

SAN FRANCISCO CHINATOWN DISASTER RESPONSE PLAN

I. Introduction

Whatever the nature of the crisis or disaster, ***preparedness***, is the key to survival.

San Francisco is at risk for a major **earthquake** and/or **biohazard** (the rapid spread of infections) **event**. Any major disaster can bring catastrophic consequences to any community – especially one such as ours, with a large percentage of non-English speakers, including seniors and tourists from other countries. Chinatown is densely populated and has a large number of un-reinforced masonry buildings, as such there is an obligation to properly assess the risks, establish appropriate measures to reduce such risks; educate and prepare the community; and be able to respond effectively and in a timely manner.

We have defined the boundaries of Chinatown to encompass Mason (Western boundary) to Kearny (Eastern boundary) and Vallejo (Northern boundary) to California (Southern boundary). (Agencies and organizations such as On Lok Senior Service Center, Wu Yee Children's Center on Broadway and Montgomery, St Mary's School on Broadway above Mason and SRO (Single Room Occupancies) buildings within a block of the establish boundaries **will** be included in the Disaster Response Plan).

II. Purpose

The purpose of the Chinatown Disaster Plan is to help our community prepare for a disaster. The plan suggests steps that will help during the first **72 hours** or more of a major disaster event. The plan also strongly encourages local residents to become actively involved in the San Francisco Fire Department's NERT Program (Neighborhood Emergency Response Team). The Plan outlines strategies for how Chinatown can respond to disaster that compliments the City and County of San Francisco's larger Emergency Operations Plan.

Experience has shown that after a major disaster, police, fire, rescue and other emergency response and support agencies will experience a tremendous demand on services. During the first 72 hours, they may not be able to respond to many calls in Chinatown. They will need to deploy all available resources to deal with life-threatening events such as structural fires and the collapse of buildings and may exhaust all resources within a very short time.

A **prepared community** will be better equipped to stabilize and recover within the first 72 hours of a disaster.

III. CHINATOWN DISASTER RESPONSE PLAN

The **Chinatown Disaster Command Center** will be located at **Portsmouth Square**.

Portsmouth Square will serve as an assembly point for neighborhood residents to go for information regarding the effects of the disaster; and where volunteers can sign-in for instructions and assignments. Portsmouth Square will also serve as a meeting place where area residents seeking to locate family members or friends.

The Command Center will work with the NERT staging area communicators to forward information to the City's EOC via the Emergency Response District (ERD-Fire Battalion 1-located at Powell St fire station). The **Community Disaster Coordinator** will assume the lead at the Command Center. The Public Information Officer (PIO) will serve as the sole public spokesperson for Chinatown.

The **Community Disaster Coordinator** will also coordinate the NERT (Neighborhood Emergency Response Teams) and other volunteers. Unless otherwise informed, all **seriously injured** victims should be sent to **Chinese Hospital 845 Jackson St.**, and those requiring minor first aid should be treated on site or sent to **Chinatown Public Health Center** (atop the Broadway Street tunnel) or **Northeast Medical Services** (NEMS 1520 Stockton St.), whichever is closer.

A **Liaison Officer** will represent the Chinatown Disaster Command at Battalion 1 Headquarters located at the Powell Street Fire House. The Liaison Officer will be responsible for assuring communication between Chinatown's disaster response efforts and the City and County's activities.

Chinatown NERT will have primary responsibility for search and rescue efforts in its district. These efforts will be directed, whenever feasible, by the S. F. Fire Department or Urban Search and Rescue (USAR) Task Force. NERTs will also inventory and assess damage, and, when feasible, secure the perimeter of dangerous areas. Each NERT will have available several bilingual volunteers who will help Police, Fire and Building Inspectors communicate with residents.

The Command Center will have available bilingual volunteers who will work with Community Disaster Coordinator and Volunteers (who report to Portsmouth Square) to provide translation services as needed.

IV. ACTIVATING THE PLAN AFTER ASSESSING THE SEVERITY OF THE DISASTER

A. NOTIFICATION OF DISASTER RESPONSE PLAN ACTIVATED

- 1) Immediately following an earthquake, the Neighborhood Block Captains will canvas their respective areas.
- 2) The Block Captain will check in with the Community Disaster Coordinator and Community Planning Chief of the damage in their specific area.
- 3) The Community Disaster Coordinator, having received information from different sectors in Chinatown, will activate the appropriate contingency plan and will inform the Block Captains of his/her decision.

Contingency A

In the event of a major disaster the Command Center at Portsmouth Square will immediately commence operation. The Community Disaster Coordinator will coordinate and assign duties to volunteers.

Contingency B

In the event of a disaster, which severely or moderately affects only one section of Chinatown, the Command Center at Portsmouth Square will commence operation at the call of the Community Disaster Coordinator. The Community Disaster Coordinator will determine which services are needed and will direct the staff as required. Chinese Hospital will provide care to the seriously injured.

Contingency C

In the event of a disaster, which does not adversely affect Chinatown, whereby, there are no serious injuries and no buildings collapse the Crisis Action Team (CAT) will coordinate activities from Chinese Hospital. Its major function will be to monitor activities throughout San Francisco and the Bay Area and convey information to City and County personnel regarding the status of Chinatown. The Community Disaster Coordinator will be determining the services most needed by the population and will direct the volunteers as required.

B. COMMUNICATIONS

Ham radio communication will be established at the NERT staging areas (including Portsmouth Square) to provide communication with the City's EOC via the Battalion 1 ham radio operator. Chinese Hospital will also have a ham radio to communicate with the Department of Public Health (SF-DPH). A ham radio operator will serve as the **Radio Communications Officer** (A Federal license is required to operate a Ham radio). The Radio Communications Officer will monitor communications on the channels used by City and County personnel. CB, FRS or GMRS handheld radios will be used to communicate between all other locations.

Runners will link the Block Captains to the Command Center. The Liaison Runner will also be available to transmit messages from the Liaison Officer or the Response Centers to health and social service organizations in Chinatown as required.

C. TRAINING

NERT training will be provided in the community. The amount and type of training will be dependent on the tasks for which the individual is responsible. At a minimum, all individuals engaged in First Aid activities, will receive first Aid and CPR training. All individuals engaged in search and rescue operations, will be NERT certified and complete the S. F. Fire Department's Emergency Response Team Program.

All other individuals who want to receive training in basic safety and survival techniques are welcome and can enroll in courses provided by Red Cross.

V. CHINATOWN DISASTER ORGANIZATION

(See attachment)

VI. ROLES AND RESPONSIBILITIES OF INDIVIDUALS IN THE CHINATOWN DISASTER RESPONSE PLAN

The following describes the basic responsibilities of the individuals who are involved in the disaster response plan. Each position listed in the appended organization chart is discussed in turn.

Community Disaster Coordinator

1. Coordinate the implementation of the Chinatown Disaster Response Plan, in the event of a disaster.
2. Immediately after the disaster, receive reports from the runners and the City regarding the status of Chinatown. Based on those reports, determine which contingency plan is to be put into effect and so notify the Block Captains.
3. Obtain periodic updates from Block Captains, regarding the status of their areas/buildings. Which will be relayed to the Liaison Officer as necessary.
4. Assist in the organization of the Chinatown Disaster Response Plan.
 - a. Distribute a Disaster Response Organization chart and the Disaster Response map of Chinatown. Distribute job descriptions and assign tasks to registered volunteers, NERTs and Block Captains.
 - b. Facilitate the distribution of identification vests/badges to all members of Chinatown's Disaster Response Organization.
 - c. Oversee the establishment and stocking of relief supplies. The Neighborhood Response Teams will use and distribute supplies as needed. Emergency supplies should contain water, work gloves, flashlights, and a first aid kit. The supplies should be checked biannually to ensure there are no out-dates and equipment functions properly.
5. Facilitate the provision of earthquake preparedness training to Chinatown's residents, merchants and the staff of agencies, which provide health and social services to Chinatown residents.
6. Serve as the public spokesperson for information emanating from the Command Center. When appropriate, the PIO will assume these responsibilities.

Liaison Officer

1. Provide information to Battalion Headquarters' Commanding Officer regarding the Chinatown disaster response effort to convey information from the Battalion 1 Headquarters (located at the Powell St Fire House) to the Community Disaster Coordinator, and OES/ACS as necessary.
2. Serve as the sole liaison between the City and Chinatown in all matters affecting the Chinatown disaster response effort.

Community Operations Chief

1. When the City opens the mass care facilities serving Chinatown, inform all victims of the existence of the shelter and assist victims if necessary.
2. If the City does not open a mass care facility serving Chinatown, interview victims requesting assistance to determine their needs for food, clothing or shelter.
3. Upon acceptance of position, canvass all health and social service agencies in the Neighborhood Response Center area and develop agreements with the agencies to provide food, clothing and shelter as necessary to victims after a disaster. Develop a list of these resources.
4. Match victims to the preassembled list of pledged resources and instruct victims where to go for food, clothing or shelter.
5. Obtain information from the Disaster Command Center regarding the City and County's disaster response efforts, the general status of the rest of Chinatown and the City, and the response, if any, from other government agencies. Summarize this information and provide periodic reports to those who have congregated at the Command Center (at Portsmouth Square). Reports should be both verbal and written.

Community Planning Chief

1. Plans and coordinates the collection, analysis, and distribution of information.
2. Develop Incident Action Plan.
3. Consolidate Status Reports and Damage Assessment
4. Monitor EAS and all available public media (680 AM KNBR, 740 AM KCBS OR 810 AM KGO) during a disaster.
5. Coordinate crisis intervention counseling to victims and oversee the provision of counseling by other volunteers.
6. Coordinate the registration of residents of Chinatown for reunification with family and friends.

Community Logistics Chief

1. Identify, acquire & organize supplies, including those for the Disaster Command Center.
2. Organize transportation as needed.
3. Identify, acquire, and coordinate the distribution of items needed by residents and staff or volunteers at the command center, with the assistance of block captain, section chiefs, and command staff.
4. Coordinate with volunteers to provide translation services to support NERT, Fire and other City Officials.

Administration and Finance Chief

1. Provide support resources and other essential services to meet the operational objectives.
2. Monitor costs related to the incident.
3. Provide accounting, procurement, time recording, and cost analyses.
4. Maintain documentation and record keeping for reimbursement, ensuring that all response units provide check-in and checkout logs, activity logs, and any other necessary documentation.

Communications Officer

1. Assumes the role as the ACS operator.
2. Should be and FCC-licensed Ham Radio operator.

Block Captain

1. Immediately after the disaster, canvas their respective areas, determine the extent of the damage, and provide a status report to the Community Disaster Coordinator. Secure the perimeter of damaged areas with yellow caution tape.
2. Provide periodic updates to the Community Disaster Coordinator regarding the status of the Block Captain's area of responsibility. Relay requests for resources to the Community Disaster Coordinator at the command center.
3. Provide periodic updates to the Incident Commander regarding the status of the blocks and the activities of the Neighborhood Response Teams. Transmit requests for supplies to the Command Center.
4. Provide information to the Community Operations Chief regarding shelter needs or availability.
5. Provide information regarding injured victims. Assist transport to the appropriate facilities for medical attention.
6. Coordinate the activities within their areas as designated.

Neighborhood Emergency Response Team (NERT)

1. Conduct a systematic search and rescue operation in buildings as appropriate. Follow a course of action based on the priorities established by the Team Captain.
2. Whenever feasible, work under the supervision of the S. F. Fire Department.
3. Provide on-site first aid to injured.
4. Triage victims to the appropriate site for further medical care. Unless otherwise informed, all seriously injured victims should be sent to Chinese Hospital and all other victims requiring basic first aid should be sent to Chinatown Public Health Center or NEMS.

5. If feasible, assign volunteers to help transport victims as needed.

Liaison Runner

1. Deliver messages to and from the Liaison Officer and Community Disaster Coordinator.
2. Facilitate the provision of earthquake preparedness training within the Disaster Response Center area as needed.