

**SYMPHONY VILLAGE
100 SYMPHONY WAY
CENTREVILLE, MD 21617**



**COMMUNITY EMERGENCY
RESPONSE TEAM (CERT)**

EMERGENCY PLAN

SEPTEMBER 1, 2023

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COMMUNITY EMERGENCY RESPONSE TEAM (CERT) EMERGENCY PLAN

INTRODUCTION

The Federal Emergency Management Agency (FEMA) began promoting nationwide use of the Community Emergency Response Team (CERT) concept in 1994. Since then, CERTs have been established in thousands of communities, including Symphony Village.

CERT training promotes a partnering effort between emergency services and the people they serve. The goal is for emergency personnel to train members of neighborhoods, community organizations, or workplaces in basic response skills. CERT members are then integrated into the emergency response capability for their area. CERT skills also apply to daily emergencies.



If a disastrous event overwhelms or delays the community's professional response, CERT members can assist by applying basic response and organizational skills learned during training. These skills can help save and sustain lives following a disaster until professional help arrives. CERT volunteers do not replace First Responders, Fire, Law Enforcement, or Emergency Medical Services.

CERT members maintain and refine their skills by participating in exercises and activities. They can attend supplemental training opportunities offered by the sponsoring agency and others that further their skills base. Finally, CERT members can volunteer for projects that improve community emergency preparedness.

Full information on National CERT is available at: <https://www.qac.org/1313/CERT>

CERT is...

- **Neighbor-Helping-Neighbor, doing the greatest good for the greatest number of people**
- **A community based program targeted at community residents**
- **A group of ordinary citizens who want to help in a time of disaster**
- **Comprised of people trained in basic emergency skills offering immediate help to victims until professional services arrive**

CERT is NOT...

- **A replacement for First Responders, Fire, Law Enforcement, or Emergency Medical Services**

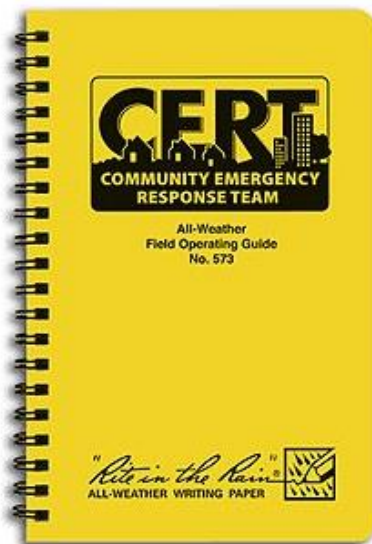
Mission Statement

The mission of the Symphony Village (SV) CERT is two-fold:

1. To prepare, protect, and assist our families, friends, and neighbors within Symphony Village in the event of a minor or major disaster before official emergency personnel can arrive.
2. To assist the Queen Anne's County Emergency Management organization, as required, within Queen Anne's County in the event of a major disaster.

REFERENCES

The following referenced pages of the CERT All-Weather Field Operating Guide No. 573 should be considered part of this plan. Review them often.



2020 Edition Page #	Topic
R-3	Triage Flowchart
R-4	Triage Procedures
R-5	Utility Shutoffs
R-6	Firefighting
57	Team Well Being
3	Personal Safety & Preparedness
1	CERT Nine (9) Step Size-Up (of a disaster)
7	Triage in a Disaster Environment
5 – 19	Disaster Medical Procedures
59	Terrorism
42	Severe Thunderstorms
56	Documentation

OBJECTIVES OF THIS PLAN

1. Identify vulnerable elements and hazards within the community (road hazards, street light outages, unstable land areas, etc.) Identify possible mitigation measures.
2. Identify measures to protect and secure the Clubhouse office records during a disaster.
3. Identify resources and key contacts in the community.
4. Increase the community's ability to recover from a disaster.
5. If activated (by Queen Anne's County), provide guidance on how to mobilize.

RISK ANALYSIS RESULTS

The SV CERT analyzed a list of disasters to determine those possible/probable within the community and whether their impact was high, medium, or low. Risks meeting these criteria were examined and a separate Emergency Action Plan was developed for each. The table below provides an overview and summary of risks. Action plans are presented in Section 8.

Hazard	Likelihood of Occurrence	Impact on SV	Procedure or Mitigation
Active Shooter	Low	High	To be added after the November 2023 presentation by Sheriff Hofmann
Earthquake	Low	Low	Seek shelter away from falling objects. Do not stay in kitchen.
Flooding	Low	High	Move to neighbor or shelter.
Hazardous material spill from tanker or truck on Rte. 301 or 213	Low	Medium	Move upwind; stay indoors; shut off air circulation. May need to exit village via walking path to wooden bridge to Rt. 213 & shopping center. Access to bridge from Symphony Way past pond #1.
Hurricane	Low	Medium	Evacuate early to higher ground away from path, or to a QAC shelter.
Ice storm, deep snow	Medium	Medium	Remain indoors.
Loss of electric power	High	High	Keep fresh batteries in flashlights. Winter – use Clubhouse, if powered. Summer – use pool to cool.
Loss of heat/propane	Low	Low	Use fireplace; move to neighbor's house or a public shelter.
Loss of cell phone	Low	Medium	Use landline; Clubhouse has local landline for 911 calls.
Loss of road egress	Low	High	Exit SV via walking path to wooden bridge to Rt. 213 and shopping center. Access to bridge from Symphony Way past pond #1.
Loss of water	Low	Low	Store 1 gallon of water for each person, more if possible (1 gallon lasts one day for one person).
Major fire	Low	High	Evacuate area.
Nuclear fallout	Low	High	Stay inside, keep windows sealed.
Pandemic	Medium	Medium	Remain home. Close Clubhouse. Avoid public places.
Plane crash	Low	Low	Evacuate area as advised.
Tornado	Low	High	Move to basement or center of house away from glass.

Shelters: Designated QAC Shelter (such as QAC Centreville Middle School, Rt. 304, at Water St. and Ruthsburg Road), SV Clubhouse, or residents' basements*. Listen to radio and TV broadcasts for the location(s) of open shelter(s).

Emergency Announcements

State of Maryland Making Emergency Announcements

WTOP	103.5	FM
WTOP	1500	AM
WMAL	630	AM

Local Radio Stations Making Emergency Announcements

WNAV	1430	AM	Annapolis
WCEI	96.7	FM	Easton
WCTR	1530	AM	Chestertown

Emergency Announcements

Public safety officials use timely and reliable systems to alert you and your family in the event of natural or man-made disasters. This section describes different warning alerts you can receive and the types of devices that receive the alerts.

Wireless Emergency Alerts

During an emergency, Wireless Emergency Alerts (WEAs), made available through the Integrated Public Alert and Warning System (IPAWS) infrastructure (see <http://www.qac.org/325/Department-of-Emergency-Services-DES>), are just one of the ways public safety officials can quickly alert and warn the public about serious emergencies.

- WEAs can be sent by state and local public safety officials, the National Weather Service, the National Center for Missing and Exploited Children, and the President of the United States
- WEAs look like text messages, but are designed to get your attention and alert you with a unique sound and vibration, both repeated twice
- WEAs are no more than 90 characters, and will include the type and time of the alert, any action you should take, as well as the agency issuing the alert
- WEAs are not affected by network congestion and will not disrupt texts, calls, or data sessions that are in progress
- Mobile users are not charged for receiving WEAs and there is no need to subscribe
- To ensure your device is WEA-capable, check with your service provider

Emergency Alert System

The Emergency Alert System (EAS) is a national public warning system that requires broadcasters, satellite digital audio service and direct broadcast satellite providers, cable television systems, and wireless cable systems to provide the President with a communications capability to address the American people within 10 minutes during a national emergency.

EAS may also be used by state and local authorities, in cooperation with the broadcast community, to deliver important emergency information, such as weather information, imminent threats, AMBER alerts, and local incident information targeted to specific areas.

The President has sole responsibility for determining when the national-level EAS will be activated. FEMA is responsible for national-level EAS tests and exercises.

EAS is also used when all other means of alerting the public are unavailable, providing an added layer of resiliency to the suite of available emergency communication tools.

NOAA Weather Radio

NOAA Weather Radio All Hazards (NWR) is a nationwide network of radio stations broadcasting continuous weather information from the nearest National Weather Service office.

NWR broadcasts official warnings, watches, forecasts and other hazard information 24 hours a day, 7 days a week.

It also broadcasts alerts of non-weather emergencies such as national security, natural, environmental, and public safety through the Emergency Alert System.

Queen Anne's County Alerts

You can get emergency alerts by signing up for the QAC Emergency Alert Program (link: <https://member.everbridge.net/1332612387832222/login>) This system provides critical information quickly in a variety of situations, such as severe weather, unexpected road closures, missing persons and evacuations of buildings or neighborhoods.

You will receive time-sensitive messages wherever you specify, such as your home, mobile or business phones, email address, text messages and more.

PERSONAL & FAMILY SAFETY

HOME SAFETY CHECKLIST

- ☐ Know the location of utility home's shutoffs – electric, propane, and water (see CERT [Community Emergency Response Team in SV] in the Index of the SV Website).
- ☐ Identify an emergency meeting place – outside of house (mailboxes) – and another outside of SV.
- ☐ Choose an emergency contact person outside the immediate area for all family members to contact.
- ☐ Complete the SV Emergency Information Form and take it to the SV Clubhouse management. (Form is available from the Clubhouse or a CERT Committee Member)
- ☐ Put together an emergency supply kit for your home. (See **Suggested Emergency Supply Kit Contents** section)
- ☐ Know the nearest police¹ and fire² stations.
- ☐ Learn your community's warning signals (defined in the **Emergency Notification** section) and what to do when you hear them.
- ☐ Learn CPR, AED and how to use a LifeVac.
- ☐ Have a first aid kit, extra medicine and learn first aid.
- ☐ Keep cash available. If power is out, ATM's and charge cards may not be used.
- ☐ Make sure family members know all the possible ways to get out of your home. Keep exits clear. Conduct fire drills.
- ☐ Make copies of your vital records and store them at a significant off-site distance. Keep photos and videos of your home and valuables in your safe deposit box.
- ☐ Learn evacuation routes

¹ Centreville Town Police, 412 N Commerce St, (410) 758-0080

² Centreville Goodwill Fire Company, 212 Broadway, (410) 758-1422

SUGGESTED EMERGENCY SUPPLY KIT CONTENTS

- ☐ Water, one gallon per person per day for at least three days.
 - Children, nursing mothers, and sick people will need more water.
 - Store water tightly in clean plastic containers such as soft drink bottles
- ☐ Food, at least a three-day supply of nonperishable food.
 - Select foods that require no refrigeration or preparation, and little or no water
 - Avoid salty foods
 - Pack a manual can opener and eating utensils
 - Choose foods your family will eat: ready to eat canned meats and vegetables, protein or fruit bars, dry cereal or granola, peanut butter, dried fruits, nuts, crackers, canned juices, nonperishable pasteurized milk, high energy foods, vitamins, food for infants, comfort foods.
- ☐ Battery powered or hand crank radio with extra batteries.
- ☐ Flashlight and/or battery-powered lantern and extra batteries.
- ☐ First aid kit AND First aid book.
- ☐ Whistle to signal for help.
- ☐ Dust mask, plastic sheeting, and duct tape.
- ☐ Moist towelettes, garbage bags, and plastic ties for personal sanitation.
- ☐ Wrench or pliers to turn off utilities.
- ☐ Cell phone with charger.
- ☐ Local maps.

Additional Items to Consider:

- ☐ Prescription medication and glasses.
- ☐ Infant formula and diapers (if grandchildren visit frequently).
- ☐ Pet food and extra water for your pet(s).
- ☐ Important family documents such as insurance policies, I.D., bank account in waterproof container.
- ☐ Cash for use if emergency conditions result in not being able to use credit cards.
- ☐ Sleeping bag or warm blanket for each person.
- ☐ Complete change of clothing and shoes.
- ☐ Household chlorine bleach and medicine dropper. (In an emergency, you can treat water by using 16 drops of liquid bleach per one gallon of water to disinfect it. Wait 15 minutes after adding bleach before drinking.)
- ☐ Fire Extinguisher.
- ☐ Matches in a waterproof container.
- ☐ Personal hygiene items and feminine supplies.
- ☐ Mess kits, paper cups, plates, plastic utensils, and paper towels.
- ☐ Pen and pencil, books, games and activities to do to pass time.

PERSONAL ACTIONS PRIOR & DURING AN EMERGENCY OR DISASTER

- ☐ Adhere to emergency and county alerts (see page 5).
- ☐ Keep calm and take time to think. Give assistance if you can.
- ☐ Listen to radio or television for official information or instruction.
- ☐ Use the phone for emergency calls only.
- ☐ If ordered to evacuate, take your emergency kit and follow directions to a safe place or temporary shelter.

CERT Actions in a Disaster

CERTs respond immediately after a disaster when response resources are overwhelmed or delayed. They assist emergency response personnel when requested in accordance with standard operating procedures developed by the sponsoring agency. Working as a team, members assume some of the same functions as emergency response personnel.

While CERTs are a valuable asset in emergency response, they are not trained to perform all of the functions or respond to the same degree as professional responders. CERTs are a bridge to professional responders until they are able to arrive. Example CERT responses include:

- Locating and turning off utilities, if safe to do so
- Extinguishing small fires
- Treating life-threatening injuries until professional assistance can be obtained
- Conducting light search and rescue operations
- Helping disaster survivors cope with their emotional stressors

SV CERT Member Responsibilities

- Ensure that you and your family are safe.
- Locate and keep your CERT equipment with you. **Include name tag;** use during emergencies.
- Wait for CERT (telephone tree) call to know where to meet (location options: Clubhouse; Pavilion; Gazebo; or Pond 1).
- Assist neighbors as directed. Identify yourself before helping another person. Look for Do Not Resuscitate (DNR) identification (wristbands, etc.) before initiating help.
- Conduct a neighborhood survey to ensure all residents are accounted for.
- Contact your CERT Coordinator. If you cannot reach your CERT leader, report to your pre-designated CERT staging area (SV Clubhouse east parking lot).
- Do not start out on your own (always have a buddy).
- Document all messages and activities.
- Always keep track of personnel.

CERT Basic Guidelines

- **Do the greatest good for the greatest number of people.**
- **The most important person is you, the rescuer. Stay safe. Rescue the greatest number of people in the shortest amount of time.**
- **Know your limitations!**

Emergency Coordinator's Responsibilities

The Emergency Coordinator is a member of the Committee (below). The Emergency Coordinator is a person living in SV who provides a vital link between SV and other organizations planning and responding to an emergency.

The coordinator's role is to:

- Provide a link to the QAC Emergency Coordinator
- Provide the focal point for the community response to an emergency
- Call a community meeting during an emergency (if deemed necessary)
- Educate SV residents regarding safety for self and family, then neighbors
- Oversee the completion and maintenance of the SV Emergency Plan

SV CERT RESPONSIBILITIES

The CERT will be responsible for the following:

- Coordinate and administer the SV CERT
- Meet periodically
- Plan periodic callouts and drills
- Plan events to keep our CERT group intact
- Foster the development and promotion of the CERT program
- Evaluate opportunities for enhancing CERT in SV
- Obtain an instructor to update members' Certifications
- Update as necessary:
 - The CERT Emergency Plan
 - The CERT Communications Tree
 - The CERT Membership List
 - The CERT section of the SV Website

Important: Maryland's Good Samaritan Law protects people (including medical professionals) from civil liability for injuries when an attempt has been made to aid someone needing medical attention. Voluntarily helping others is encouraged by Good Samaritan laws so that people need not fear legal repercussions for trying to assist.

Emergency/Police/Fire



Emergency (any)
911



Centreville Police Department
412 N Commerce St
(410) 758- 8437



QAC Sheriff
(410) 758-0770
Administrative Assistant: x1233



**QAC Department of
Emergency Services**
(410) 758-4500



Goodwill Fire Company
212 Broadway
(410) 758-1422

COMMUNITY RESOURCES/CONTACTS**Medical**

Luminus Health Anne Arundel Medical Center (AAMC)	Annapolis	443-481-1000
Luminus Health Primary Care Services	Kent Island	410-604- 6560
Chester River Hospital	Chestertown	410-778-3300
Poison Control	National	1-800-222-1222
QAC Health Department	Centreville	410-758-0720
Univ. of Maryland Shore Medical at Easton	Easton	410-827-3811

CLOSEST ER TO SYMPHONY VILLAGE IS BELOW – OPEN 24/7

Univ. of Maryland Shore Medical	Queenstown	410-827-3900
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Emergency Services

QAC Emergency Management	Centreville	410-758-4500, x1105
QAC Emergency Ops Center	Centreville	410-758-0222 emergency 410-758-0223 non-emergency
QAC Government	Centreville	410-758-4098
Geneva Harrison	QAC Emergency Planner	41-758-4500, x112
State Police QAC	Centreville	410-758-1101

Utilities

Callahan's Propane	Centreville	410-758-1144
Delmarva Power	MD Eastern Shore	1-800-898-8045
Sharp Propane	Easton	1-888-742-7740
Suburban Propane	Easton	410-822-3112
Tri-Gas & Oil	Grasonville	1-800-787-6514
Water and Sewer	Centreville	410-758-2998 Emergency: 410-758-0080

Pet Friendly Hotels

Best Western Kent Narrows	3101 Main Street Grasonville, MD 21638	410-827-6767
Quality Inn	101 VFW Road Grasonville, MD 21638	443-863-6496

SV METHODS OF COMMUNICATION

There are numerous resources available to SV during emergency situations. The table below summarizes them.

AMATEUR RADIO OPERATORS			
Deployment of CERT	Communications (Telephone) Tree* (See attached protocol) Texts (See protocol below)		
Communication via Amateur Radio	Steve Quigley	KD2AK	410-758-6775
Rowan Perkins	QAC RACES Officer	KE3AO	410-804-5752
Mike Widdekind	QAC Deputy RACES Officer	N3ZHA	410-758-2204
Repeaters	QAARC	146.940	
		–	PL 107.2
	QAARC	448.225	PL 107.2
		–	
QAC RACES Simplex	QAARC	146.415	
Kent County ARC	RACES/ARES	147.375 +	PL 156.7
SV COMMUNICATION OPTIONS			
SV Libretto	MaryKay Kerr		443-262-8886
SV Blast E-mails	Rebecca Wagner		410-758-8500
	Bill Ridgway		443-262-8217
SV Website	Len Saltiel		860-539-4304
CERT Website	John Olson		410-591-4767

COMMUNICATION/TELEPHONE TREE & PROTOCOL:

See Telephone Tree – **ATTACHMENT A**; page 26.

SV 2-Way Radio Communication

CERT has obtained six two-way radios for communication among various teams assigned to an emergency or to a drill.

- The radios are numbered 1 to 6 and will be distributed at the point of deployment.
- Radios will be assigned to scribes/communicators on each team as follows:
 - Incident Commander
 - Medical/Search and Rescue Teams
 - Security
 - Others as necessary
- Radio frequencies (channels) are set to 17 and 17.

The radios are located in the storage closet (second door to the right, not locked). They are in a case with a combination lock; **the combination is 014** (reverse of 410)

SV Deployment of CERT

The SV CERT is deployed under two circumstances: by the QAC Emergency Officer (EO), or by the SV Coordinator. Refer to page i, located after title page.

Deployment by QAC Emergency Officer (EO)

Teams in neighborhoods not affected by disaster may be deployed or activated by the EO who may activate and dispatch teams in order to gather or respond to intelligence about an incident. Teams may be dispatched to affected neighborhoods, or organized to support operations. CERT members may augment support staff at an Incident Command Post or Emergency Operations Center. Additional teams may also be created to guard a morgue, locate supplies and food, convey messages to and from other CERT teams and local authorities, and other duties on an as-needed basis as identified by the team leader.

1. QAC EO contacts SV CERT Coordinator.
2. SV CERT Coordinator calls members via the Communications/Telephone Tree and sends an email to CERT distribution to set a deployment time and place.
3. SV CERT members assemble with gear at SV Clubhouse east parking lot for briefing and for carpooling (if necessary) to community destination by the specified deployment time.

Deployment by SV Coordinator

A CERT may self-activate (self-deploy) when their own neighborhood is affected by disaster. An effort is made to report their response status to the sponsoring agency. A self-activated team will assess the loss in their neighborhood and begin performing the skills they have learned to minimize further loss of life, property, and environment. They will continue to respond safely until redirected or relieved by the sponsoring agency or professional responders on-scene.

1. One of the CERT members or SV residents, or management, contacts the SV Coordinator regarding the issue.
2. Call 911, as necessary.
3. SV CERT Coordinator contacts members via the Communications/Telephone Tree and sets a deployment time and location.
4. SV CERT members assemble with gear at the specified location for briefing, division into teams, and assignments. **Bring name tag for use during emergency activities.**
5. Incident Commander (IC), the three Medical Teams, and Security get the 6 CERT radios.

CERT ROLES & RESPONSIBILITIES DURING A DISASTER

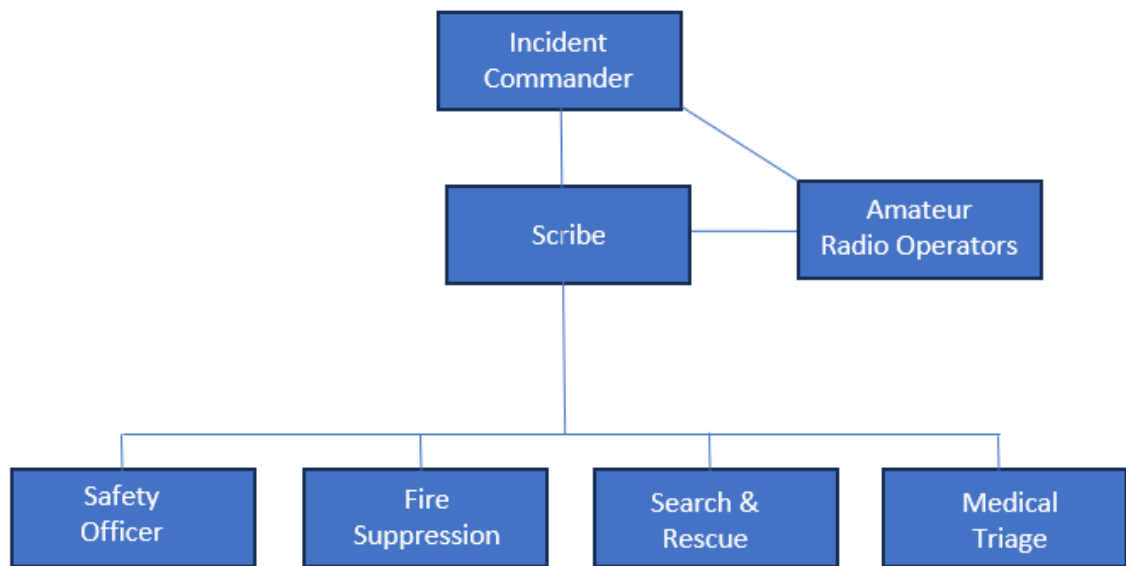
Incident Commander (IC): This is the first CERT team member to arrive, until someone more qualified arrives. The IC is identified by two pieces of crossed tape on their hard hat. The IC determines the central point for command and control of the incident, called the Command Post. The IC stays at the Command Post. If the IC must leave the Command Post, those responsibilities must be delegated by the IC to another volunteer. The IC makes the initial assessment and determines: appropriate actions for team members, designates triage area, treatment area, morgue, vehicle traffic routes, determines logistical needs (water, food, medical supplies, transportation, equipment, etc.) and determines ways to meet those needs through CERT or other volunteers on the scene. **Communicates all info to Scribe.**

Scribe: Supports IC with information on Operations teams as needed, acts as runner between teams and collects info from all teams, writes reports and keeps on file details of the operation and those impacted (victims). Communicates and coordinates with the IC, local authorities, and all CERT leaders and members. **Communicates with IC and all teams.**

Operations Teams:

- **Safety Officer:** Checks team members prior to deployment to ensure they are safe and equipped for the operation. Determines safe or unsafe working environments, supervises operations (when possible) where team members and victims are at direct physical risk, and alerts team members when unsafe conditions arise. Advises team members of any updates on the situation. Keeps tabs on the situation as it unfolds. **Communicates with Scribe.**

- **Fire Suppression (team of two people; one is tapped as leader):** Work under the supervision of the leader to suppress small fires in designated areas. When not accomplishing fire suppression, assist search and rescue team or triage team; assist in evacuation and transport, as needed; assist in the triage or treatment area as needed and other duties as assigned by IC.
Communicates with Scribe.
- **Search and Rescue Team/Extraction (team of two people; one is tapped as leader):** Work under the supervision of the leader, search and provide rescue of victims as is practical under the conditions. Bring injured people to triage or the hospital for medical treatment. When not accomplishing the primary mission, assist the Fire Suppression team, assist in the triage or treatment area as needed, and other duties as assigned. **Communicates with Scribe.**
- **Medical Triage Team/Field Medic (team of two; one tapped as leader):** Work under the supervision of the leader, providing triage for victims at the scene; marking victims with category of injury per the standard operating procedures. When not accomplishing their primary mission, assist other teams, as needed. **Communicates with Scribe.**



SV RESIDENTS MAJOR DISASTER TREATMENT AREA IN SV CLUBHOUSE	
Function	Description
1. Registration & Triage	Clubhouse main entrance reception area
2. Incident Command Center	Boardroom
3. Minor/delayed injuries	Card room with spillover into Grand Ballroom/Concert Hall
4. Serious Injuries	Aerobic/Gym Area
5. CERT Rest & Relax	Grand Ballroom/Concert Hall & Wall Street Room

SV CLUBHOUSE EMERGENCY PROTOCOL & EMERGENCY EQUIPMENT LOCATIONS

SYMPHONY VILLAGE CLUBHOUSE EMERGENCY PROTOCOL FORM (Useable form on pg. 29)

Symphony Village Emergency Management	
Quality Review for Single Event Involving One Victim	
<p>Thank you for taking a few minutes to share your information regarding a medical event/emergency that occurred at Symphony Village. Information collected will be utilized to assist CERT members to improve their response to emergency events in the future.</p> <p>These reports can be reviewed at each meeting and can result in recommended changes to our emergency responses, or to request additional education and training.</p> <p>Volunteers responding to an event should review their response with all CERT members responding to an event and request that the lead CERT member complete this questionnaire and send it to the chair of Symphony Village Emergency Management Committee for reviewed ASAP.</p> <p style="color: red;">Information discussed during these meetings will be confidential and specific victim names will not be documented during these discussions.</p>	
<p>Date and Time of Event:</p> <p>Brief description of event:</p>	
<p>What went well?</p> <ol style="list-style-type: none"> 1. Assessment of the victim's condition was completed immediately and 911 was called if warranted? 2. Was there a crowd present at the event and was it controlled effectively? 3. Did a CERT member take a leadership role to coordinate the medical response? 4. Was EMS provided with a summary of the victim's condition and actions taken? 	
<p>Suggestions for Improvement to the Response.</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	
<p>Thank you for responding to this medical event and for completing this questionnaire!</p>	

SYMPHONY VILLAGE EMERGENCY EQUIPMENT LOCATIONS

EQUIPMENT	First Aid Kit	Fire Extinguisher	AED / LifeVac
LOCATION	-Gym, on counter -Indoor pool, in alcove with the telephone	-Gym, next to outside door -Card room, next to outside door -Kitchen, next to outside door -Storage area, in the back rear left	-Gym, next to telephone -Card room next to the outside door

EQUIPMENT	Eyewash Station	Backboard	Two-Way FRS Radio
LOCATION	-Before indoor pool, by the women's restroom	-Indoor pool, in alcove with telephone	-Storage area, second door on right, suitcase with combination (combination: 014)

EQUIPMENT	Stop-The-Bleed		
LOCATION	-Gym, next to the telephone		

CERT DEPLOYMENT EQUIPMENT CHECKLIST

Basic Equipment

- ☐ Appropriate clothing and name tag
- ☐ Sturdy Footwear
- ☐ ID
- ☐ CERT backpack – unexpired supplies
- ☐ CERT vest
- ☐ Hard hat
- ☐ Non-Latex gloves (box)
- ☐ Rain gear
- ☐ Cell phone (hopefully with GPS and compass Apps)
- ☐ Portable charger
- ☐ Rope
- ☐ Go-Kit
- ☐ Notebook and pens (ensure the pens work!)



Suggested Equipment You Might Add to the CERT Backpack Contents

- ☐ Side cutters
- ☐ Markers
- ☐ Spray paint
- ☐ Head light
- ☐ Spare batteries
- ☐ Blanket
- ☐ First aid supplies



DISABLED AND SPECIAL NEEDS PLAN

The following list is for people living in Symphony Village who may have a disability and/or special needs:

People who can help

- An important part of being prepared for a disaster is planning with family, friends and neighbors. Know who could walk to your home to assist you if no other means of transportation is available.
- Discuss your disaster plans with your home health care provider.
- Ask your local fire department if they keep a list of people with special medical needs; ask to be included if they do maintain a list.
- Keep a phone contact list handy of people who can help
- Create a support network with your neighbors.
 - Tell these people where you keep your emergency supplies.
 - Give one member of your support network a key to your house.
- Show others how to operate your wheelchair, and how to collapse it in case it has to be transported
- Keep a list of doctors, relatives or friends who should be notified if you are hurt.
- Keep your "File of Life" (one for each resident in your home) updated and attached to your refrigerator

Medications

- Always have at least a three-day supply of all your medications. In some emergencies, such as an influenza pandemic, you may need to prepare for a week or more.
- Store your medications in one location in their original containers.
- Have a list of all of your medications: name of medication, dose, frequency, and the name of the prescribing doctor, and list of any allergies. ("File of Life")

Medical supplies and equipment

- Have an extra three-day supply of any medical supplies you use, such as bandages, ostomy bags or syringes.

- Keep extra eyeglasses and hearing aid batteries.
- Keep a list of the style and serial number of medical devices.
- Wear medical alert tags or bracelets
- Keep medical insurance and Medicare cards.

Electrically powered medical equipment

- For all medical equipment requiring electrical power — beds, breathing equipment, or infusion pumps — check with your medical supply company and get information regarding a back-up power source such as a battery or generator.
- Keep extra wheelchair batteries.

Oxygen and breathing equipment

- If you use oxygen, have an emergency supply (enough for at least a three-day period).
- Oxygen tanks should be securely braced so they do not fall over. Call your medical supply company regarding bracing instructions.
- If you use breathing equipment, have a three-day supply or more of tubing, solutions and medications.

Intravenous (IV) and feeding tube equipment

- Know if your infusion pump has battery back-up, and how long it would last in an emergency.
- Ask your home care provider about manual infusion techniques in case of a power outage.
- Have written operating instructions attached to all equipment.

Emergency bag

In the event that you have to leave your home, have a bag packed at all times that contains:

- A medication list.
- Medical supplies for at least three days.
- Copies of vital medical papers such as insurance cards and power of attorney.

EMERGENCIES WITHIN SYMPHONY VILLAGE

Emergency actions to be taken

- Call 911
- Activate CERT via the Communications/Telephone Tree (See Section 2)
- Utilize CERT personnel to the extent of their training until Emergency Personnel arrives.

Clubhouse alarms

- In the event of a Clubhouse break-in or fire alarm, the Security Company is automatically notified, and the Fire Company called.
- As a backup call 911
- The **Fire Department Key Box** is located by the outside door to the Electrical and Fire Equipment Room (in the corner of the Card Room). The box holds keys to this room.
- **Resident First Responders for Clubhouse when an alarm sounds:**

Clubhouse First Responders	Karen Kram	410-310-5409
	Mike King	443-262-9450
	Tom Meringolo	410-739-0982

Additional Information

- **Fire hydrant locations** are indicated on the map in Section 3.
- **CERT personnel home locations** are indicated on the map in Section 3.

SV Residents with Lifesaving Skills

- In addition to CERT personnel, the following SV residents with specific lifesaving skills may be called to assist during an emergency:

EMERGENCY USE ONLY NOT FOR RESIDENTS' PERSONAL USE		
Skill	Name	Phone Number
Nurse	Laura Bittinger	410-932-5770
Nurse	Marie Bossie	202-255-8690
Nurse	Kathy McManus	301-807-9066
Nurse	Linda Wharton	757-630-7218
EMT & Firefighter	Bill Ray	301-580-6927
Firefighter	Kenny Smith	443-310-4052
Pharmacist	Karen Kram	410-827-8617

PET CARE PLAN

Before the disaster

- Find a safe place for your pets to stay. The Red Cross does NOT allow animals in the shelters. For a list of pet friendly hotels/motels in our area, see Error! Reference source not found. in this document.
- Make sure your pets wear current ID tags all the time, and that carriers for each pet are labeled with contact information.
- Talk with your veterinarian about permanent identification such as microchipping and enrolling your pet in a recovery database.
- Prepare your Pet Emergency Supply Kit in advance so you can grab it and go quickly.
- Keep your pets' shots up to date.
- Take a picture of you and your pet together to prove ownership should you get separated.
- Write down detailed information about species, breed, age, sex, color, and any special markings or characteristics that might help in identifying your pet.
- Purchase a leash for each dog and a pet carrier for each cat so you can safely transport them if you need to evacuate.
- For additional information, contact
Animal Welfare League of Queen Anne's County
201 Clay Dr.
Queenstown, MD 21658
Phone (410) 827-7178
email: info@awlgac.org.

During a disaster

- First and foremost, YOUR safety is the most important.
- Keep pets in the house as emergency situations develop so you can locate them.
- Don't wait until the last minute to get ready. Warnings may be issued hours or days in advance.
- Scared/injured animals BITE and SCRATCH!
- Small dogs can be placed in the SV tennis courts.

If you evacuate, take your pets

- If it's not safe for you to stay in the disaster area, it's not safe for your pets. Don't leave animals

inside your home, chained outside or roaming loose. They can easily be injured, lost or killed.

- If you leave, take your pet even if you think you'll be able to come home in just a few hours.
- Keep leashes on animals. Keep them in a carrier, if possible.

If you don't evacuate

- Keep your pets with you in a safe area of your home. Keep dogs on leashes and cats in carriers, and make sure they are wearing identification.
- In case you're not home during a disaster, arrange well in advance for a trusted neighbor to take your pets. Be sure the person is comfortable with your pets, knows where to find them and your pet emergency supplies, and has a key to your home.

After the disaster

- For a few days, keep dogs on leashes and cats in carriers inside the house. If your house is damaged, they could escape and become lost.
- Be patient with your pets. Re-establish their routines as soon as possible. Be ready for behavioral problems.

Emergency supply list for pets

Have everything ready to go. Store supplies in sturdy easy-to-carry containers. Include:

- Medications, medical records, and first-aid kit – stored in a waterproof container.
- Sturdy leashes and harnesses.
- A secure carrier large enough for your pet to comfortably stand, turn around, and lie down. Add blankets or towels for bedding.
- Photos of you with your pets to help identify lost pets and prove ownership.
- Food and water for at least seven days for each pet. Bowls, cat litter and litter box, and a manual can opener.
- Information on feeding schedules, medical conditions, behavior problems, and the name and number of your veterinarian.
- Pet beds and toys, if you can easily take them.
- Newspapers, paper towels, plastic trash bags, grooming items and household bleach.

CERT TRAINING AND DRILLS

Classroom Training

CERT classroom training is conducted free of charge in Queen Anne's and Talbot Counties. Contact the CERT QAC Sponsor or CERT Coordinator if you have an interest in registering for a CERT class.

Certifications are for two years from the CERT course. Recertification in CPR and AED are scheduled, as needed.



CERT graduates will have periodic refreshers at SV. As a minimum, the following will be reviewed:

- CPR/AED and First Aid (including opening airway and controlling bleeding)
- Techniques for Carrying a Person
- Triage Procedures – Performing a Triage Evaluation
- Utility Shutoffs and Fire Fighting
- Physical Search Technique and Marking of Searched Areas
- CERT Actions in a Disaster
- Personal Safety and Preparedness
- Sizing Up a Situation
- QAC Siren Alerts – Radio Station and TV Alerts
- Documentation

Drills/Reviews

- Review of CERT classes:
https://community.fema.gov/PreparednessCommunity/s/cert-trainings?language=en_US
- CPR/AED/Stop-The-Bleed
- First Aid
- Triage (under simulated conditions)
- Annual SV Family Drill
- Use of CERT Communication Tree (telephone chain)
- Training on use of hand-held communications (FRS radios)

EMERGENCY ACTION CHECKLIST

SV CERT Activation

- ☐ Dial 911 and ensure the QAC Department of Emergency Services is aware of the emergency.
 - ☐ Follow any advice given from 911 personnel
 - ☐ Contact SV CERT coordinator for deployment
 - ☐ On your CERT backpack notebook record:
 - Any decisions you have made
 - Who you spoke to and what was said
 - ☐ Contact other members of SV that need to be alerted
 - Those specifically under threat
 - The local government
 - Volunteers and key holders that are needed
- Contact initially may be to inform them of the emergency or inform them of current emergency service advice regarding any action to be taken.

Basic Skills That Can be Performed by CERT Certified Members:

1. **Basic head to toe assessment.**
2. **Application of basic technique to open airway.**
3. **Use of tourniquet to stop massive bleeding from extremities.**
4. **Application of pressure to prevent hemorrhaging.**
5. **Implementation of measures to prevent shock.**
6. **Application of splint to suspected fractures.**

SV Emergency Meeting

- ☐ Is an SV emergency meeting necessary?
- ☐ Is the venue safe to hold the meeting and can people get there safely?
- ☐ Has the community been informed there will be a meeting? Clubhouse?
- ☐ Create a meeting agenda and take it to the meeting
- ☐ Other items

QUEEN ANNE'S COUNTY CERT ACTIVATION PLAN

Under no circumstance should you put yourself or others at risk.

- ☐ Call received from QAC Department of Emergency Services
- ☐ Follow any advice given from QAC Department of Emergency Services call
- ☐ Contact SV CERT via the telephone tree chain for deployment – time, place of meeting
- ☐ Use the suggested log sheet below to record a brief description of the emergency, to include:
 - Any decisions you have made
 - Who you spoke to and what was said
- ☐ Brief CERT on deployment and deploy

DOCUMENTATION OF EMERGENCY EVENT FORM

Date and Event.	Name of CERT Member making call:
Location/ Address of emergency:	
Name and title of person initiating the emergency response and time 911 was notified.	
Number of victims identified and their names:	
Brief description of the emergency AND include: (1) Decisions you have made: (2) Persons you spoke with and what was said: (3) Description of emergency:	

ATTACHMENT A: COMMUNICATION (TELEPHONE) TREE – POST TO SEE IT QUICKLY!

1 ↓ 2 ↓ 3 ↓ 4 ↓	John & Cathy Olson 443-262-8458 (Landline; use cell phones below first) John: 410-591-4767 Cathy: 410-591-4995			
	Dale & Linda Butler 410-507-1428 443-262-8472	Tegan Baumann 443-253-5810	Steve Nelson 781-248-9282	Debi Wells Hooper 410-703-6702
	Brenda Fellows 443-694-1800	Steve Quigley 845-527-5524	Peed Carol: 443-223-0359 Doug: 703-901-0888	Rebecca Wagner Unlisted*
	Jackie Heimbuch 443-949-5247	Volpicelli MaryJo: 401-374-6987 Vinny: 401-374-7028	Saltiel Carol: 860-559-2058 Len: 860-539-4304	Eileen Rowley 703-946-1075
	Maria Koszalka 410-924-6382	Amy Landen 301-651-9423	Sikes / Withers Jan: 301-802-0106 Joe: 301-873-6609	* Debi Wells Hooper has this phone number
Communications Tree Instructions				
1	SV CERT Coordinator calls members in Section 2			
2	Section 2 members call everyone in their column in Section 3			
3	If possible, members respond to call as instructed			
4	Be succinct/timely in your message	Identify yourself, type of emergency, time & place to deploy		
	No Response	If you get voice mail, leave a brief message then call again on the alternate number		
	No Contact Made	Keep note of anyone who does not call back (or does not report for action/assignment)		

Sample Script
1.Hello. This is [your name] from SV CERT
2.There is an emergency at [location and/or address]
3.We have been called by [initiating organization] to respond immediately
4.There are [approximate number] people hurt
5.The cause of the emergency is [describe emergency briefly]
6.Bring your CERT gear (vest, helmet, backpack, CERT ID, communication device) and meet at the staging area that is located at [give full description]
7. [List any other pertinent

ATTACHMENT B: INCIDENT/INJURY SV PROTOCOL FORM

<p style="text-align: center;">Symphony Village Emergency Management</p> <p style="text-align: center;">Quality Review for Single Event Involving One Victim</p> <p>Thank you for taking a few minutes to share your information regarding a medical event/emergency that occurred at Symphony Village. Information collected will be utilized to assist CERT members to improve their response to emergency events in the future.</p> <p>These reports can be reviewed at each meeting and can result in recommended changes to our emergency responses, or to request additional education and training.</p> <p>Volunteers responding to an event should review their response with all CERT members responding to an event and request that the lead CERT member complete this questionnaire and send it to the chair of Symphony Village Emergency Management Committee for reviewed ASAP.</p> <p>Information discussed during these meetings with be confidential and specific victim names will not be documented during these discussions.</p>	
<p>Date and Time of Event:</p>	
<p>Brief description of event:</p>	
<p>What went well?</p> <ol style="list-style-type: none"> 1. Assessment of the victim's condition was completed immediately and 911 was called if warranted? 2. Was there a crowd present at the event and was it controlled effectively? 3. Did a CERT member take a leadership role to coordinate the medical response? 4. Was EMS provided with a summary of the victim's condition and actions taken? 	
<p>Suggestions for Improvement to the Response.</p>	
<p>Thank you for responding to this medical event and for completing this questionnaire!</p>	

ACRONYMS

AAMC	A nne A rundel M edical C enter
AED	A utomatic E xternal D efibrillator
ARC	A mateur R adio C lub
ARES	A mateur R adio E mergency S ervices
CERT	C ommunity E mergency R esponse T eam
CPR	C ardiopulmonary R esuscitation
GPS	G lobal P ositioning S ystem
EMS	E mergency M anagement S ervices
EO	E mergency O fficer
FEMA	F ederal E mergency M anagement A gency
IPAWS	I ntegrated P ublic A lert and W arning S ystem
NOAA	N ational O ceanic and A tmospheric A dministration
NWR	N OAA W eather R adio All Hazards
NWS	N ational W eather S ervice
QAARC	Q ueen A nne's A mateur R adio C lub
QAC	Q ueen A nne's C ounty
RACES	R adio A mateur C ivil E mergency S ervice
SV	S ymphony V illage
WEA	W ireless E mergency A lerts