

# **TONTITOWN EMERGENCY MANAGEMENT PLAN FOR CITIZEN RESPONDERS**

Revised September 2007

In the event of a major disaster occurring in the area and the Tontitown emergency services personnel are overwhelmed by the event the city will activate the C.E.R.T. citizen responders and other volunteer groups to help with the response. This document outlines how each group should respond to the crises in the approximate chronological order after the event happens. This is only an approximation, but this will give the reader an idea of what actions will occur. At the end of this section is another with more details about the things described in this first narrative.

The Emergency Operations Center for Tontitown is located at the Fire Station, at the intersection of Henri De Tonti Blvd. (Hwy 412) and Zulpo Street. All department heads for Tontitown, Mayor, Aldermen, Fire Chief, Police Chief, Water Department Head, C.E.R.T. Disaster Leader and others will be housed at the EOC during the time of the disaster event as the Emergency Operations officer dictates. At this time the Emergency Operations officer for Tontitown is Fire Chief Mike Zulpo. He will direct and manage the disaster portion of the event with the help of the other staff members at the EOC. The Tontitown Mayor, Fire Chief and Aldermen will oversee that the interests of the public are taken care of. The EOC will be in operation from the onset of the disaster until the city government and its agencies are able to regain control of the situation. The professional resources fire, police and public works, will be assigned to different areas of the city for rescue operations based on the degree of damage in that area. The priority areas for this group will be local schools and other areas of mass injuries.

Until such time as these areas are taken care of, the residential neighborhoods of the city will have to rely upon their own teams of trained individuals to save lives and protect property. As the professional resources become available they will assist the Incident Area Commanders in taking care of the city population. It is estimated that it could take as long as 7 days to get help from outside of our area and into our neighborhoods if the disaster is area wide.

Tontitown has been divided in to 12 Incident Areas. There are trained individuals in each area that have received special training for the roles they will perform. The Incident Area Commander will be in charge of all emergency activities in their area during the course of the disaster event as outlined in the disaster plan for Tontitown. They will be in contact with the EOC and will receive guidance and additional instructions. This contact will be in the form of a radio frequency that will be given to each area Communications Officer. The Incident Area Commander has the flexibility to adapt the plan to insure the safety of the population and property in their area if advised to do so by the Emergency Manager in the EOC. The Incident Area Commanders will oversee that the populations in their area are taken care of in shelters and with medical attention, as it is available. All media inquires should be directed to the Information Officer at the EOC. No unauthorized individuals should be allowed into the area without proper documentation from the EOC. The Area Commander can appoint support staff to take on some of the Area Commanders responsibilities, as the disaster event becomes more complex.

When an emergency is declared and the Tontitown Emergency Manager requests the activation of the disaster plan with the volunteers and citizen responders the first step for each is to insure the safety of their own family. If their safety or security is in question, then the citizen responder should wait until their family is taken care of before responding. Once this is accomplished the city volunteers and citizen responders should gather their emergency gear and report to their assigned staging area.

As the citizen responders gather they will assume their predefined roles. Those who have been asked to act as Triage/Assessment teams will pair off with their partners and return to their neighborhoods to begin their assessments. Their role will be to examine each building/home in their neighborhood and record the condition of those that may have been damaged. They will also examine each victim they encounter and perform a medical assessment or triage and determine their condition based on the training they have received. The only medical attention given by this

