



## **TEAM LEADERS WORKBOOK**

### **PURPOSE OF THE TEAM LEADER**

To coordinate the Team's preparations and response, to provide support and direction, to be the neighbourhood's primary point of contact for the main response and to establish and maintain a neighbourhood assembly point

To do this effectively the Leader should:

- Be able to manage and coordinate people under stressful conditions
- Ensure that the neighbourhood response units work together to effectively implement their plans
- Know what to do and how to do it under the overall coordination of the Team Leader
- Maintain an up-to-date response plan comprising this document and those of the six Units.
- Have appropriate safety clothing and be individually prepared

### **CONTENTS**

#### **NEIGHBOURHOOD PROGRAM INFORMATION**

- Response Units
- The Road to Readiness
- Neighbourhood Team Structure

#### **PREPAREDNESS PLAN**

#### **LEADERS RESPONSE PLAN**

- Personnel
- Action Guide Checklist
- Supplies
- Key Locations and Contacts
- Household Registration
- Block Registration
- Response Unit Registration

#### **Attachments**

#### **COPIES OF WORKBOOKS FOR SIX RESPONSE UNITS**

# NEIGHBOURHOOD PROGRAM RESPONSE UNITS

**Neighbourhood Leader-** provides the overall leadership and coordination of the neighbourhood's plan before, during and after disaster. The leader encourages, monitors and assists individual Response Unit Leaders to complete their pre-disaster plans and activities.

**First Aid** - this unit provides on-site first aid care and emotional support to injured neighbours. They select a location for a first aid station in the neighbourhood and plan ahead for any neighbours who may require special care.

**Utilities and Fire Suppression** - this unit reduces hazards from fire or damaged utilities. They shut off gas meters, electricity and water mains if necessary. They cordon off hazardous areas.

**Light Urban Search and Rescue** - this unit locates missing neighbours and rescues those trapped and/or injured.

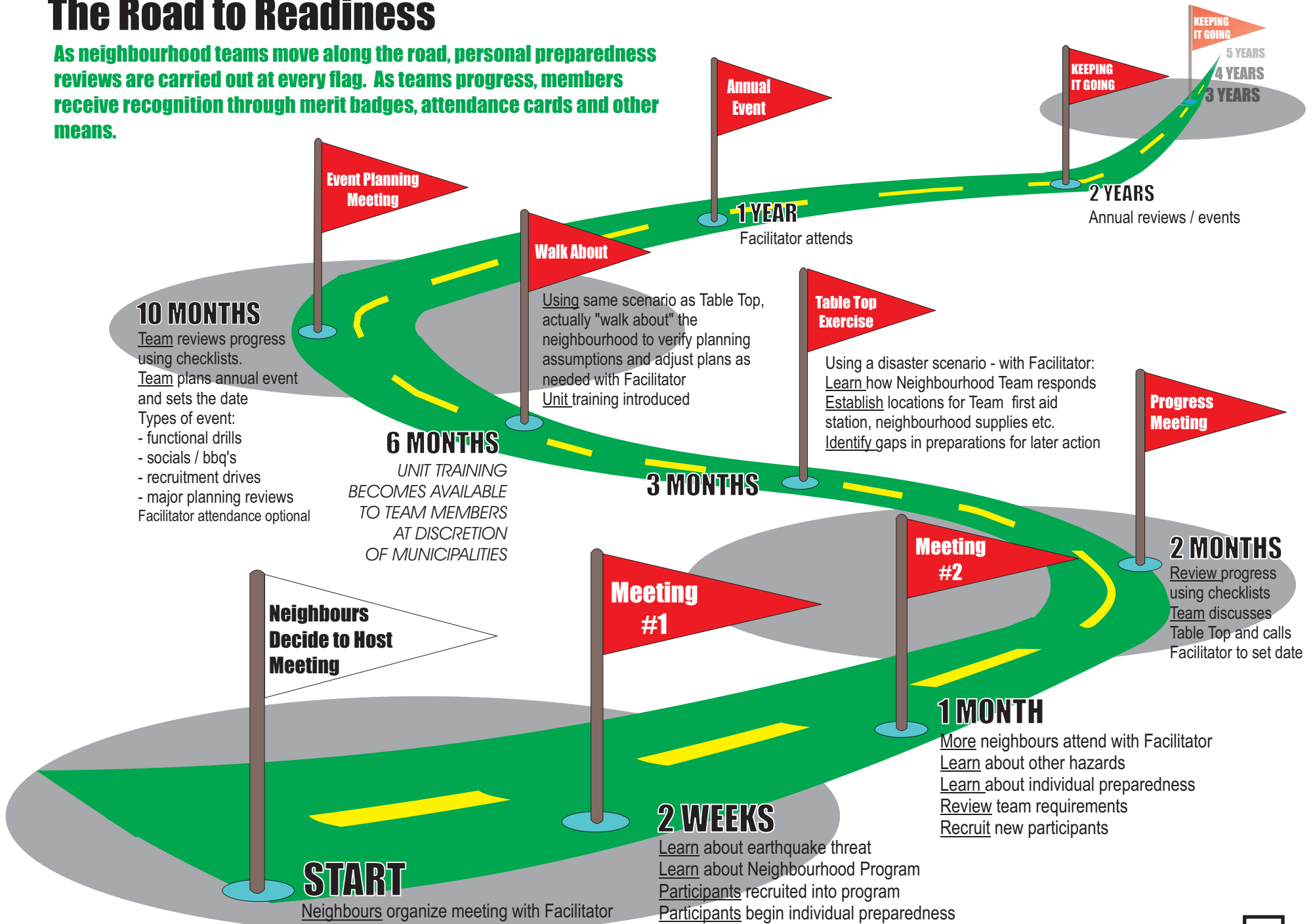
**Communications and Transportation** - this unit provides a communication link and transportation between teams, and between the Neighbourhood Team Leader and outside resources.

**Shelter and Care Giving** - this unit provides a safe, clean environment - in addition to shelter, food and care for neighbours who need help after disaster.

**Damage Assessment** - this unit conducts a rapid and accurate preliminary assessment of the damage in your neighbourhood and then reports their findings to the Neighbourhood Leader.

# The Road to Readiness

As neighbourhood teams move along the road, personal preparedness reviews are carried out at every flag. As teams progress, members receive recognition through merit badges, attendance cards and other means.



# THE NEIGHBOURHOOD TEAM STRUCTURE

**ALL UNITS REPORT TO  
NEIGHBOURHOOD ASSEMBLY POINT  
AS SOON AS POSSIBLE**

## **Shelter and Care Giving unit**

Based in undamaged home(s)

- provides food, shelter and care for neighbours with damaged homes, unattended children and frail elderly.
- organizes pet care.

## **First Aid unit**

- sets up First Aid Post
- works with SAR Unit

**FIRST AID POST  
IN GARAGE**

## **Communications / Transportation unit**

Based at Neighbourhood Assembly Point and supports Team's response

- uses runners, 2 way radio, or other means as available
- communicates neighbourhood's status to outside resources
- arranges transportation as required

**NEIGHBOURHOOD ASSEMBLY POINT  
IN GARAGE**

## **Light Urban**

### **Search and Rescue unit**

Patrols neighbourhood entering damaged buildings when safe to do so

- identifies missing neighbours
- rescues trapped persons
- may perform medical transport

## **Damage Assessment unit**

Patrols neighbourhood  
- conducts rapid assessment of damaged structures

## **Utilities and Fire Suppression**

Patrols neighbourhood

- attending to any signs of fire
- cordons off hazards and downed power lines
- turns off utilities where necessary

## **Neighbourhood**

### **Team Leader**

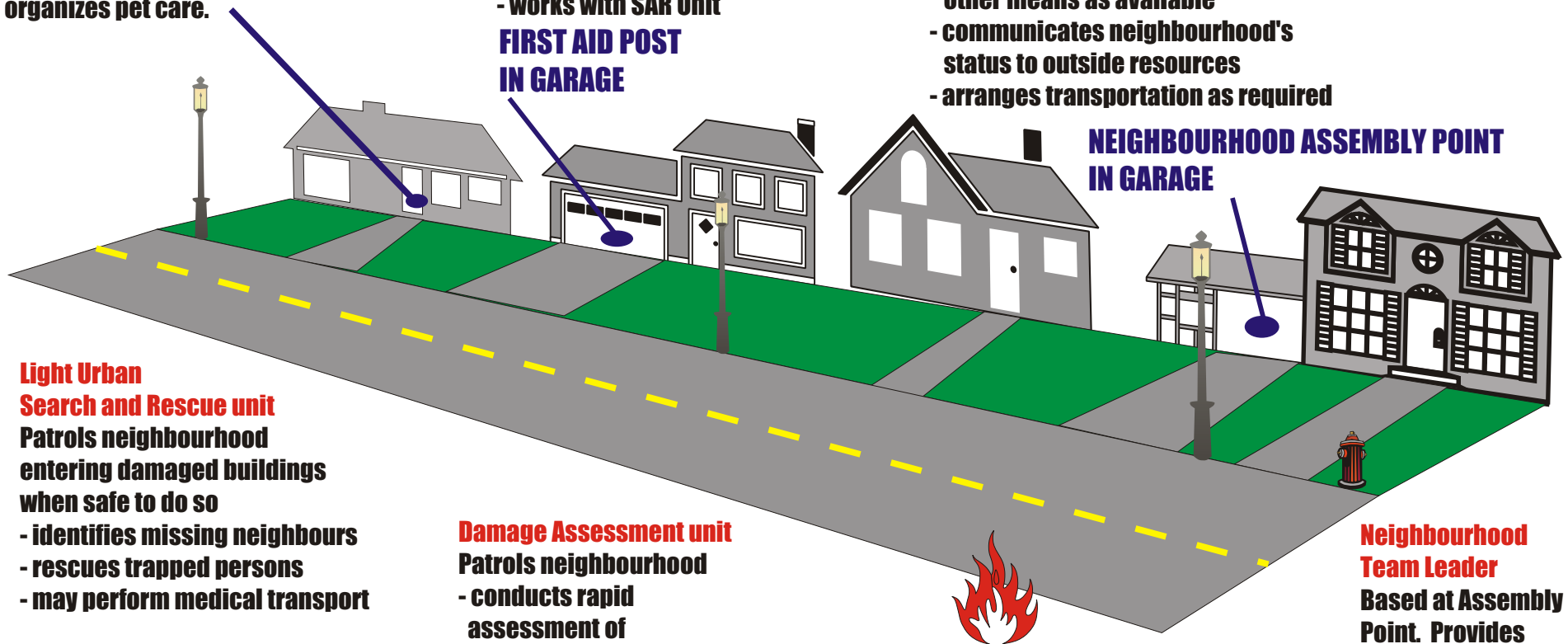
Based at Assembly Point. Provides overall Team coordination

**All Team Members on patrol**

**or in action could use whistles to call for help.**

**Unit Leaders may have 2 way radios**

**They regularly report in to the Neighbourhood Team Leader**



# NEIGHBOURHOOD TEAM LEADER PREPAREDNESS PLAN



First let's review what your unit is working towards. The last section of this workbook provides your unit's Response Plan. It is in four parts: Personnel, Action Guide (for the response), Supplies and Key Locations. All of the preparations your unit is going to make are aimed at completing those four pages.

As you will see from reviewing the Response Plan there is quite a lot to do. But that does not mean that you have to do it all at once! In fact it is expected that your unit will take a year or more to fill in the Response Plan completely. The approach we suggest, is that you and your fellow unit members pick out some actions you feel you can manage, set a date to complete them, and go to work. When you complete them, make sure you update your Response Plan and inform your Neighbourhood Team Leader of your progress.

## **Personnel Recruitment**

At first your Team may be small. Perhaps there will be some units with no team members assigned. As time goes on and your team reaches out to others in the neighbourhood, it will grow. The key point is to not be discouraged. As your team makes progress - communicate this to the neighbourhood.

## **Team Meetings**

Using the Road to Readiness as a guide, plan your meetings and draw on the Neighbourhood Facilitator to help you when you need support. Make sure you continue to encourage your team members to recruit other neighbours.

## **Skills and Training**

If you know of neighbours who have relevant skills and training for your Team, they should be approached first in your recruitment work. Specialized training will need to be organized through the Neighbourhood Program Facilitator. But before you begin to think about specialized training, it is important to attend to other aspects of your Response Plan.

## **Supplies**

Although your team will have many of the supplies needed, there will be occasions when the cost of purchasing has to be shared.

## **Key Locations**

The Neighbourhood Assembly point is selected by the Team at a general meeting.

## **Action Guide**

Review the Action Guide in your Response Plan. Consider the actions listed under the "Reporting for Duty" heading. Are you prepared to carry out the actions listed?

Most of the other parts of the Action Guide will require practice in the form of exercises or drills.

## **Linking to the Municipality**

As Team Leader, you will be the primary link between your team and the municipality. All six units will require names, addresses and telephone numbers for various municipal officials and other organizations. Your Neighbourhood Facilitator will be your best source of this information. Unless there is an emergency there should be no requirement for your team to make these contacts.

LAST NAME / FIRST NAME			
ADDRESS			
TELEPHONE			
CERTIFICATIONS RELEVANT EXPERTISE			
TRAINING			

- WORK BOOTS
- WORK GLOVES
- HARD HAT
- JACKET
- WHISTLE
- OTHER DEVICE FOR COMMUNICATIONS




LAST NAME / FIRST NAME			
ADDRESS			
TELEPHONE			
CERTIFICATIONS RELEVANT EXPERTISE			
TRAINING			

- WORK BOOTS
- WORK GLOVES
- HARD HAT
- JACKET
- WHISTLE
- OTHER DEVICE FOR COMMUNICATIONS



--	--	--	--	--

# NEIGHBOURHOOD TEAM LEADER RESPONSE PLAN



## ACTION GUIDE CHECKLIST

This sheet provides some specific actions that you may be expected to carry out in time of disaster. It is very important to remember that you and your fellow team members are not expected to take the place of professional responders. Rather you must be prepared to do the best you can under the circumstances that will prevail. And you must also be very flexible, since depending on the condition of your neighbourhood, you may have to re-deploy members from one Unit to another.

### Reporting for Team Duty

- ☐ Ensure your family is safe before you report to the Assembly Point
- ☐ Leave a note on the door indicating family status and your role in the response
- ☐ Wear your workboots and other appropriate clothing and take any personal equipment
- ☐ Assume Team Leader role based at the Assembly Point together with the Communications and Transportation Units

### Immediate Organization

- ☐ Determine condition of, and priorities for, the neighbourhood on the basis of reports from your Team members
- ☐ Assign available personnel to priority Units
- ☐ Assign tasks to neighbours who are not part of a Response Unit as they volunteer- assign the volunteers on the basis of priorities and skills
- ☐ Ensure that each unit has their response plan and actions them
- ☐ Provide overall coordination for the Response Units

### Assembly Point

- ☐ Organize the Assembly Point to act as the coordination centre, be able to receive drop in volunteers and be the headquarters for the communications and transportation units.

### Coordination / Communications by Unit

- ☐ Establish communications with municipal authorities and report status of neighbourhood
- ☐ Establish communications with fire, police, ambulance and other services as demanded by reports from LUSAR, Damage Assessment /First Aid
- ☐ Continue coordination of personnel deploying and re-deploying as the situation warrants
- ☐ Receive reports of trapped and injured and coordinate response with Damage Assessment, First Aid, and Transportation note situations on White Board
- ☐ Maintain a running log of all decisions (use flip chart with a volunteer recorder)

### Transportation

- ☐ Coordinate any patient transfers to hospitals
- ☐ Coordinate orderly evacuation if necessary

### Light Urban Search and Rescue (LUSAR)

- ☐ Try to account for all neighbours - Note any missing neighbours and relay the information to the SAR team

### First Aid

- ☐ Note location of First Aid post(s) on White Board
- ☐ Receive reports of injuries, loss of life and coordinate response

### Utilities and Fire Suppression

- ☐ Receive reports of fire or utility situations and coordinate response with Damage Assessment, First Aid, and Transportation note situations on White Board

### Shelter and Care Giving

- ☐ Note location of Neighbourhood Shelter(s) on White Board
- ☐ When ESS Reception Centres are open ensure that the Shelter Team is aware of this

Be available to offer advice to your Team or and be prepared to deploy Team members to surrounding areas should your Team be able and if requested by the municipality



# NEIGHBOURHOOD TEAM LEADER RESPONSE PLAN



## SUPPLIES

In addition to your own individual preparations, you will need supplies to set up the Neighbourhood Assembly Point. The Assembly Point will become your communications and coordination centre at which the Communications and Transportation Unit will also establish itself.

In order to coordinate the response of your team you will need the following:

Flip Chart and markers to keep a running, minute by minute record of the actions taken
White Board and markers for mapping situations in the neighbourhood as they are reported and addressed
PEP Communications forms for your communications to the municipality, fire department etc.
Table and chairs for the team to meet at and discuss actions and review progress etc.
Refreshments for the team members at the Assembly Point

# NEIGHBOURHOOD TEAM LEADER RESPONSE PLAN



## KEY LOCATIONS AND CONTACTS

<b>NAME / ADDRESS AND PHONE NUMBER OF ALTERNATE LEADER 1</b>	
<b>NAME / ADDRESS AND PHONE NUMBER OF ALTERNATE LEADER 2</b>	
<b>LOCATION OF NEIGHBOURHOOD ASSEMBLY POINT WHO HAS THE KEYS</b>	
<b>AMBULANCE SERVICE PHONE NUMBER</b>	
<b>FIRE DEPARTMENT PHONE NUMBER</b>	
<b>MUNICIPAL EMERGENCY PROGRAM COORDINATOR</b>	
<b>POLICE DEPARTMENT PHONE NUMBER</b>	
<b>ESS DIRECTOR PHONE NUMBER</b>	
<b>ALTERNATE ESS DIRECTOR PHONE NUMBER</b>	
<b>LOCATION OF NEAREST ESS RECEPTION CENTRE</b>	

# NEIGHBOURHOOD TEAM LEADERSHIP: Team Registration

(To be Completed by Neighbourhood Team Leader)

NEIGHBOURHOOD TEAM #:

LEADER	Name	Address	Telephone
CO-LEADER	Name	Address	Telephone

## TEAM PARTICIPANTS

Surname	Address	Telephone	Team
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			
21.			
22.			
23.			
24.			

Form Last Updated On: (Y/M/D) \_\_\_\_/\_\_\_\_/\_\_\_\_

# NEIGHBOURHOOD TEAM LEADERSHIP: Team Registration

(To be Completed by Neighbourhood Team Leader)

NEIGHBOURHOOD TEAM #:

LEADER	Name	Address	Telephone
CO-LEADER	Name	Address	Telephone

TEAM PARTICIPANTS			
Surname	Address	Telephone	Team
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			
21.			
22.			
23.			
24.			

Form Last Updated On: (Y/M/D) \_\_\_\_/\_\_\_\_/\_\_\_\_

