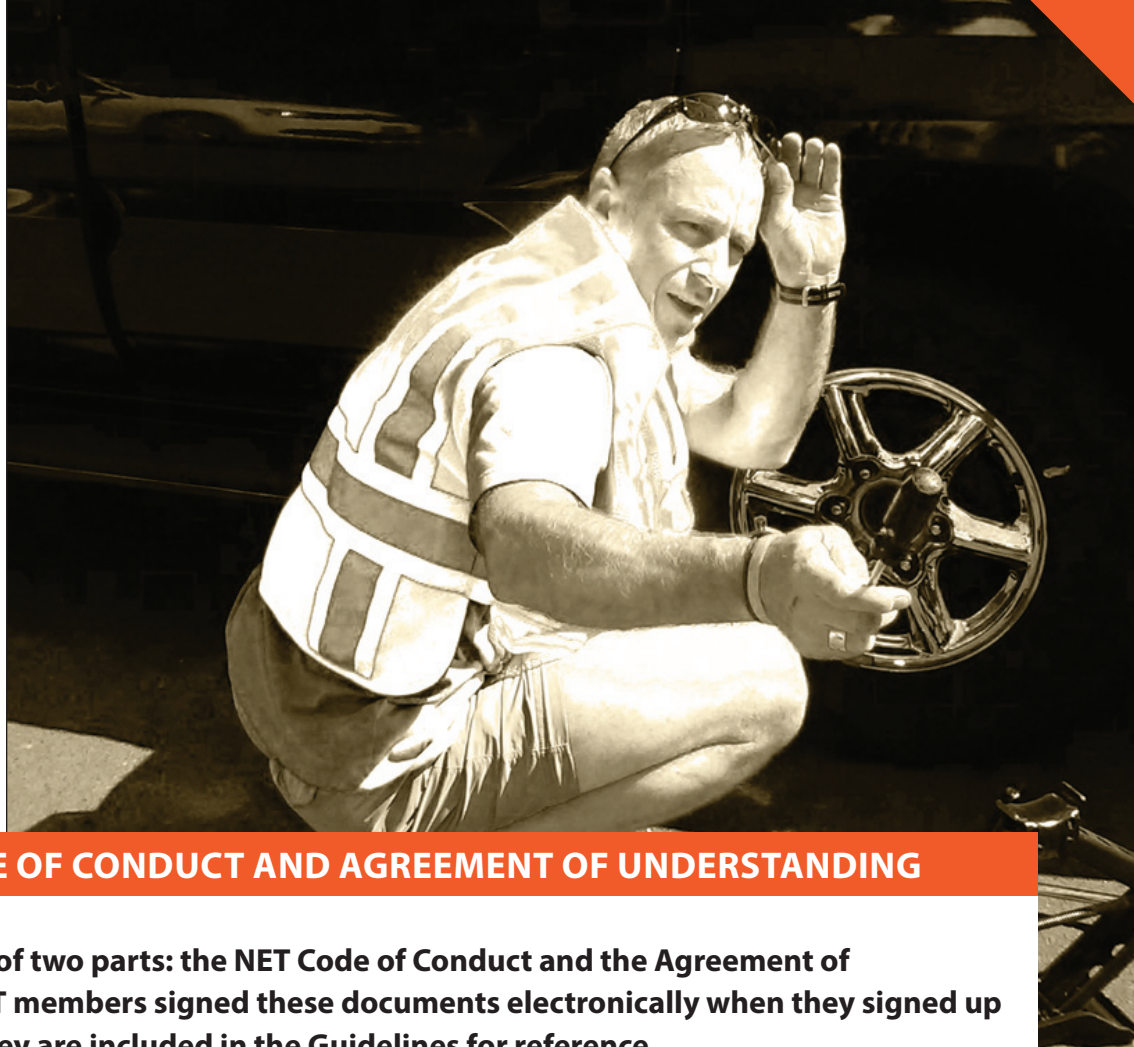Team Meetings: 0

Is this correct?

Yes   Click **Yes** to save this entry

No   Click **No** if you want to make a change

5. And you're done! The next screen will confirm your entry and let you know how many hours you've racked up so far. Wasn't that easy? Go reward yourself with a nutritious snack.

NET volunteer Brian Haug

APPENDIX C: NET CODE OF CONDUCT AND AGREEMENT OF UNDERSTANDING

This Appendix is comprised of two parts: the NET Code of Conduct and the Agreement of Understanding (waiver). NET members signed these documents electronically when they signed up in the program database. They are included in the Guidelines for reference.

Note that as city volunteers, all NET members are also subject to the *City of Portland's Code of Ethics* (however, much of the content of the Code of Ethics is duplicated in the NET Code of Conduct).

NET Code of Conduct

In a disaster it is common for people to come together for help and comfort. The Neighborhood Emergency Team (NET) program prepares neighborhoods for self-sufficiency during a disaster by providing individuals with information and training related to emergency preparedness, response, and recovery. By preparing in advance, trained NET members are able to help themselves, and their families, friends and neighbors recover as quickly as possible after a disaster.

In order to accomplish their mission, volunteers in the NET program must be committed to the values of **personal responsibility, respect,** and **safety** embodied in this NET Code of Conduct.

Personal Responsibility

When an emergency occurs, my first responsibility is to ensure my own safety and the safety of my family.

I must be officially deployed and assigned to work in an official capacity by the PBEM Bureau Director or designee. If a large-scale event has caused a communications failure, I will follow the Standard Operating Procedure for NET activation.

I understand that NET ID cards, vests and hard hats shall only be worn during official NET activities which include, but are not limited to, activations, trainings, meetings and special events.

When responding to a disaster as a NET member, I will stay within the scope of the training received under the Federal Emergency Management Agency's (FEMA's) Community Emergency Response Team curriculum.

I will conduct myself in a manner to avoid the appearance of impropriety. Conduct that could appear dishonest to a reasonable observer will undermine the NET program's credibility even if the conduct is not illegal.

I will not represent myself in a capacity that exceeds my status in the NET program.

Unless approved by the Director of the Portland Bureau of Emergency Management (PBEM), I will not use or authorize the use of the name, emblem, endorsement, services or property of the NET program for the purpose of obtaining a benefit or advantage for any person or organization, including the NET program. I will not contact organizations or individuals to solicit funds on behalf of the NET program unless I have been given written permission in advance of such activities.

I will keep my NET Team Leader and NET Program Coordinator informed of progress, concerns and problems with assigned tasks.

I will accept feedback from NET Team Leaders and City staff in order to do the best job possible.

Respect

I will treat fellow NET members, Team Leaders, City employees and individuals I serve with dignity, respect and courtesy. I will take steps to quell profane, abusive, demeaning, belittling or harassing interactions or communications with others.

I will not engage in destructive or demoralizing criticism about individual NET program members or PBEM in public forums and on the Internet, including social media.

I will confer with and obtain the written consent of the NET Program Coordinator prior to making public statements about the NET program or NET members engaging in lobbying efforts on behalf of the NET program. I will direct anyone who is looking for official statements concerning the NET program to the NET Coordinator.

NET members sometimes have access to non-public information which is sensitive, private, personal, or confidential. The disclosure of some kinds of personal information is strictly prohibited by law, such as a person's name in combination with a social security number. Other information is considered private, such as the contact information of a fellow volunteer, or confidential, such as public safety plans. I will safeguard all such information from improper disclosure.

I shall not harass or discriminate against any person while engaged in NET activities.

Safety

I will not participate in NET activities while I am under the influence of intoxicants and will not use or possess intoxicants while attending NET activities. NET activities include but are not limited to activations, trainings, meetings and special events.'

I will not bring guns or other weapons to NET activities even if my possession of them is lawful (lock blade pocket knives or fixed blade knives under 6 inches may be carried as tools).

All active NETs must pass a criminal background check. During my service in NET, I will immediately notify the NET Program Coordinator if I am convicted of any crimes or subject to an active restraining order.

I will engage only in activities that are consistent with my physical capabilities and will not take risks that could cause injury to myself or others.

In return for my compliance with the NET Code of Conduct, I can expect to:

- **Be treated with respect and courtesy by all NET members, NET Team Leaders, the NET Program Coordinator and other PBEM staff.**
- **Be provided with a safe atmosphere in which to volunteer.**
- **Be provided with necessary training opportunities.**
- **Be provided support, guidance and assistance in order to promote and advance the NET program and community resiliency.**
- **Be appreciated for my contributions to the NET program and the City of Portland.**

Agreement of Understanding

Regarding the training of Neighborhood Emergency Team (NET) members:

a. The Portland Bureau of Emergency Management has organized a program for the training of civilian emergency response team members (NET).

b. The NET Training Program is a cooperative activity in which all participants must work together to help make the program safe and successful.

c. At minimum, the Training Program will involve instruction in the areas of fire suppression, utility control, disaster triage medicine, search and rescue techniques, and procedures in organizing emergency response teams to aid and assist the Bureau of Emergency Management in times of crisis.

d. NET training may take place in both indoor and outdoor settings. Training will involve some physical activity, such as training with fire extinguishing equipment. Team members will not be intentionally exposed to fire or other dangerous situations during their training.

e. While participating in NET training, participants may face dangers from fire equipment malfunction or misuse, being injured by other participants during an event, variable weather conditions, and irregular and natural terrain.

f. Participants have the absolute right to choose not to do any activity, although they will be encouraged by instructors, team leaders and other participants to attempt and/or complete the activities.

g. The Portland Bureau of Emergency Management and its agents will do their best to help make this a positive experience which will emphasize teamwork, cooperation, and community service in overcoming difficult emergency situations and will provide participants with the opportunity to learn more about how their efforts can help aid and protect lives and property in times of disaster or other emergencies.

h. In order to ensure equal access to the NET program, PBEM will reasonably modify policies and procedures and provide auxiliary aids and services to persons with disabilities.

I fully realize the dangers of participating in a program of this type. Despite these potential dangers and risks, I will participate and voluntarily assume all the risks associated with such participation.

In consideration for the acceptance of my participation in NET training, I hereby waive, release, 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 pay heirs or assigns, as a result of my participation in net training.

This release, waiver of liability and indemnity agreement is intended to discharge and release, in advance, the Portland bureau of emergency management and the city of Portland, their agents or employees from and against any and all liability arising out of, or connected in any way with, my participation in the net program even though that liability may arise out of negligence or carelessness on the part of the persons or entities mentioned above and herein released.

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 for negligence and a contract between myself and the Portland bureau of emergency management and i sign it voluntarily and of my own free will.

Woodstock NET TL
Mark Ginsberg

APPENDIX D: DESIGN CONVENTIONS FOR THE NET PROGRAM

NET volunteers frequently ask permission from PBEM to use the NET logo for creating their own announcements, signage, and other materials; and, have questions about the fonts and colors used to produce official NET materials. The purpose of this Appendix is to serve as a resource for design-minded volunteers.

Using the design conventions described here is not required; volunteers should treat these as recommendations. The value in using them is that it helps NET create a consistently identifiable brand. A consistent brand identity leverages credibility for a NET.

Use of NET logos and other City logos

a. NETs and NET members are pre-approved to use the official NET logo in appropriate manners when marketing or identifying their team. This may include letterhead, business cards, promotional materials, banners and Internet-based tools such as web pages or social media.

b. Though the logo may be used for fundraising materials, it may not be used in such a manner to produce personal gain for a volunteer.

c. Attribution when using the NET logo is not required. However, if given, the logo designer is Ethan Jewett.

d. The use of other logos for NET purposes (such as the official logos for PBEM, PF&R, Friends of Portland Fire & Rescue, Citizen Corps, or the City of Portland) must receive separate approvals. Generally, the NET Coordinator can assist in obtaining those approvals if appropriate.

e. The NET Coordinator can provide electronic versions of the logo upon request. The requestor should specify what format the logo is needed in (e.g. .jpg file format, vector file, etc) and which version (*Figure 10*).

Figure 10: Different versions of the NET logo

NET Program colors (see palette below)

a. As a general rule, PBEM and PBEM programs use only warm colors in promotional materials: oranges, yellows, and reds. Cooler colors are seldom, if ever, used.

b. "NET Orange" is the color used primarily in NET materials, and should be used when possible.

c. Other colors are available in the palette, including some cool colors. However, these should be used sparingly and only when using Net Orange is not feasible.

d. For print materials, PBEM encourages the use of a rich black (C=50, M=50, Y=50, B=100).

e. Green is avoided in order to prevent brand confusion with other CERT programs.

f. Tint variations of these colors used to shade tables or other devices are set at 25% (except rich black, for which a tint of 10% is used).

Figure 11: NET color palette

#	Color Name	CMYK	RGB
1	NET Orange	0, 79, 95, 0	211, 93, 48
2	Red	0, 98, 100, 0	204, 42, 41
3	Brown	41, 78, 95, 27	114, 69, 45
4	PBEM Yellow	1, 25, 99, 0	236, 191, 51
5	Ice One	100, 83, 41, 52	24, 40, 67
6	Ice Two	99, 58, 50, 33	36, 76, 89
7	Yellow variant	0, 24, 99, 50	137, 114, 26
8	Maroon	0, 92, 100, 50	120, 34, 14
9	Ice Three	100, 6, 41, 19	24, 136, 139
10	Ice Four	99, 33, 10, 0	28, 132, 186
11	Ice Five	40, 34, 12, 0	156, 157, 186

Fonts and Type

a. The preferred san-serif font is Myriad Pro. Arial is an acceptable substitute if Myriad Pro is not available. A sans-serif font is most frequently used.

b. The preferred serif font is Minion Pro. Times New Roman is an acceptable substitute if Minion Pro is not available. Serif fonts are seldom used.

c. On some NET promotional materials (such as banners), PBEM has used the Mocha Mattari font. However, Mocha Mattari is not a free font and there is no expectation that a volunteer would spend money to buy it.

d. Italic, bold type, and semibold type are all used. Underscored type is never used, excepting hyperlinks.

e. Generally, preferred font size is 14 point with a leading of 16 point, as this makes reading easier. In longer documents (such as this one), 12 point with 14 point leading is used.

f. Tracking is generally not used, but may be used for titles. In this case, either 80 or 120 thousandths of an em is recommended (depending on what looks best to the designer *in situ*).

g. For lists, PBEM uses two different bullets: a solid square ■ and an empty square (particularly for checklists or sub-lists) □

On request, the NET Coordinator can provide paragraph and text templates to users of Adobe products.

Myriad Pro

Arial

Minion Pro

Times New Roman

MOCHA MATTARI

Fire extinguishers after a Final Field Exercise

APPENDIX E: FREQUENTLY USED ACRONYMS IN PORTLAND NET

AED   *Automated External Defibrillator*. It is a portable electronic device that automatically diagnoses potentially threatening cardiac arrhythmias and can treat them through defibrillation (the application of electrical therapy which stops arrhythmia and allows the heart to reestablish and effective rhythm).

Though not customarily included in a First Aid kit, the use of an AED is frequently taught in First Aid classes and are often found available in public places where many people congregate.

ARES   *Amateur Radio Emergency Services*. ARES organizations are corps of trained amateur radio operators who will activate to assist with communications in the event of a disaster. There are many ARES organizations across the United States and Canada.

In the Portland area, the local ARES organization is *Multnomah County ARES*.

ARO   Amateur Radio Operator. This is a position in a NET and, optimally, every NET has at least one trained ARO.

ATL   Assistant Team Leader. If a NET is larger than seven members or so, a Team Leader may assign an ATL or ATLs to maintain span of control during operations.

BEECN   *Basic Earthquake Emergency Communications Node*. The BEECN program is a volunteer program administered by the Portland Bureau of Emergency Management, though some elements of it overlap with the NET program.

CERT   *Community Emergency Response Team*. CERT curriculum is used in NET Basic Training (though NETs receive slightly more training in Basic) and a CERT certification is equivalent to a NET certification. CERTs are common in communities across the United States.

COAD   Community Organizations Active in Disaster. COADs are locally-based coordinating bodies consisting of government, business, volunteer groups, faith based organizations, and community organizations who plan together to respond to a major local disaster. A COAD is distinct from a VOAD (see below).

Multnomah County does not have an active COAD. To learn more about COADs, view the video *Learning to Dance: Building a COAD in your community*.

CPR   *Cardiopulmonary resuscitation*. An emergency procedure to restore blood circulation and breathing in a person in cardiac arrest. CPR is customarily instructed with First Aid. Though PBEM encourages NETs to learn CPR/First Aid, they should understand its vital distinction from triage medicine as instructed in the basic CERT/NET curriculum.

ECC   *Emergency Coordination Center*. A multi-agency coordination hub supporting on-scene response to an emergency. In the event of a disaster, PBEM will active the ECC and responding agencies will use ECC facilities to ensure that their response is effectively coordinated.

EMS   Emergency medical services. First responders (usually paramedics or emergency medical technicians (EMTs)) responsible for providing urgent medical care and transport to a medical facility.

FEMA   *Federal Emergency Management Agency*. An agency of the United States Department of Homeland Security. FEMA's primary purpose is to coordinate disaster response that overwhelms the resources of state and local authorities.

FEMA oversees CERT curriculum and standards through the *Citizen Corps* program.

FEMA IS   *FEMA Independent Study Program*. Cost-free online courses covering many emergency management topics. They can be taken at a student's own pace. NETs can take IS courses to fulfill their annual training requirements.

4-in-1 tool   A specialized tool, made from a non-sparking alloy, used by NET and CERT volunteers to shut off gas and water, dig trenches, and breach.

FRS   Family Radio Service. A personal radio option that functions well for team support communications, though the range is limited (see Analysis: *FRS and GMRS Radio*).

GMRS   General Mobile Radio Service. A personal radio option that is ideal for team support communications, though radio users must obtain an FCC license to talk on GMRS channels (see Analysis: *FRS and GMRS Radio*).

HAM Radio   "Ham" is not an acronym (though often mistaken for one). The term was *originally used to negatively describe amateur radio operators*. The term has since been reclaimed by the amateur radio community.

IC   *Incident Commander*. In conformity with NIMS (see below), a person responsible for all aspects of an emergency response. NETs do not have ICs, but will have an ITL during operations (see below).

ICS   *Incident Command System*. A standardized, on-scene, all-hazards incident management approach. PBEM recommends that NET members learn ICS by taking *IS-100*.

ITL   Incident Team Leader. The on-scene operations leader for a NET. This person is usually the same person as the NET's TL, but not necessarily.

MSC   Minimum Service Contribution. The minimum number of hours a NET member volunteers each calendar year to maintain Active status.

NET   *Neighborhood Emergency Team*. The term "NET" refers to the team, not to an individual member.

NIMS   *National Incident Management System*. Concepts and principles that answer how to manage emergencies from preparedness to recovery regardless of their cause, size, location, or complexity. ICS is a subcomponent of NIMS.

NSA   NET Staging Area.

PARC   *Portland Amateur Radio Club.* PARC can help amateur radio operators learn more about radio communication and equipment.

PBEM   *Portland Bureau of Emergency Management*. An internal services bureau whose primary mission is to work with other Portland city services and bureaus to mitigate and prepare for disasters and emergencies.

PF&R   *Portland Fire & Rescue*. Portland's professional fire and rescue agency.

PIO   Public Information Officer. A PIO is a position appointed by PBEM and this person is responsible for talking with the press and providing public messaging.

POD   *Point of Distribution*. PODs are generally stood up during the course of a pandemic event. Multnomah County periodically sets up POD training for NET members.

PPE   Personal Protective Equipment. PPE constitutes the minimum equipment that NET members **must** wear when deployed to an emergency operation. See Guidelines section *600.05*.

RACES   *Radio Amateur Civil Emergency Service*. A standby radio service that is activated in the event of the President of the United States invoking the War Powers Act. RACES members generally have a higher level of radio training and expertise than typical amateur radio operators.

SUV   Spontaneous Untrained Volunteer *or* Spontaneous Unaffiliated Volunteer. Defintions differ, but generally: a volunteer who arrives on-scene during emergency operations to contribute resources to assist with response.

TL   NET Team Leader.

TM   Team Member.

TS Comms   Team Support Communications.

URM   Unreinforced masonry (e.g. older brick buildings).

VOAD   *Voluntary Organizations Active in Disaster*.

APPENDIX F: RECORD OF CHANGES TO NET GUIDELINES

Version 1.0

Revisions:

Initial version of Guidelines.

Revised by:	**Jeremy Van Keuren, NET Coordinator**	Date: 11/19/2013
Approved by:	**Carmen Merlo, PBEM Director**	Date: 11/19/2013

Version 2.0

Revisions:

1. Page 10: Addition to 100.15: "Generally, PBEM is responsible for overall program coordination of NET and supporting teams so that they may be successful as non-professional emergency responders. PBEM staff will not organize and lead individual NETs. The responsibility for leading a NET and convening regular meetings belongs to the community, and a NET's solubility depends entirely on the participation of its local members."

2. Page 11: Added 100.25.b - "Only NET members in good standing officially constitute a "member" for the purposes of forming a team. However, non-operations NET functions (such as team meetings) may include community members interested in advising and assisting NETs with their mission at the discretion of the Team Leader."

3. Page 15: Changed 200.30.b to add (added text in bold) "Basic NET training will consist of no less than 25 hours of live training (i.e., online training does not qualify)."

4. Page 20: changed 300.20.e to read: "Expired NET IDs are no longer valid and do not represent a member's up-to-date status in the NET program."

5. Page 21: Addition of text box that translates the hub abbreviations on NET IDs.

6. Page 22: Section 400.10 changed to reflect how we give awards during the annual NET recognition event.

7. Page 26: Addition of "Informing the PBEM NET Coordinator if he or she is leaving Portland for more than a week and appointing an ATL as the team contact during the absence."

8. Section 500.35.c: Elimination of: "Of the five members appointed to the Committee, the PBEM Director will appoint one as a Committee Chair."

9. Section 500.35: rewrote this section to reflect the current structure of the NLC.

10. Added Section 600.25 on decedent care kits.

11. Section 600.35 rewritten to reflect current partnership with Friends of Portland Fire & Rescue.

12. Section 700.25 on neighborhood based curriculum added.

13. Added Section 800.25.a regarding self-deployment.

14. In Section 800: removed all of the comms info and made it its own section (Section 900). At the end of Section 800, added all the recent work done on SUV management (instead of making it an appendix).

15. Added section 900 – NET Communications Operations and Protocols; removed radio info from Appendix A and placed in Section 900 in order to avoid duplicating information.

16. Removed appendix concerning online resources, since we now have the NET Tumblr.

| Revised by: | **Jeremy Van Keuren, NET Coordinator** | Date: 08/20/2016 |
| Approved by: | **Carmen Merlo, PBEM Director** | Date: 08/20/2016 |

PBEM