

Emergency Household Status Communication Protocol

How to Let Your Local Emergency Responders Know Your Household Status in an Emergency

In a major emergency, normal communication channels are likely to fail or be overwhelmed. Normal emergency responders and 911 will be unavailable. In Highland Hills, your local responders (Map Your Neighborhood) and CERT Bell Hill will most likely be the first to respond. Assuming the phone system is not working, there are several ways to let these teams know whether or not your household needs help.

1. Go to the command post of your MYN group or CERT Bell Hill and report your status.
 - a. CERT Bell Hill primary command post is at 142 & 232 Owls Nest Rd, secondary command post is at 222 Quails Roost. If the command post moves, a sign should indicate the new location.
 - b. Check <http://www.certbellhill.org/map-your-neighborhood-introduction/> for information about your MYN group command post (also known as gathering area).
2. Use an FRS radio to contact your MYN group. Your MYN leader can send help or contact CERT. CERT can send help or contact the county incident command center.
Check <http://www.certbellhill.org/map-your-neighborhood-introduction/> for information about radio communications with your MYN group.
3. CERT and MYN have a protocol to indicate the status of each household on the address post at the side of the road in front of each house. The basic plan is to tie a red or green ribbon to the roadside address post to indicate whether the household needs help or is ok. The ribbons can be placed or updated by members of the
 - a. Household
 - b. MYN group
 - c. CERT Bell Hill

A note with household status information may optionally be placed in a weatherproof baggie and tied to the post with the ribbon.

CERT, the MYN group and volunteer scouts will be monitoring, recording, and acting upon the indicated status and any notes in the baggie.

Each house should have either a green or a red ribbon displayed. If possible, write on the ribbon to indicate the date and time of ribbon placement.

A red ribbon indicates the household needs help as soon as possible.

A green ribbon indicates the no immediate help is necessary.

Following Search and Rescue activity, CERT will update the ribbons and tie on notes documenting operations.

Green and Red ribbon, marker, paper and baggies should be kept in the household “emergency go bag”, along with the Highland Hills Emergency Response Plan, this document and other critical emergency supplies. See <https://www.certbellhill.org/wp-content/uploads/2019/11/20191110-Personal-Go-Bag-HH-MYN.pdf> for a go bag recommendation.

Most Highland Hills homes have a roadside galvanized steel post with white numbers on a green address sign. If not, the mail box or a stake where the driveway meets the road may be used for posting status. If the address sign post has more than one address sign on it, write the applicable address on any ribbons or notes that you post. If access to the address post is too difficult for anyone in the house, the front door knob or handle may be used. When the responders have time to walk up to the houses without status ribbons, they will check the house and then indicate the status on the address signpost.

