



Control Team Protocols

Revised 3/3/16

Purpose of Control Team: Manage and coordinate Blue Rock NRG response to a major emergency.

General Responsibilities:

- Report to Control Center at St. Pat's in response to a mobilization message or a major emergency.
- Receive, record and process reports from Block Captains and Medical Team members.
- Ensure all Clusters are assessed for injuries and damage.
- Dispatch help from Medical Team or other immediate resource.
- Communicate with Community Emergency Response Team (CERT) for additional assistance.
- Communicate with Marin Emergency Operations Center (EOC) in absence of CERT.

Mobilization

- At the start of a major emergency, check the safety of your own family and home, then turn on your two-way NRG radio to **Channel 20.0** and listen for Blue Rock NRG announcements.
- The first Control Team member on the radio is in charge as the Control Team Lead until he/she yields to another Control Team member.
- Follow Blue Rock NRG's ***Criteria for Mobilizing in Response to an Incident*** for guidance as to whether to mobilize the NRG and how to do so.
- If a determination is made to mobilize, the Control Team Lead makes the following announcement at approximately one minute intervals for an initial period of at least 10 minutes then at five minute intervals for at least another 20 minutes. ***"This is [your name] of the Blue Rock NRG Control Team. The Blue Rock NRG is mobilizing in response to [type of emergency]. After checking the safety of your own family and residence, please put on your NRG gear and begin performing your NRG role. Monitor your radio for further instructions."***
- Control Team members mobilize to the Control Center at St. Pat's. Bring your emergency vest, hard hat, nametag, radio, and emergency backpack. Wear clothing appropriate to the weather and sturdy footwear.
- The first Control Team member to arrive at the Control Center is in charge as the Control Team Lead, including continuing the radio announcements, until he/she yields to another Control Team member.
- Unpack and set up the Control Team's equipment and supplies at the Control Center.
- The Control Team Lead assigns the Essential Functional Roles described below. Each Control Team member in an Essential Functional Role wears a role-identification nametag on their vest as long as they are in that role. The nametags are in the equipment box.
- Begin implementation of the Essential Functions as described below.

- Report Control Team mobilization (Items 1a through 1d on the ***Situation Report*** (Form CT-5) to CERT via radio **Channel 15** .
- Stay in-place as feasible, and continue the three Essential Functions until relieved by on-scene Professional First Responders or other civil authority.

Demobilization

- At the conclusion of the NRG’s emergency response, the Control Team announces the demobilization of the NRG over the two-way radio.
- Make the announcement at one minute intervals for a period of at least 10 minutes then at five minute intervals for at least another 20 minutes. ***“This is [your name] of the Blue Rock Control Team. The Blue Rock NRG is demobilizing as no further action is required.”***

Three Essential Functional Roles

Control Team Lead (“CT Lead” on nametag)

- Provides overall leadership and direction for the Control Team
- Monitors and updates the ***Event Status Board*** (Form CT-1)
- Ensures that all Clusters are assessed for injuries and damage
- Dispatches Control Team and Medical Team resources
- Does not handle radio communication unless necessary (e.g. no other Control Team members are present)

Communications Internal to Blue Rock (“CT Internal Communications” on nametag)

- Monitors, sends and receives all radio communications internal to Blue Rock (**Channel 20.0**)
- Records each communication on ***Internal Communications Log*** (Form CT-3); one line per communication
- Marks the time of the most recent Block Captain communication next to the appropriate cluster number on the Blue Rock cluster map
- Assigns Event # to each Event requiring follow-up action
- Fills-out ***Event Report*** (Form CT-2) for each Event
- Enters each Event on the ***Event Status Board*** (Form CT-1)
- Assists CT Lead in updating ***Event Status Board***

Communications External to Blue Rock (“CT External Communications” on nametag)

- Monitors, sends and receives all radio communications external to Blue Rock (**Channel 15**)
- Records each communication on ***External Communications Log*** (Form CT-4); one line per communication
- Reports by radio to the CERT team upon mobilization of the Control Team
- Reports by radio to the CERT team any Event requiring immediate Professional First Response
- Reports general status by radio to the CERT team every 30 minutes
- Fills-out ***Situation Report*** (Form CT-5) for each report to the CERT team
- Assists CT Lead in updating ***Event Status Board***
- Reports by radio to the CERT team if the Control Team relocates
- Reports by radio to the CERT team when the Control Team demobilizes

Other Protocols

- If only two Control Team members are present at the Control Center, one can act as CT Lead and the other can handle both internal and external communications using two radios. If only one Control Team member is present at the Control Center, they will handle all three Essential Functional Roles. If more than three Control Team members are present at the Control Center, they can help with internal communications, relieve other Control Team members, and inspect the Clusters, all as assigned by the CT Lead.
- The **Event Report** (Form CT-2) is a two-piece form (an original and a carbon copy). The Control Team member assigned the CT Internal Communication role fills in the **Description of Event** part of the form, describing the Event based on information initially provided by the Block Captain. If the Control Team dispatches an individual in response to the Event, the responder will take the carbon copy with them, complete the **Action Taken** part of the form and return it to the Control Team. The fully completed **Event Report** replaces the partially completed version on the clipboard.
- Keep all filled-in Forms on the appropriately labeled clipboards -- one clipboard for each type of Form. The most recently filled-in form goes on top.
- It's very important the Control Team member assigned the CT Internal Communication role assign an Event # to each Event. These are assigned numerically in the sequence the Events are reported, using the nomenclature E001, E002, E003, etc. The Event # is used to track the Event until it is resolved.
- It's very important the Control Team member assigned the CT External Communications role assign each radio report to CERT a Report #. These are assigned numerically in the sequence reported, using the nomenclature BR001, BR002, BR003, etc. CERT uses these Report #'s to keep track of reports received.
- If the Control Team does not receive a Block Captain report from a Cluster within 30 minutes of Control Team mobilization, the Control Team will dispatch resources (an alternate Block Captain, Control Team member or Medical Team member) to assess the cluster for injuries and damage using a **Block Captain Injury and Damage Assessment Form** (Form BC-1).
- If the Control Center changes its location, be sure to immediately report this to CERT. This is so the area's Professional First Responders can locate the Control Team as needed and glean information from the **Event Status Board**.
- Radio communications immediately after the start of an emergency are likely to be chaotic, with check-ins, non-critical assessments, and critical Events being reported simultaneously. The purpose of the various Control Team forms is to keep track of this information. The **Internal and External Communication Logs** are intentionally brief, with only one line per communication to support quick reporting and recording. The **Event Report** and **Situation Report** forms are intended to capture the additional detail needed in order to take appropriate action. The **Event Status Board** is intended to track the current status of each Event-- it provides a real-time snapshot of "what's going on" in Blue Rock so the Control Team can provide control and update Professional First Responders.

- Radio communications need to be brief and to the point. Use **three-way communications** to make sure you get the information right: **The first person states their information; the second person repeats the information; the first person confirms accuracy.**
- Remember that our radios have an override button that will give that radio's transmission priority over all other radios' transmissions. If you need to communicate uninterrupted regarding a critical Event or the radio chatter gets too chaotic, use the override button gain control of radio transmissions.
- During drills, be sure to announce every 5 minutes or so on Channels 20.0 and 15 that this is only a drill and not a real emergency.

Control Team Equipment and Supplies

- Vests, hard hats, name tags and radios for each Control Team member
- Name tags for each of the three Essential Functional Roles
- 3 extra vests and hard hats
- 2 extra radios
- Extra batteries for radios
- 2 battery operated digital clocks
- Event Status Board, colored pens, eraser
- Copies of Control Team Protocols
- Copies of all forms
- Blue Rock cluster map, poster size with plastic lamination
- Names, phone numbers, and email addresses for all members of Control Team, Med Team, Block Captains and Steering Committee
- Phone numbers and radio channels for CERT, EOC
- Pens and pencils
- Folding table
- 3 folding chairs
- Bottled water & energy bars
- Headlamps and batteries

Location of Control Center and Control Team Equipment and Supplies

The Control Center is expected to be located under the deck at the south side of the upper playground at St. Pat's in the case of an emergency. This location is reasonably weather-protected. It is anticipated that in a sustained emergency, other locations at St. Pat's would become available for the Control Team to move into if needed. Be sure to report any change in the Control Team's location to CERT. The Control Team's equipment and supplies will be located in an outside storage area on the east side of St. Pat's at the grade change between the two playgrounds. The equipment and supplies will be in a secure, weather-proof container to which all Control Team members have the combination or key.

Forms

- Criteria for Mobilizing in Response to an Incident
- Event Status Board (Form CT-1)
- Event Report (Form CT-2)
- Internal Communications Log (Form CT-3)
- External Communications Log (Form CT-4)
- Situation Report (Form CT-5)
- Block Captain Injury and Damage Assessment Form (Form BC-1)