

# COMMUNITY EMERGENCY RESPONSE TEAM

## **Neighborhood Resource Planning Guide**





# ***“Neighbors Helping Neighbors”***

## ***Introduction***

The Carnation-Duvall Citizen Corps Council has developed a comprehensive disaster plan to assist communities in preparing for an event such as a large scale regional earthquake. Because an earthquake is the mostly likely event to catch us by surprise it makes common sense to organize and prepare ourselves ahead of time. This plan calls for dividing your local community into manageably-sized neighborhoods with one or more CERT-trained individuals to act as leaders. The goal is to ensure that disaster-affected individuals and homes are cared for in the first stages of a large scale event where local fire personnel may be initially overwhelmed

Each leader’s goal will be to raise the awareness level of neighbors about the effects of a disaster and facilitate building a plan. Working together neighbors will begin coordinating supplies and volunteers into a strategy that will assist them during a crisis, based on the number of homes and individuals. Neighborhoods will then be shown how to communicate with their local Emergency Operations Center in order to report injuries, damage and request resources.

This manual will be used as a resource to build the plan. It sets forth concepts and processes that have been successfully used in other communities to prepare for, cope with and recover from disaster. They are, however, only guidelines and the individual community should be aware of facets of its makeup that call for imaginative adaptations.

# Neighborhood Organization



*As a CERT-trained individual for your neighborhood you will be the catalyst for organizing your neighbors to be prepared for an emergency. Making a collaborative effort among all neighbors will make the process much easier.*

*Many of the skills and equipment you will need in an emergency may already exist in your neighborhood. Canvas your neighborhood for disaster skills and equipment that could be utilized. Search them out, and then work with neighbors on a plan to use them to everyone's best advantage. Getting agreement ahead of time to share disaster resources can save valuable time when it is needed most—in an emergency.*

## **Step one—Neighborhood Awareness**

Once a specific neighborhood has been defined there needs to be a level of awareness within the neighborhood. All individuals living within its borders should be able to identify who the CERT trained individuals are, what the boundaries of their neighborhood group are, what resources are available and where to go for help. In order to begin organizing supplies and volunteers it would be ideal to gather the neighbors for a meeting to introduce them to the concept of Self Sustained Care. This first meeting will begin the process of laying out a plan and coordinating supplies. (See appendix A—Sample Neighborhood Meeting Letter.)

Recruiting individuals with varying skill sets will make the work at the neighborhood level easier and more effective. It will take multiple individuals to set up and staff a command center, a medical house and a care facility if needed. Identifying which neighbors would also be willing to become CERT trained is an important objective, as these highly trained individuals may have the strongest skills.

# Neighborhood Organization



## Step two—Building a Resource Base

**Supplies:** Many items that will be useful during a disaster are likely to already be in many homes. Encouraging neighbors to build their own home emergency kits is the ideal way to ensure that the most important items are at hand. This would include water, food, blankets, clothing, first aid and medications taken by individuals. (See *appendix B—Family Kits*).

Using a resource list neighbors can begin to collaborate on building an inventory of equipment and supplies that will be earmarked for a response. (See *Appendix C—Neighborhood Resource List*.) Once a list of existing supplies has been compiled it would be helpful to document where the supplies are located. This will help speed up the rollout of items during the initial set up phase. Items like those for the command center or medical supplies could be put together in a kit which can quickly be put into use without having to track down individual items from the list. Larger items such as tents and tractors would need to be noted and permission for use granted. (See *Appendix D – Sample Neighborhood Profile*.)

If there are items no one has, neighbors may wish to pitch in and purchase the remaining few necessities that could be shared by all (e.g., portable radios, medical supplies and fire extinguishers).

**Manpower:** Your other greatest resource is manpower. As neighbors begin to formulate a plan it will become clear that there are many different duties that will need to be accomplished. At the initial meeting ask volunteers to be responsible for certain jobs. There will be those who already possess certain skills who may be willing to take on these predetermined roles. Individuals with medical training will be well suited for medical care, those who work in construction may be willing to help restore damaged homes for shelter. Encouraging neighbors to take the CERT course will also bring more advanced skill levels to the neighborhood. Those with the highest level of skill and knowledge will take on the roll of team leader. This position is ideally a CERT trained individual and most likely will be you.

A tabletop simulation can be utilized to help everyone begin to formulate how an actual incident might progress. It is likely that an Incident Commander will not have all the tasks actually filled with the predetermined volunteers during a real disaster. The team leader may recruit from the available volunteers in this case. The reality is the neighborhood will have to be flexible in their plan during a real emergency.

# Building a Plan

*Once neighbors are working together to prepare for a disaster, a plan can be developed that identifies who would take on which roles and where specific activities will occur. Another important part of planning is how critical information from the neighborhood gets out to the emergency responders. The following guidelines discuss various activities that will need to be part of the neighborhood plan.*

*Having a plan thought out and written down will save valuable time when an actual disaster occurs. You may or may not need all elements of the plan, but it will be thought through in the event you do.*

## Areas of activity

A **Command Post** shall be identified so that volunteers have a place to meet. Coordination of supplies and volunteers will occur here. Communications may also be set up here so that as incoming requests for supplies and help come in, they can be routed to appropriate agencies.



Another useful location to identify is a **Medical House**. This area would be set up to give first aid for those injured during a disaster. Having a set of first aid supplies stored here would help prepare the area for assisting the injured as quickly as possible. Volunteers identified ahead of time would also know to come to this location as would the walking wounded. Those more severely injured will be brought to this location if possible. In the case of a gravely injured person, request help from the local fire agencies before trying to move patient.

A **Care House** may also be established for someone that has been displaced from their own home, children or the elderly. Extra supplies could be brought to this location. A feeding center may be established or just a place to be with others during the initial phase of a disaster. Volunteers may need to actively look for residents who may need encouragement to come to the care house.

Make sure to identify who is in the care house to the command post so that they may keep accurate records of a resident's whereabouts and well-being. Ask individuals at the care house if there are medications or supplies that they may require. Notify the command post of supplies needed.

# Building a Plan



## Communications

**Household Placards:** Another important part of the plan is setting up a system to quickly identify homes in need and communicating that need to responders. This can be done simply by utilizing a **RED-help/GREEN-all clear** placard. The neighborhood team leader can conduct or assign a quick initial survey of the homes in an effort to prioritize a response. This can save valuable time by attempting to identify and assist neighbors who have the most pressing needs. A house unmarked by a placard may also indicate a need for help. It can be agreed upon in advance if an un-placarded home may be searched for victims or to have the utilities secured.

**Neighborhood Placard:** A much larger **RED/GREEN** placard identifying the entire neighborhood will be used to help fire and rescue personnel locate areas of need during their initial survey of the entire district. This large red/green placard, marked for your specific neighborhood, will be taken to a predetermined location on a main arterial and placed along with a status report containing a damage assessment and any request for assistance and supplies. This placard system is a manual back-up to the ham radio system.



**Ham Radio:** Ham radio operators throughout the community may also be identified and trained to facilitate contact with an Emergency Operations Center (EOC) for your community. All regional response to large scale disasters is directed through the EOC. Communication between neighborhoods and the EOC will ensure the quickest and most effective response. Once the ham radio network is set up, CERT leaders will be assigned to a designated operator in their area. Radio communication can then be utilized between a neighborhood and an EOC.



**Portable Radios:** The half-watt radios of the Family Radio Service (FRS) and the more powerful General Mobile Radio Service (GMRS) portables can all be used to coordinate a neighborhood response to public safety situations. These radios can supplement communications during a disaster response if telephone and cell phone service is temporarily knocked out. Neighbors should agree on a common channel to use during disaster operations. These radios might be useful during a search and rescue operation or during an area survey. Ideally the command post have a radio and various volunteers would use their radios to remain in contact with the command post.

# Building a Plan



## STAFFING

Another important part of planning is to agree ahead of time to roles that individual might be interested in taking on. Obviously not everyone can be counted on to be in the neighborhood during a disaster, but if individuals have prepared to take on specific tasks ahead of time, there can be some more specialized focus on that particular task. Having multiple people ready to take on priority jobs would be advisable.

Start with the obvious. Your CERT trained individuals will make the best team leader and will have a higher level of skill when it comes to fire suppression, search and rescue and light first aid. Other neighbors may have skills such as nursing, heavy equipment operations or ham radio as examples. Certain individuals may see themselves in a particular role that is comfortable for them: an individual who faints at the sight of blood may want to avoid working as a first aid responder.

*Identify individuals willing to take on these specific tasks:*

- Team Leader(s)
- Communications Operator
- Search and Rescue Teams
- Fire suppression team
- Gas/Power/water shut-off
- Area survey
- Medical personnel
- Care house personnel
- Runners
- Debris clearing
- Home repair

# Incident Command



*As a CERT trained individual who is spearheading the neighborhood group, you may well be a likely choice for Team Leader. This role requires an individual who understands the entire scope of what needs to take place after a disaster has struck. It would also be advisable to have a back-up team leader or several individuals who are able to at least take on some of the organization of a neighborhood response. CERT trained individuals have many skills that may require them to be away from the command post initially.*

*The following pages provide an outline of tasks and forms that will aid a neighborhood Team Leader. The first page is a task list that outlines steps to take during a disaster. There are also two copies of the disaster worksheet. One may be filled out ahead of time to give team leaders a working outline. Adjustments can then be made during a real disaster depending who is available to help. There is also a status report form included. This can be filled out to assist you in your planning and also be used as a tool to gather important information that will need to be relayed back to the local Emergency Operations Center.*

# Team Leader Task Worksheet

**Responsibilities:** The Team Leader is responsible for initiating the response by CERT members and volunteers for a designated neighborhood. The Team Leader will direct activities of all operations and oversee safety of volunteers.

## Start up Actions:

Ensure personal home environment is secure

Check on safety and well being of individuals in your own home.

Check home for signs of structural damage. Evacuate if necessary.

Shut of Gas/Propane

Obtain personal safety equipment (hard hat, vest, goggles, dust mask, gloves)

Activate command center

Assess type and scope of emergency

Establish priority list of activities and assemble volunteers

## Operational Tasks—Volunteer Assignments:

- Begin initial survey of residents in local neighborhood
- Evacuate areas with downed power lines, smell of gas or propane, fire and/or flooding
- Initiate search and rescue operations
- Assist in gas/propane/power/water shut-off if necessary (See Appendix E)
- Activate medical and care houses as needed
- Once stabilized initiate area survey of roads, structures and utilities
- Report damage and injury to regional fire station using status report form as a guide (next page)
- Post neighborhood RED/GREEN Board after initial survey; attach damage assessment and supply request to board
- Request resources through open communication channels
- Begin clean up of local area homes. Be aware of chemical spills or leaks
- Continue to monitor and assess situation

# PRE-PLANNING WORKSHEET

## Command:

Team Leader \_\_\_\_\_

Back up Designee \_\_\_\_\_

Location of Command Post \_\_\_\_\_

Communications Operator \_\_\_\_\_

## Operations:

Search and Rescue Teams \_\_\_\_\_

\_\_\_\_\_

Fire Suppression Teams \_\_\_\_\_

\_\_\_\_\_

Gas/power/water Shut-off \_\_\_\_\_

Area Survey \_\_\_\_\_

Medical volunteers \_\_\_\_\_

\_\_\_\_\_

*Location of Medical House* \_\_\_\_\_

Care House volunteers \_\_\_\_\_

\_\_\_\_\_

*Location of Care House* \_\_\_\_\_

Morgue Volunteers \_\_\_\_\_

*Location of Temporary Morgue* \_\_\_\_\_

Debris clean up/home repairs/road clear \_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

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\_\_\_\_\_

# Disaster Operations Worksheet

## Command:

Team Leader \_\_\_\_\_

Back up Designee \_\_\_\_\_

Location of Command Post \_\_\_\_\_

Communications Operator \_\_\_\_\_

## Operations:

Search and Rescue Teams \_\_\_\_\_

\_\_\_\_\_

Fire Suppression Teams \_\_\_\_\_

\_\_\_\_\_

Gas/power/water Shut-off \_\_\_\_\_

Area Survey \_\_\_\_\_

Medical volunteers \_\_\_\_\_

\_\_\_\_\_

*Location of Medical House* \_\_\_\_\_

Care House volunteers \_\_\_\_\_

\_\_\_\_\_

*Location of Care House* \_\_\_\_\_

Morgue Volunteers \_\_\_\_\_

*Location of Temporary Morgue* \_\_\_\_\_

Debris clean up/home repairs/road clear \_\_\_\_\_

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## Notes



Resources requested (food, water, shelter materials, and medications):

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Utility Survey (power lines, gas mains, water mains):

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Roads, Bridges:

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Draw map (on back of sheet) to show the neighborhood's roads and homes with blockages and/or damage. Show down power lines, gas leaks, fires or other hazards. Identify location of Command, medical and care homes. Include any detail that might be useful information to emergency response agencies.

*Draw map to show the neighborhood's roads and homes with block-ages and/or damage. Show down power lines, gas leaks, fires or other hazards. Identify location of Command, medical and care homes. Include any detail that might be useful information to emergency response agencies.*

## Sample Letter

Dear neighbor,

I am writing to you today to introduce a local effort to prepare our neighborhood for disaster. As you well know, our region is prone to large-scale disasters such as earthquakes. The Carnation-Duvall Citizen Corps Council is building a plan of action to prepare and care for our citizens.

Your local fire department and other King County emergency resources will be very busy during the initial phases of a disaster. To counter this, citizens have been trained as Community Emergency Response Team (CERT) members. These volunteers are trained to back up professionals who may be overwhelmed at the onset of a large-scale disaster. CERTs will have the knowledge to assist in disaster responses for individual neighborhoods with the common goal of protecting life and property, stabilizing disaster-affected homes, and requesting important resources. They have been trained to assess injuries and assist neighbors during times of crisis, and have the skills to help address emergencies and hazardous situations here in this region.

Duvall-Carnation Citizen Corps is coordinating and identifying neighborhoods with one or more CERT-trained individuals as leaders. Each leader will then raise the awareness levels of neighbors and begin planning simple strategies to ensure everyone's safety and well-being. \_\_\_\_\_ is our CERT-trained volunteer for the identified neighborhood which includes your home.

Being prepared will involve neighbors gathering and planning for a disaster. It will include a manageable set of tasks to care for and assist neighbors in the aftermath of a disaster. Tasks such as first aid, utility shutoff, sheltering, search and rescue and other duties will need to be initiated by individual neighborhoods. We will be able to communicate with outside resources more effectively to deliver care where it is most needed.

We would like our neighbors to meet and learn about this potentially life-saving plan. We are hosting a get-together at \_\_\_\_\_ on \_\_\_\_\_. We will give a brief overview of how the neighborhood could be organized and what preparations individuals can make for disaster. There are roles to be filled and perhaps one of those would be for you or someone in your family. Just being informed of what will occur and what resources you will have will be of great importance. Your perspective, experience and participation will be of value to your neighbors.

See you on \_\_\_\_\_!

Sincerely yours,

## Family Kits:

***Building a family kit is the most important aspect of disaster planning. Individuals with supplies will be able to take care of themselves in the first days of a disaster in most cases. Many of these items are already in homes. It is simply a matter of identifying and placing them in easy to access locations/containers that will make them most useful. Be prepared to improvise with what you have.***

### Water

Store water in plastic containers such as soft drink bottles. Avoid using containers that will decompose or break, such as milk cartons or glass bottles. A normally active person needs to drink at least two quarts of water each day. Hot environments and intense physical activity can double that amount. Children, nursing mothers, and ill people will need more. Emergency drinking water can also be purchased that lasts five years. Comes in several sizes.

- Store one gallon of water per person per day.
- Keep at least a five-day supply of water per person (two quarts for drinking, two quarts for cleaning)
- Plain unscented bleach for purifying contaminated water (rotate every 6 months)

## Purifying contaminated water

**Boiling** is the safest method of purifying water. Bring water to a rolling boil for at least one minute. Increase boiling time to least three minutes if you live at high elevations above 6,500 feet. To improve the taste, allow the water to cool, then pour the water from one clean container to another several times.

**Purification tablets**, which contain halazone, iodine, or globaline, are available at drug stores or sporting goods stores. Follow the label directions for these products. Tablets have a shelf life of about two years and lose their effectiveness if allowed to become damp.

**Bleach:** Use unscented, liquid household bleach. It must contain sodium hypochlorite, preferably 5.25%. Bleach that contains other ingredients may be poisonous. Use an eyedropper to add bleach to water and use it only for that purpose. Mix thoroughly by stirring or shaking water in a container (see table below). Let stand for 30 minutes. A slight chlorine odor should be detectable in the water. If you cannot detect a chlorine odor you should repeat the dosage and let the water stand for an additional 15 minutes before using. Liquid chlorine bleach loses strength over time. Write the date of purchase on the label and rotate the supply of bleach to keep it fresh. If bleach is six months to one year old, the amount used for purification should be doubled. Bleach older than one year should not be used to purify water. Do not use dry or powdered bleach products intended for swimming pool or laundry use. Liquid swimming pool chlorine, which contains 10 to 12% sodium hypochlorite, can also be used. If so, use one half the amount of bleach shown in the following table. Do not use liquid swimming pool chlorine if the label indicates that there are active ingredients other than sodium hypochlorite.

### ***Amount of chlorine bleach to add:***

### ***Amount of tincture of iodine 2% to add:***

<b>Amount of water</b>	<b>Clear water</b>	<b>Cloudy water</b>	<b>Clear water</b>	<b>Cloudy water</b>
1 quart	2 drops	4 drops	3 drops	6 drops
1 gallon	8 drops	16 drops	12 drops	24 drops
5 gallons	½ teaspoon	1 teaspoon	¾ teaspoon	1½ teaspoons

## Appendix B

### First Aid Kit

Assemble a first aid kit for your home (or purchase one already made). Have a second kit for your car.

- (20) adhesive bandages, various sizes.
- (2) 5" x 9" sterile dressing.
- (2) gauze roll bandages.
- (2) triangular bandage.
- (8) 4 x 4 sterile gauze pads.
- (2) roll 3" cohesive bandage.
- hand sanitizer.
- (6) antiseptic wipes.
- (4) pair large medical grade non-latex gloves.
- Adhesive tape, 2" width.
- Anti-bacterial ointment.
- Cold pack.
- Scissors (small, personal).
- Tweezers.
- CPR breathing barrier, such as a face shield.
- Burn gel
- Cardboard for splinting
- Thermometer
- Space blankets
- First aid manual

### Non-Prescription Drugs

- Aspirin or non-aspirin pain reliever
- Anti-diarrhea medication
- Antacid (for stomach upset)
- Laxative
- Activated charcoal (use if advised by the Poison Control Center)

### For Adults

- Heart and high blood pressure medication
- Insulin
- Prescription drugs
- Denture needs
- Contact lenses and supplies
- Extra eye glasses

## Appendix B

### Tools and Supplies

- Mess kits, or paper cups, plates, and plastic utensils
- Dust Masks
- Battery-operated radio and extra batteries
- Flashlight and extra batteries
- Cash or traveler's checks, change
- Manual can opener
- Fire extinguisher: small canister ABC type
- Tent or tarps, plastic sheeting, rope
- Pliers
- Work glove and goggles
- Duct Tape
- Scissors, utility knife
- Matches in a waterproof container
- Aluminum foil
- Plastic storage containers/garbage bags
- Signal flare
- Paper, pencil
- Needles, thread
- Medicine dropper
- Shut-off wrench, to turn off household gas and water
- Whistle
- Map of the area (for locating shelters)

### Clothing and Bedding

Include at least one complete change of clothing and footwear per person. Store in trash bags.

- Sturdy shoes or work boots
- Rain gear
- Blankets or sleeping bags
- Hat and gloves
- Thermal underwear

### Sanitation

- Toilet paper, towelettes
- Soap, liquid detergent
- Feminine supplies
- Personal hygiene items
- Plastic garbage bags, ties (for personal sanitation uses)
- Plastic bucket with tight lid
- Disinfectant or household bleach

## Appendix B

### Food

Store at least a five-day supply of non-perishable food. Post-disaster you will plan to eat your perishables first if you have access to them. For your supplies select foods that require no refrigeration, preparation or cooking, and little or no water. If you must heat food, pack a can of Sterno. Camp stoves and BBQ can also be used to cook meals and boil water. Store propane for such use. Select food items that are compact and lightweight. Include a selection of the following foods in your Disaster Supplies Kit:

- Ready-to-eat canned meats, fruits, and vegetables
- Canned juices
- Peanut Butter
- High energy foods such power bars
- Food for infants
- Crackers, cookies, cereal and granola
- Nuts and dried fruit
- 

### Entertainment

- Games
- Books
- Cards

### Important Family Documents

- Keep these records in a waterproof, portable container:
- Will, insurance policies, contracts deeds, stocks and bonds
- Passports, social security cards, immunization records
- Bank account numbers
- Credit card account numbers and companies
- Inventory of valuable household goods, important telephone numbers
- Family records (birth, marriage, death certificates)
- Store your kit in a convenient place known to all family members.

**Keep items in airtight plastic bags.  
Change your stored water supply every six months.  
Rotate your stored food so that it remains fresh.  
Re-think your kit and family needs at least once a year.  
Replace batteries, update clothes, etc.  
Ask your physician about storing prescription medications.**

### Neighborhood Resource List:

*These are resources that can be pooled within a neighborhood. Having a list of the items and their locations that neighbors may have can speed up trying to track down items that may be needed to assist others. Neighbors can also pool financial resources to build community command and medical kits.*

**Command Center Box:** paper pencil, plan, supply list, volunteer list, maps, radios, thermometer, clock, Red/Green road placard, plastic sleeves for reports, plan notebook.

**Camping Gear:** items such as tents, trailers, campers, canopies, cook stoves, sleeping bags, rain gear, tarps, ropes, propane BBQ,

**Tools:** shovels, axes, chainsaw, generators, portable heaters, dust masks, goggles, hard hats, gloves, ABC type fire extinguishers, pipe wrench, duct tape, flashlights, lanterns, GPS unit, compass, pliers, signal flare, whistles,

**Transportation:** cars, four wheelers, snowmobiles, horses, tractors, motorcycles, bikes, trucks. Fuel may be siphoned off larger vehicles with limited access to run motorcycles and other small vehicles.

**Storage and portability:** backpacks, large plastic bins with lids

**Care House supplies:** disposable eating supplies, aluminum foil, matches, non electric can opener, emergency drinking water, sanitation supplies

**Communication:** portable radios, ham radio, cell phones

**Medical Kit:** Supplies listed in Appendix B in greater quantities. If the neighborhood does not have a group medical kit then pool resources from individual homes to assemble first aid kit for the designated Medical House. Include blankets and cots/beds for patients. Paper and pencil for record keeping.

## Appendix D

### Sample Neighborhood Profile

Address: \_\_\_\_\_  
Natural Gas \_\_\_ Propane \_\_\_ Other Hazards \_\_\_\_\_

Residents:  

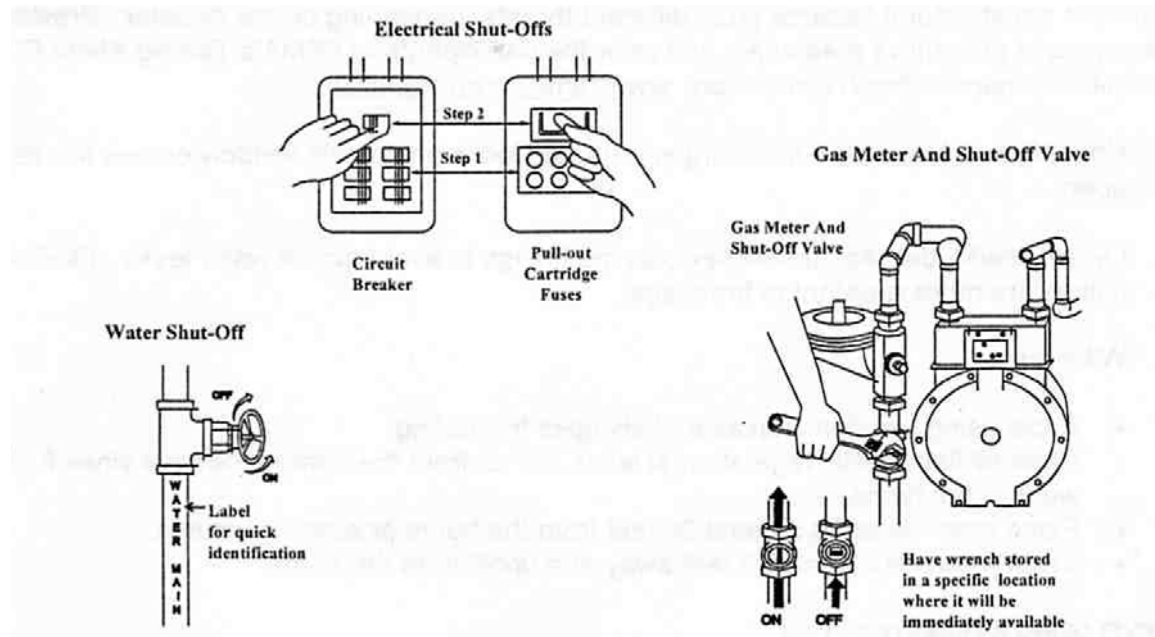
<u>Name</u>	<u>Day Location</u>	<u>Phone</u>	<u>Skills/expertise</u>
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List any type of equipment or vehicles and their approximate location that rescuers could utilize during an emergency:

List special medications or medical needs of household members:

List pets and type of care necessary:

## Utility shut-off Instructions



### Utility shutoffs

Electrical: The electrical shutoff procedure shows both a circuit box and a fuse box and also shows two steps. Step 1 is to turn off all individual breakers (or unscrew fuses). Step 2 is to shut off the main circuit (or main fuse switch)

Gas: The gas meter shut off diagram indicates the shut-off valve location on the pipe that comes out of the ground. To turn off the valve, use a wrench to turn the valve clockwise one-quarter turn. Use caution to avoid sparking the metal wrench against the metal pipe if you smell a leak.

Water: The water shut-off indicates a clockwise turn of the valve.

# **Web Resources**

**American Red Cross**

[www.redcross.org/](http://www.redcross.org/)

**FEMA**

[www.fema.gov/index2.shtm](http://www.fema.gov/index2.shtm)

**Regional Public Information Network**

[www.rpin.org/rpinweb/](http://www.rpin.org/rpinweb/)

**Carnation-Duvall Citizen Corps Council, Inc.**

[www.carnationduvallcitizencorps.org/](http://www.carnationduvallcitizencorps.org/)

**Dept. of Homeland Security**

**Ready.Gov**

[www.ready.gov/](http://www.ready.gov/)

***Keys to preparedness:***

***Personal and family preparation*** including making a kit, making a plan and being informed,

***Training*** such as Community Emergency Response Team (CERT) training, first aid and CPR

***Volunteering*** in the community's effort to deal with disaster and recovery..



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**Carnation-Duvall Citizen Corps Council, Inc.**

**P.O. Box 644, Carnation, WA 98014**

**email: [info@carnationduvallcitizencorps.org](mailto:info@carnationduvallcitizencorps.org)**

**[www.carnationduvallcitizencorps.org/](http://www.carnationduvallcitizencorps.org/)**