

Emergency Response Teams

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Bay Area Emergency Managers Conference 2017
Genentech Event Center, South San Francisco, CA





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ERT

- An **incident response team** or **emergency response team (ERT)** is a group of people who prepare for and respond to any emergency incident, such as a natural disaster or an interruption of business operations.
- This team is generally composed of specific members designated before an incident occurs.
- Incident response team members ideally are trained and prepared to fulfill the roles required by the specific situation

FEMA recommended (source: Ready.gov)

Who needs training?

All employees

Emergency Response Team
(evacuation, shelter, shelter-in-place)

Business Continuity Team

Crisis Communications Team

What training should be provided?

- Protective actions for life safety (evacuation, shelter, shelter-in-place, lockdown)
- Safety, security, and loss prevention programs

- **Roles and responsibilities as defined in the plan**
- **Training as required to comply with regulations or maintain certifications (if employees administer first aid, CPR or AED or use fire extinguishers or clean up spills of hazardous chemicals)**
- **Additional training for leaders including incident management**

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- Additional training for leaders including incident management
- Training for spokespersons

Disaster Assumptions

- The number of injured will exceed the local ability to treat
- **City resources will be overwhelmed**
- Survivors will help
- They will do what they know how to do
- Generally, people don't know much about
 - **Lifesaving**
 - **Disaster Medicine**
 - **Post Disaster Survival**

Why a corporate program?

- Culture of employee safety
- Jurisdictional limitations
- Partnership
- Team building
- Complement business continuity plans
- Lives first, property second

SWOT

- Strengths: remember all the reasons why ERT
- Challenges:
 - Staff time
 - Volunteer motivation
 - Perishable skills
- Opportunities:
 - Employee benefits from training



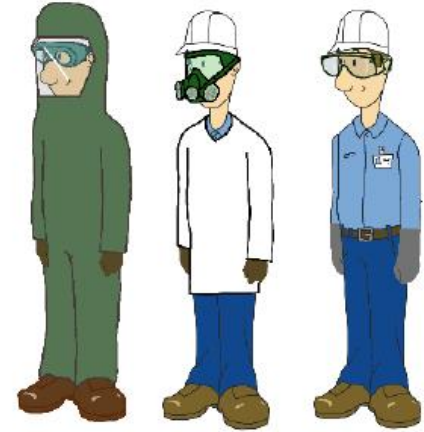
Getting Started

- Identify the goals and objectives for the emergency response plan.
- Define what your emergency response team is expected to do during an emergency (e.g., evacuate employees and visitors, provide first aid, etc.)
- Identify the members of emergency response teams
- Identify any regulations covered by your plan (e.g., OSHA, fire code, etc.)

What is needed

- Personal Protective Equipment

- Equip ERT members with the appropriate PPE.
- All PPE should be kept in accessible locations for easy retrieval during an emergency.
- Regular maintenance of the equipment is important to ensure that it is in good working condition at all times.
- ERT should be sufficiently trained to don their PPE competently.



What is needed

- Emergency Response Equipment
 - Detection and mitigation equipment.
 - The equipment should be properly maintained to ensure performance during emergencies.
 - The ERT should be regularly trained to be proficient in equipment.



What is needed

- Emergency Communications Equipment
 - radio communication sets
 - Loudhailer
 - other equivalent form of communication tools



Recruiting

- Word of mouth
- Friendly Competition
- Assignment based on role in the Company
- Incentives



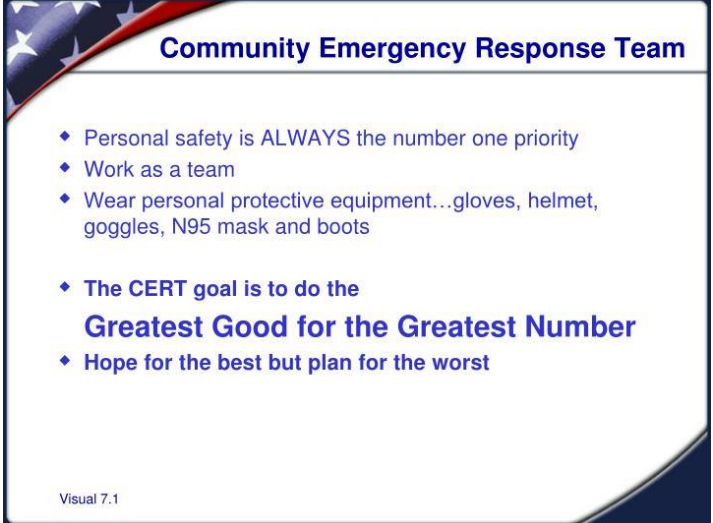
Training

- Make training fun
- Make training regular
- Be inclusive
- Make graduation special



Curriculum

- Emergency Kit/Business Inventory Resources
- Basic First Aid for You and Your Co-Workers
- Fire Suppression Exercises
- Search and Rescue Techniques
- Incident Command procedures
- Terrorism-related events/Active shooter
- Warnings and notifications

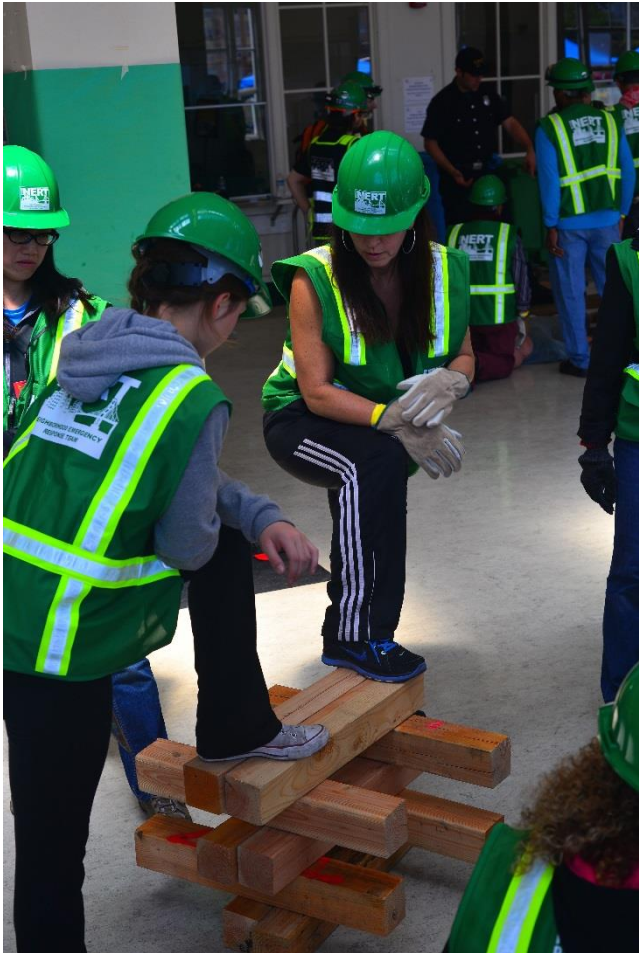


Community Emergency Response Team

- ♦ Personal safety is ALWAYS the number one priority
- ♦ Work as a team
- ♦ Wear personal protective equipment...gloves, helmet, goggles, N95 mask and boots

- ♦ The CERT goal is to do the
Greatest Good for the Greatest Number
- ♦ Hope for the best but plan for the worst

Visual 7.1



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Assigned Roles

- Main leader
 - Senior Management
 - Key decision maker
 - Point of contact with government agencies/local jurisdiction
 - Authorize operation shutdown & evacuation
- Incident Leader
 - Response Team leader
 - Link between Main Leader & ERT



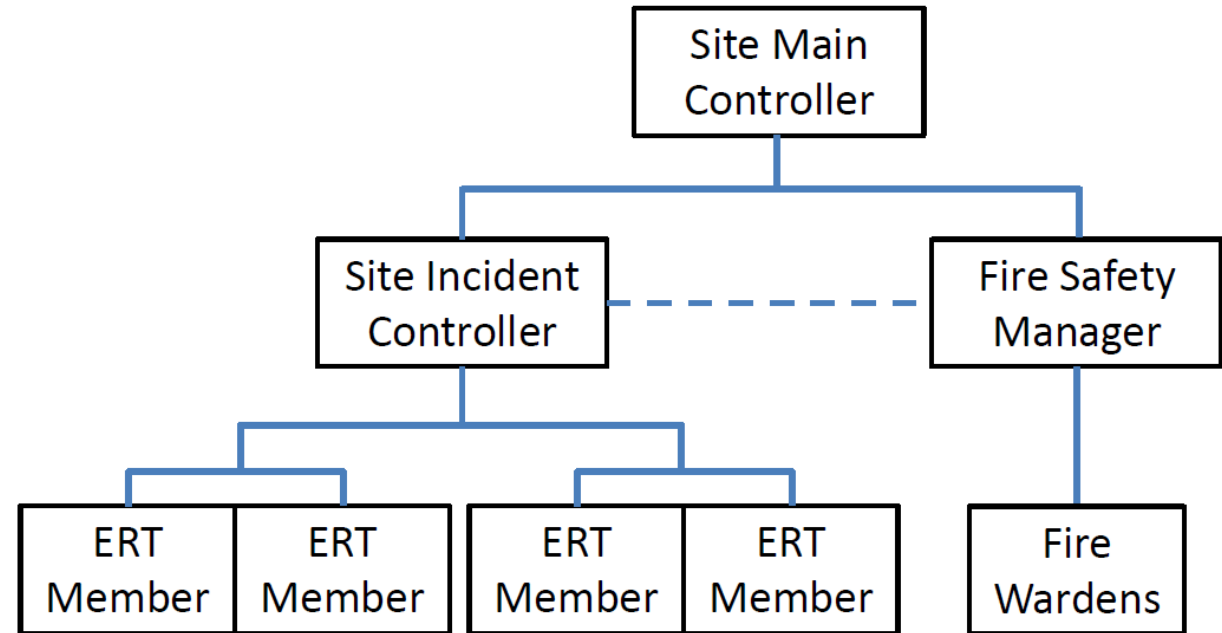
Assigned Roles

- ERT members
 - Provide emergency response
 - Conduct evacuation
 - Implement In-Place Protection
 - Provide first aid



Sample Structure

Team Structure (during emergencies)



Is your ERT ready?

- Interview ERT to know
 - Their understanding of their individual role and functions
 - Their expected actions in the exercised scenario
 - The activation phase of the scenario is evaluated by interviewing any company personnel on their knowledge of raising the alarm during an emergency
- The ERT is also checked if they meet the minimum manpower requirement and organization structure.

ERT Exercise

- Activation and response of ERT
- Incident size-up
- Fire fighting and mitigation operations
- evacuation, medical treatment and security
- Linking up with local jurisdiction responders upon arrival
- Ongoing operations and recovery

ERT Exercise



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Coordination with Local Jurisdiction

- Coordinate in advance
- Explore joint training and exercise options
- Decide on agreed communication methods





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Program Success

- Partners make better
- Program Design
 - Job cards
 - Volunteer leadership
 - Consistency
- Funding
- Innovation



Thank you!

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