

**CLUSTER 7 and CLUSTER 8**  
**COMMUNITY EMERGENCY MANAGEMENT PLAN (CEMP)**  
LOGAN CIRCLE/SHAW, MOUNT VERNON SQUARE, NORTH CAPITOL STREET,  
DOWNTOWN, PENN QUARTERS, CHINATOWN



**I. INTRODUCTION**

- A. Goal:** The goal of this Community Emergency Management Plan (CEMP) is to assist the residents of the District of Columbia in preparing themselves, their families, their communities and their neighborhoods to cope with any and all types of emergencies.
- B. Purpose:** To establish emergency management functions and responsibilities within 39 neighborhood clusters within the District of Columbia. This document will augment the *District Response Plan (DRP)* dated April 4, 2002.

**II. APPLICATION AND SCOPE**

The CEMP will apply to any public emergency, which is defined in D.C. Code 72301 as a disaster, catastrophe, or an emergency situation where the health, safety or welfare of persons in the District is threatened. This plan considers the emergencies and disasters likely to occur as described in the *District of Columbia Hazard Identification and Vulnerability Study (HIVS)*.

**III. ORGANIZATION**

**Framework:** The DRP provides the framework for how the District of Columbia will respond to any and all emergencies. This plan takes an all-hazards approach to disaster response, plus unifies and coordinates the efforts of the District's organizations in order to provide a comprehensive and effective approach for responding to and reducing the impact of an emergency. The DRP describes the functions and activities necessary to implement the four phases of emergency management – mitigation, preparedness, response and recovery, as well as, the use of community, volunteer, private sector and government resources.

1. The Mayor established the Mayor's Emergency Preparedness Council (EPC) in order to maintain, exercise, and review the DRP. The Mayor also established an Emergency Preparedness Group (EPG) to support the EPC and establish the framework for ongoing disaster preparedness planning.
2. The District's Emergency Operations Center (EOC) is staffed 24 hours a day, 7 days a week by the Operations Officers of the District of Columbia Emergency Management Agency (DCEMA). During an emergency or disaster, the EOC assumes enhanced operations under the incident command system. The level of enhancement is dependent upon the severity of an event. Detailed EOC procedures outlined by the District and an organizational chart are in the DCEMA Emergency Operations Procedures, which can be found in the DRP.
3. The DRP employs an Emergency Support Function (ESF) approach that groups direct assistance and operational support that the wards and clusters may need in order to accomplish hazard mitigation and preparedness, plus emergency and disaster response and recovery. The plan consists of:

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**(Framework Continued)**

- a. The **Basic Plan** presents the policies and concepts of operations that guide how the District agencies will conduct mitigation, preparedness, response, and recovery activities.
- b. The **Emergency Support Function Annexes (ESF)** organizes the various District agencies and departments into 15 different support functional areas. The ESFs describe the mission, policies, concept of operations, and responsibilities of the primary and support agencies involved in implementation of activities.
- c. The **Appendices** contain additional pertinent information such as authorities, catalog of agreements, definitions, acronyms, and hazards affecting the District of Columbia.
- d. The **Supporting Annexes** include additional annexes that are relevant to the DRP.

**IV. HAZARD ANALYSIS**

- A. The District's Hazard Analysis has indicated that there are 15 hazards that could potentially affect the District. The hazards that could potentially affect the District are not limited to, but could include: terrorism, severe weather, urban fires, transportation, special events, demonstrations, urban floods, water supply failure, critical resources shortages, utility and power failures, hurricanes, radiological and hazardous materials incidents, prison/jail incidents, civil disorders, explosions, and earthquakes.
- B. Hazards/issues within the neighborhoods of Cluster 7 identified by residents are:
  - New Convention Center, White House, Union Station, Embassies and foreign missions for terrorist attacks.
  - Evacuations routes, as many residents do not have cars.
  - Floods and sewer back ups.
  - Major truck routes like 7th, 9th & 14th streets, Rhode Island Avenue, Florida Avenue and Logan Circle damaging structural integrity of homes through vibrations.
- C. Hazards/issues within the neighborhoods of Cluster 8 identified by residents are:
  - Flooding as a result of inadequate street drainage
  - Overgrown trees interfering with overhead lines
  - Excessive tree roots causing sidewalk disruptions
  - Urban development's effect on traffic conditions
  - Need for better coordination and notification of street closings during special events (convention centers)

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***V. SPECIFIC CLUSTER RESPONSE GUIDELINES AND INFORMATION***

**Neighborhood Cluster 7** is formed by the neighborhoods of **Logan Circle/Shaw**. The neighborhood has an approximate population of 21,000 or roughly 4% of the District's total population (2000 data).

The District of Columbia's Office of Planning has compared the estimated data for Cluster 7 with citywide data and found some interesting differences. For example, Cluster 7 has:

- A population with mostly middle-age adults
- A population with more Hispanics than city-wide
- A lower median income than the rest of the city
- A high percentage of large apartment buildings
- A high percentage of population do not own personal vehicles

**Neighborhood Cluster 8** is formed by the neighborhoods of Downtown, Penn Quarters, Chinatown, Mount Vernon Square and North Capitol Street. The neighborhood has an approximate population of 8,491 or roughly 1% of the District's total population (2000 data).

The District of Columbia's Office of Planning has compared the estimated data for Cluster 8 with city-wide data and found some interesting differences. For example, Cluster 8 has:

- A higher population of senior citizens than the rest of the city
- A population that has higher Asian-American population than the city-wide average
- A lower median income than the rest of the city
- A high percentage of large apartment buildings

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**The following services are located within Cluster 7 and Cluster 8**

**Facts about the Alert DC Citizen Emergency Notification System**

DCEMA announced the city's new citizen emergency notification system, Alert DC, at the Mayor's press conference on Wednesday, July 7, 2004.

The new system has four major components:

**Text Alert DC** allows citizens to receive emergency messages about an event on text-capable devices - cell phone, computer email, pager and Personal Digital Assistant (PDA). Citizens must enroll online at [Alert.dc.gov](http://Alert.dc.gov) and be able to identify the types of their devices and their access numbers or addresses. They must also select the neighborhoods and/or schools about which they wish to receive messages (They can select as many schools and neighborhoods as they wish).

**Voice Alert DC** allows emergency managers to notify citizens by telephone of an actual or impending incident that may require them to take some protective action (evacuate, shelter-in-place, etc.). Emergency managers can select very precise geographic areas and call the phones in that area to deliver emergency instructions. Instructions can be delivered in multiple languages and formatted for devices for the hearing impaired. Home and most business lines are automatically registered; the system will be modified at a future date to register cell phone numbers.

An enhanced **Emergency Alert System (EAS)** and *the Emergency Information Center website* are the other two components.

The District Emergency Management Agency (DCEMA) is installing and testing new equipment in conjunction with the Maryland Emergency Management Agency at several area radio and television stations as part of its management of the **Emergency Alert System (EAS)**, the partnership with local media outlets.

The new equipment is being provided to a number of local stations including WBIG-FM, WASH-FM, WWDC-FM, WMZQ-FM, WTEM-AM, WWRC-AM, WIHT-FM, WPGC-FM & AM, WTOP-AM, WGMS-FM, WMAL-AM, WRQX-FM, WJZW-FM, WHUR-FM and News Channel 8/WJLA TV Channel 7. DCEMA is also in the process of installing equipment at the National Weather Service that will allow broadcast over the National Oceanic and Atmospheric Administration (NOAA) weather alert radio system.

The new equipment will allow DCEMA to transmit via satellite or the Internet, emergency messages or priority news information simultaneously to each of the stations and NOAA for broadcast to the public and for relay of the information to other local stations for their use. This replaces the old system under which DCEMA notified one station, which then notified other stations one by one.

**The Emergency Information Center (EIC) web site** ([alert.dc.gov](http://alert.dc.gov)) is a cross-agency portal for emergency preparedness information that also serves as the official D.C. government source of information during an emergency or disaster. During non-emergency conditions the EIC portal provides links to DC and national sites that have preparedness information. It also allows citizens to use specially prepared District maps to quickly find medical, police, fire and other information. During emergencies the site provides immediate information about closures and other conditions pertaining to the emergency, including location specific information in both text and mapping

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format. This website is currently available and was used during Hurricane Isabel to display emergency information.

You may receive questions from the public about the new system. Here are some possible questions and answers.

Q. Can persons who do not reside in the District receive alerts through the Alert DC voice and text systems?

A. For the text system, yes. Anyone, whether they reside in the District or not, can register to receive alerts through Alert DC. This includes commuters. For the voice system, currently, no. Calling is based on the phone line service address, which must be in the District of Columbia. The District is not legally entitled to phone data for customers outside the District. We hope in the future to be able to identify any cell phones within the effected area and be able to notify the cell phone user automatically along with landline users.

Q. How do I sign up for the alert system?

A. The voice alert system – Voice Alert DC – does not require sign up. To receive text alerts through Text Alert DC, you must sign up on line. From your Internet provider home page, type in alert.dc.gov. Then, click on Text Alert and follow the prompts.

Q. I don't have a computer or an email address. Can I still sign up for the text alert system?

A. Yes. You can use any computer (at work, at school, at the library, at a friend's house) to sign up. If you don't have an email address, the system will create a "dummy address" for you to use as part of the sign up process.

Q. How many neighborhoods and/or schools can I sign up to receive message about?

A. You can sign up to receive messages about as many neighborhoods or schools as you wish.

Q. How many devices can I register to receive messages on?

A. You can register to receive messages on as many devices as you wish – cell phone, computer email, pager and PDA. You can register any device that can receive a text message.

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**TEXT ALERT REGISTRATION INSTRUCTIONS**

- Log onto <http://alert.dc.gov>
- Click on the "Text Alert" button under Receive Emergency Alerts.
- Type your name
- Enter your e-mail address
- Select devise(s), if relevant (you must choose a service provider in the box to the left and put in a phone number or e-mail address to the right)
- Enter a password (it will ask you to do this twice to confirm)
- Select communities (pick one or as many as you like. By choosing a school, you are sent information from the community that school is located in)
- Click Register (on the bottom of the page)
- Response to questions, when appropriate or just click no to all
- Click Finish registration

**The following services are located within Cluster 7:**

**Recreation Centers**

- Kennedy Recreation Center 625 P Street, N.W.
- Shaw Recreation Center, 10<sup>th</sup> St and Rhode Island Ave

**DC Public Schools**

- Shaw Junior High School, 925 Rhode Island Ave N.W.
- Montgomery Elementary School, 421 P Street, N.W.
- Seaton Elementary School, 1503 10<sup>th</sup> St, N.W.
- Garrison Elementary School, 1200 12<sup>th</sup> St., N.W.
- Cardozo Senior High School

**Library**

- Watha T. Daniel Library

**Senior Facilities**

- James Apartments Senior Nutrition Center, 1425 N Street N.W.
- Shiloh Senior Center for Hearing Impaired, 1510 Ninth St N.W.
- Asbury Dwellings, 1616 Marion Street, N.W.
- Unknown Name, 1707 7<sup>th</sup> Street, N.W.

**Fire and EMS Stations**

- Engine 16, 1018 13<sup>th</sup> Street NW

**Police Stations and Police Service Areas (PSA)**

- Third District Headquarters, 1620 V Street, NW
- PSA 307
- First District Ministation, 611 H Street NW

**Hospital Center**

- Howard University Hospital

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**The following services are located within Cluster 7 and Cluster 8**

**The following services are located within Cluster 8:**

**Recreation Centers**

- Terrell Recreation Center, New Jersey Avenue and L Street, NW
- Kennedy Recreation Center, 7<sup>th</sup> & P (Intersection) NW

**DC Public Schools**

- Terrell, R. H. Junior High School, 100 Pierce Street, N.W.
- Shaw Junior High School, 925 Rhode Island Ave., NW
- Scott Montgomery Elementary School, 421 P St., NW.
- Dunbar Senior High School, 1301 New Jersey Ave., NW
- Walker Jones Elementary School, 1100 L St., NW

**Senior Facilities**

- Office on Aging Headquarters, 441 4th St., NW
- Emmaus Services, 5 Thomas Circle, NW
- Downtown Cluster Geriatric Day Care, 900 Mass Ave., NW
- Family and Child Services Geriatric A, 929 L St., NW
- Horizon House Senior Nutrition Center, 1150 12<sup>th</sup> St., NW
- Claridge Towers Senior Nutrition Center, 1221 M St., NW
- Homecare Partners, 1234 Mass Ave., NW

**Fire and EMS Stations**

- Station 2, 500 F St., NW
- Station 3, 439 New Jersey Ave., NW
- Station 16, 1018 13<sup>th</sup> St., NW

**Police Stations and Police Service Areas**

- First District 415 4<sup>th</sup> Street SW
- First Distrci Ministation
- PSA 101

**Neighborhood Organizations and Groups**

ANC 2C, ANC 6A, ANC 2F  
Capital Plaza Business Association  
Chinatown Steering Committee  
Downtown Cluster of Organizations  
Washington Convention Center Business Alliance  
Downtown Housing Now  
Mt. Vernon Neighborhood Association  
Washington Inner-city Self Help (WISH)  
Public Interest Civic Association of Northeast Washington  
North Capitol Neighborhood Development Corporation  
Chinese Consolidated Benevolent Association  
North Capitol Area Business Association  
Metropolitan Boys and Girls Club  
Perry School Community Services Center  
Urban Resources  
Penn Quarters Neighborhood Association  
Downtown Business Improvement District

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**(Cluster 8 Services Continued)**

Ninth Street Business and Property Owners Assoc  
Manna CDD  
Great Washington Urban League  
National Black United Fund  
United Planning Organization  
Walker Jones Community Health Center  
United House of Prayer  
Third Street Church of God  
Better Neighborhood Association  
Friends of Kennedy Playground  
New York Ave Development Task Force  
Bates Street Civic Association  
The Joshua Group  
Blagden Alley Association  
Citizen's Organized Patrol Efforts ("Red Hats")

**Medical Care Facilities**

- Public Benefits Corp: Walker Jones Clinic, 1100 First St., NW
- Federal City Shelter Clinic, 425 Mitch Snyder Place, NW
- Community Medical Care, 1118 9<sup>th</sup> St., NW
- Kaiser Permanente: North Capitol Medical Center, 1011 N. Capitol St., NE
- Shaw Clinic, 602 N St., NW
- Howard Hospital, 2041 Georgia Ave., NW

**Libraries**

- Martin Luther King Memorial Library, 901 G St., NW

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**VI. CLUSTER EMERGENCY REPOSE PROGRAM**

A. Objectives:

The overall objective of the Cluster Emergency Response Program (CERP) is to provide the capability for stabilization and recovery within the first few hours to the first few days (72 hours) of a disaster; when governmental services may be unable to respond to all requests for assistance and/or public telephone facilities are not available for communicating requests for aid.

The plan entails a Neighbor-to-Neighbor self-help program. It provides the primary link between citizens and the professional response personnel of the responsible government agencies. When individuals and their neighborhoods are prepared to mutually assist each other immediately after a disaster, lives can be saved, property can be spared and emergency services can focus on responding to the most devastated areas.

This program places a great deal of emphasis on organization, team operations and information gathering. These details are necessary because emergency response procedures are unfamiliar to most people, and only occasionally practiced. Underlying it all though, is the primary objective of assisting our neighbors.

The kind of disasters in which a Cluster ERP response includes earthquakes, hurricanes, floods, tornadoes, terrorism, power outages, and major fires.

B. Organization:

1) Preparedness

a. Individual Preparedness:

While the overall goal of the Cluster Emergency Response Program is to develop neighborhood self-sufficiency during times of disaster, preparedness efforts must focus on individuals and families in their homes. A city whose population is prepared at home will see a significant reduction in the need for police, fire and rescue support. All individuals should be prepared to be self sufficient for the first 72 hours after a disaster. Additional information on individual and family preparedness can be obtained from the DC Emergency Management Agency and other organizations such as the Red Cross.

Immediately after September 11, DC Mayor Anthony A. Williams convened an interagency Domestic Preparedness Task Force to examine the city's overall preparedness, existing emergency plans and procedures and related training efforts to determine short- and long-term action recommendations. The task force has evolved into a permanent Emergency Preparedness Council (EPC) that provides a framework to support the city's ongoing effort to develop preparedness policy and coordinate preparedness activities in the District. The District also helps residents prepare for an emergency in the following ways:

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**Ward Days**—These community events provide citizens with the opportunity to take part in two training courses, “Basic Emergency Management for the District of Columbia” and “Terrorism: A Citizen’s Awareness”. These courses are designed to:

- Help prepare residents to respond to and recover from emergencies and disasters
- Teach them how to develop a family preparedness plan
- Inform them about the District Response Plan

**Training**—Citizens and District emergency response personnel can take emergency preparedness training courses in a broad range of disciplines, including:

- Personal safety and protection Community emergency response teams
- Emergency response to terrorism
- Bioterrorism
- Hazardous materials
- Debris management
- Shelter operations
- Earthquakes, flood and inclement weather

**Before An Emergency Strikes**

In the District, we use the Emergency Alert System (EAS) during major emergencies. When the decision is made to activate the EAS, original programming will be interrupted and an emergency message will be broadcast. It is important that you listen to instructions. Emergencies may strike when your family members are away from home, so find out about plans at your workplace, school, or anywhere else you and your family spends time. After creating a household emergency plan you should take the time to review it with your family every six months. Take the following steps to create a household emergency plan or a Family Emergency Plan.

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**(Before An Emergency Strikes Continued)**

1. Meet with household member and discuss the dangers of possible emergency events including fire, severe weather, hazardous spills, and terrorism.
2. Discuss how you and your family will respond to each emergency.
3. Discuss what to do in case of power outages or personal injuries
4. Draw a floor plan of your home. Mark two escape routes from each room.
5. Teach adults how to turn off the water, gas, and electricity at main switches. If for any reason you do turn off natural gas service to your home call Washington gas to restore services. **DO NOT ATTEMPT TO RESTORE GAS SERVICE YOURSELF.**
6. Post emergency contact numbers near all telephone and pre-program emergency numbers into phones with autodial capabilities. See Emergency phone numbers.
7. Teach children how and when to dial 911 to get emergency assistance
8. Teach children how to make long distance telephone calls.
9. Pick a friend or relative that all family members will call if separated (it is often easier to call out of state during an emergency than within the affected area)
10. Instruct household member to turn on the radio and tune it to WTOP 1500 AM for emergency information.
11. Pick two meeting places:
  - A place near your home
  - A place outside your neighborhood in case you cannot return home after an emergency.
12. Take a Basic First Aid and CPR Class. Contact American Red Cross for more information.
13. Keep family records in a waterproof and fireproof safe. Inexpensive models can be purchased at most hardware stores.
14. Tools such as screwdrivers, cutters, and scissors, duct tape, waterproof matches, a fire extinguisher, flares, plastic storage containers, needle and tread, pen and paper, a compass, garbage bags, and regular household bleach.

**Services to residents**

- Operation of cooling centers during heat advisory days
- Operation of community-based emergency shelters
- Operation of Community Emergency Service Sites where residents can request public safety assistance

**Before An Emergency Strikes**

An emergency can occur without warning, leaving little or no time for you and your family to plan what to do next. The following information will tell about the things you can do to be prepared—before an emergency occurs:

**Prepare an Emergency Go Kit**

Often during an emergency, electricity, water, heat, air conditioning, or telephone service may not work. Preparing an Emergency Go Kit ahead of time can save precious time in the event you must evacuate or go without electricity, heat, or water for an extended period of time. You can

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**(Emergency Go Kit Continued)**

gather water, food, first-aid supplies, clothing, bedding, tools, and other essential items to store at any time. You should consider including the following items:

**Emergency Go Kit**

1. At least a 3-day supply of water (1 gallon per person per day). Store water in sealed, unbreakable containers. Replace every 6 months.
2. A 3- to 5-day supply of non-perishable packaged or canned food and a non-electric can opener.
3. A change of clothing, rain gear, and sturdy shoes.
4. Blankets, bedding, or sleeping bags.
5. A first aid kit and prescription medications (be sure to check the expiration dates).
6. An extra pair of glasses or contact lenses and solution (be sure to check the expiration dates).
7. A list of family physicians, important medical information, and the style and serial number of medical devices such as pacemakers.
8. Special items for infants, the elderly or family members with disabilities.
9. A battery-powered radio, flashlight, and plenty of extra batteries.
10. Identification, credit cards, cash, and photocopies of important family documents including home insurance information.
11. An extra set of car and house keys.

**Neighbors Helping Neighbors**

Working with neighbors in an emergency can save lives and property. Meet with your community members to plan how you could work together until help arrives. If you're a member of a neighborhood organization, such as a home association or crime watch group, participate in emergency preparedness activities and planning for your community.

**Business Preparedness**

Businesses are just as vulnerable to the effects of emergencies as ordinary citizens. Basic steps that a business should take to prepare for an emergency include:

- Prepare backups and store offsite all computer records (i.e. payroll, inventory records).
- Have an evacuation plan in place to evacuate staff and customers and test this plan regularly.
- Maintain sufficient insurance coverage for your business.
- Identify critical business functions that absolutely must continue (i.e. shipping, inventory control, and payroll) and come up with processes to ensure these will carry on.

**Things to think about**

If any member of your household has a disability or is elderly, find out what services may be available to aid in their care or evacuation in the event of an emergency. The Disaster Preparedness Manual is one valuable resource.

**If Your Power Goes Out**

1. Remain calm, and assist family members or neighbors who may be vulnerable if exposed to extreme heat or cold.

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**(Things to Think About Continued)**

2. Locate a flashlight with batteries to use until power comes back on. Do not use candles—this can cause a fire.
3. Turn off sensitive electric equipment such as computers, VCRs, and televisions.
4. Turn off major electric appliances that were on when the power went off. This will help to prevent power surges when electricity is restored.
- 5.
6. Keep your refrigerator and freezer doors closed as much as possible to keep cold in and heat out.
7. Do not use the stove to heat your home—this can cause a fire or fatal gas leak.
8. Use extreme caution when driving. If traffic signals are out, treat each signal as a stop sign— come to a complete stop at every intersection and look before you proceed.
9. Do not call 911 to ask about the power outage. Listen to radio news for updates.

**Pets and Animals in Disasters**

The following information has been prepared by the Humane Society of the United States in cooperation with the American Red Cross.

The best way to protect your family from the effects of a disaster is to have a disaster plan. If you are a pet owner, that plan must include your pets. Being prepared can save their lives. In the event of a disaster, if you must evacuate, the most important thing you can do to protect your pets is to evacuate them, too. Leaving pets behind, even if you try to create a safe place for them, is likely to result in their being injured, lost, or worse. So prepare now for the day when you and your pets may have to leave your home.

- Identify veterinarian practices; animal clinics or hospitals are in the cluster.
- Identify animal-related businesses (pet stores, pet supplies, etc.) in the cluster.
- Identify kennels, animal breeders, and boarding facilities in the cluster.
- Identify facilities that could serve as emergency shelters for pets, such as empty warehouse.

*For more information regarding animals and pets, contact the Humane Society of the United States, Disaster Services, 2100 L STREET NW, WASHINGTON, DC 20037 or 202-452-1100.*

**VII. HAZARDS AND EMERGENCIES**

**A. Technological Hazards Emergencies**

If you are notified or become aware of a technological hazards emergency such as a chemical, biological, or radiological emergency as well as a fire or explosion, do not panic. The best defense from any of these emergencies is education and awareness. In the unlikely event that there is a technological emergency, knowing how to respond will greatly reduce panic and fear. If you need to get out of the surrounding area or are directed to evacuate, do so immediately and:

- Take your Emergency Go Kit.
- Lock your home.

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**(Technological Hazards Emergencies Continued)**

- Travel on routes specified by local authorities.
- Travel with car windows up and air vents, air conditioner, and heater turned off.
- Head up-wind of the incident.

Emergency personnel are trained to respond to these situations. They will tell you what to do, either at the incident site, or via TV or radio. Emergency Broadcasts can be received via the Emergency Alert System (EAS) from WTOP at 1500 AM.

**If you are sure you have time:**

- Close and lock windows and doors and close all vents and fireplace dampers.
- Turn off all fans and heat or air conditioning.
- Shut off water, gas, and electricity before leaving.
- Post a note telling others when you left and where you are going.
- Make arrangements for your pets.

For information regarding the different types of chemical and biological agents and the supply of antibiotics available for each, visit the Centers for Disease Control website and the DC Health Department website.

***If you are instructed to stay inside and not to evacuate: Shelter-in-place***

**What Shelter-in-Place Means:**

One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. (This is not the same thing as going to a shelter in case of a storm.) Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there. It does not mean sealing off your entire home or office building. If you are told to shelter-in-place, follow the instructions below provided by the American Red Cross and the Federal Emergency Management Agency.

**Why You Might Need to Shelter-in-Place:**

Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the environment. Should this occur, information will be provided by local authorities on television and radio stations on how to protect you and your family. Because information will most likely be provided on television and radio, it is important to keep a TV or radio on, even during the workday. The important thing is for you to follow instructions of local authorities and know what to do if they advise you to shelter-in-place.

***How to Shelter-in-Place***

**At Home:**

- Close and lock all windows and exterior doors.

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**(How to Shelter in Place At Home Continued)**

- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Turn off all fans, heating and air conditioning systems.
- Close the fireplace damper.
- Get your family disaster supplies kit and make sure the radio is working.
- Go to an interior room without windows that's above ground level. In the case of a chemical threat, an aboveground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed.
- Bring your pets with you and include additional food and water supplies for them.
- It is ideal to have a hard-wired telephone in the room you select. Call your emergency contact and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room.
- Keep listening to your radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.
- If you suspect chemical or biological agents have entered your house, move to a safe room and the interior of the house on a higher floor if possible. Many harmful agents that could enter a house will fall and accumulate at lower levels.
- If harmful vapors do enter the house, covering your nose and mouth with a cloth can provide minimal breathing protection. Stay inside until authorities say it is safe to leave.

**How to Shelter-in-Place At Work:**

- Close the business.
- If there are customers, clients, or visitors in the building, provide for their safety by asking them to stay – not leave. When authorities provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.
- Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe.
- Turn on call-forwarding or alternative telephone answering systems or services. If the business has voice mail or an automated attendant, change the recording to indicate that the business is closed, and that staff and visitors are remaining in the building until authorities advise it is safe to leave.
- Close and lock all windows, exterior doors, and any other openings to the outside.
- If there is danger of explosion, close window shades, blinds, or curtains.
- Have employees familiar with your building's mechanical systems turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air – these systems, in particular, need to be turned off, sealed, or disabled.
- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
- Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.

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**(How to Shelter in Place At Work Continued)**

- It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.
- Bring everyone into the room(s). Shut and lock the door(s).
- Write down the names of everyone in the room, and call your business' designated emergency contact to report who is in the room with you, and their affiliation with your business (employee, visitor, client, customer.)
- Keep listening to the radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

**How to Shelter-in-Place At School:**

- Close the school. Activate the school's emergency plan. Follow reverse evacuation procedures to bring students, faculty, and staff indoors.
- If there are visitors in the building, provide for their safety by asking them to stay – not leave. When authorities provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.
- Provide for answering telephone inquiries from concerned parents by having at least one telephone with the school's listed telephone number available in the room selected to provide shelter for the school secretary, or person designated to answer these calls. This room should also be sealed. There should be a way to communicate among all classrooms where people are sheltering-in-place.
- Ideally, provide for a way to make announcements over the school-wide public address system from the room where the top school official takes shelter.
- If children have cell phones, allow them to use them to call a parent or guardian to let them know that they have been asked to remain in school until further notice, and that they are safe.
- If the school has voice mail or an automated attendant, change the recording to indicate that the school is closed, students and staff are remaining in the building until authorities advise that it is safe to leave.
- Provide directions to close and lock all windows, exterior doors, and any other openings to the outside.
- If you are told there is danger of explosion, direct that window shades, blinds, or curtains be closed.
- Have employees familiar with your building's mechanical systems turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air – these systems, in particular, need to be turned off, sealed, or disabled.
- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
- Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Classrooms may be used if there are no windows or the windows are sealed and cannot be opened. Large storage closets, utility rooms, meeting rooms, and even a gymnasium without exterior windows will also work well.

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**(How to Shelter in Place At School Continued)**

- It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Bring everyone into the room. Shut and lock the door.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.
- Write down the names of everyone in the room, and call your schools' designated emergency contact to report who is in the room with you.
- Listen for an official announcement from school officials via the public address system, and stay where you are until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

**How to Shelter-in-Place In Your Vehicle:**

- If you are driving a vehicle and hear advice to "shelter-in-place" on the radio, take these steps:
- If you are very close to home, your office, or a public building, go there immediately and go inside. Follow the shelter-in-place recommendations for the place you pick described above.
- If you are unable to get to a home or building quickly and safely, then pull over to the side of the road. Stop your vehicle in the safest place possible. If it is sunny outside, it is preferable to stop under a bridge or in a shady spot, to avoid being overheated.
- Turn off the engine. Close windows and vents.
- If possible, seal the heating/air conditioning vents with duct tape.
- Listen to the radio regularly for updated advice and instructions.
- Stay where you are until you are told it is safe to get back on the road. Be aware that some roads may be closed or traffic detoured. Follow the directions of law enforcement officials.

Local officials on the scene are the best source of information for your particular situation. Following their instructions during and after emergencies regarding sheltering, food, water, and clean up methods is your safest choice.

Remember that instructions to shelter-in-place are usually provided for durations of a few hours, not days or weeks. There is little danger that the room in which you are taking shelter will run out of oxygen and you will suffocate.

**B. Natural Hazards Emergencies**

The District is vulnerable to a variety of types of severe weather including thunderstorms, hurricanes, flash floods, snowstorms, and tornadoes. Because of this, it is important for you to understand the difference between a watch and a warning for severe weather. A severe storm watch means that severe weather may develop. A severe weather warning means a storm has developed and is on its way—take cover immediately!

The safest place to ride out any storm is inside of a secure building or well built home. Even in a well-built apartment building you should:

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**(Natural Hazards Emergencies Continued)**

- Listen to weather updates and stay informed
- Keep away from windows and doors.
- Be ready to evacuate if necessary.
- Have Emergency Go Kit handy.

**Heat Wave**

The government of the District of Columbia implements a heat emergency plan when the heat index reaches 95 degrees Fahrenheit. The heat index is an accurate measure of how hot it really feels when the effects of humidity are added to high temperature. The DC Emergency Management Agency in cooperation with other city and private agencies developed the city's heat plan.

**Key components of the city's heat plan include:**

- Activation of street showers in selected locations
- Opening of cooling centers in senior citizen facilities, District government buildings and other locations
- Extension of public swimming pool hours
- Distribution of fans to special needs populations

**Street Showers:**

During a heat emergency, street showers will be activated at DC Housing Authority (DCHA) facilities and public locations.

**Facility**

East Capitol Dwellings  
Lincoln Heights  
Hopkins Apartments  
Carrollsborg  
Garfield Terrace  
Park Morton  
Benning Terrace  
Public Locations:

**Address**

140 57th Place, SE  
223 51st St., NE (front)  
1000 12th St., SE (rear)  
4th and L streets, SE  
2381 11th St., NW (front)  
620 Morton St., NW  
605 46th Place, SE  
21st and I streets, NE  
901 21st St., NE (front)

**Cooling Centers:**

During heat emergencies, United Planning Organization (UPO) vans will canvass various areas throughout the city to identify persons suffering from the heat and transport them to cooling centers. Persons who need transportation to cooling centers can call the hypothermia hotline at (202) 399-7093.

**District Facilities**

**Facility**

One Judiciary Square  
Frank D. Reeves Center  
King Office Building  
CCH/Friendship Place  
Georgetown Ministries  
Rachael's Women Center

**Address**

441 4th St., NW  
2000 14th St., NW (lobby)  
3720 Martin Luther King, Jr. Ave, SE (lobby)  
4713 Wisconsin Ave., NW  
4713 Wisconsin Ave., NW  
1222 11th St., NW

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**(District Facilities Continued)**

4th District Police Station  
Congregational Church

5601 Connecticut Ave., NW 1st  
945 G St., NW

**Emergency Homeless Facilities**

**Facility**

Home of Ruth/Madison Facility (women)  
Crummell Trailer (men)  
Emery Trailer (men)  
La Casa Trailer (men)  
Martin Luther King, Jr., Trailer (men)  
Randall Shelter (men)

**Address**

651 10th St., NE  
1912 Gallaudet St., NE  
1725 Lincoln Road, NE  
1436 Irving St., NW  
2700 Martin Luther King, Jr., Ave. SE  
1st and I Streets, SW

**DC Housing Authority Senior Citizens Cooling Sites**

Seniors who live in non-air-conditioned buildings are encouraged to go to an air-conditioned senior center or other public facility.

**Facility**

Arthur Capper  
Capitol View  
Carroll Apartments  
Fort Lincoln  
Garfield  
Horizon House  
James Apartments  
Knox Hill  
LeDroit  
Sibley Plaza  
Regency House

**Address**

601 L St., SE  
5901 East Capitol St.  
410 M St., SE  
2855 Bladensburg Road, NE  
2301 11th St., NW  
1150 12th St., NW  
1425 N St., NW  
2700 Jasper St., SE  
234 W St., NW  
1140 North Capitol St., NW  
5201 Connecticut Ave., NW

**Cooling Centers within the Senior Service Network**

**Facility**

**WARD 1**

Barney Senior Center  
Campbell Heights Senior Nutritional Center

**Address**

1737 Columbia Rd., NW  
2001 15<sup>th</sup> St., NW

**WARD 2**

EOFULA Spanish Senior Center  
Columbia Senior Center  
Asbury Dwellings Senior Program  
Asian Senior Center  
St. Mary's Court Senior Program  
Washington Urban League Senior  
Center for the Homeless

1844 Columbia Rd., NW  
1250 Taylor St., NW  
1616 Marion St., NW  
477 G Place, NW  
725 24th St., NW  
1310 Vermont Ave., NW

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**(Cooling Centers within the Senior Service Network Continued)**

WARD 3

Adas Israel Senior Program	2850 Quebec St., NW
Breckinridge Center	4125 Albemarle St., NW
St. Albans Senior Program	Massachusetts and Wisconsin Avenues, NW

WARD 4

Christian Reformed Church	5911 New Hampshire Ave., NW
Colony House	930 Farragut St., NW
First Baptist Senior Center	715 Randolph St., NW
Ft. Stevens Recreation Center	1327 Van Buren St., NW
Kennedy Street Senior Program	504 Kennedy St., NW

WARD 5

Bethesda Baptist Church	1808 Capitol Ave., NE
Israel Baptist Church Senior Program	1251 Saratoga Ave., NE
Model Cities Senior Wellness Center	1901 Evar St., NE

WARD 6

Capitol Hill Towers Senior Program	900 G St., NE
Services to Blind/Visually Impaired	2800 Newton St., NE
Senior Center at Logan School Greater Washington	2900 Newton St., NE
Urban League Hearing Impaired Senior Center	

WARD 7

Allen House Senior Program	3760 Minnesota Ave., NE
Dwelling Place Senior Center	2812 Pennsylvania Ave., SE
KEMP Senior Center	4300 Anacostia Ave., NE
Michaux Senior Center	3700 Hayes St., NE
Phillip T. Johnson Senior Center, First United Methodist Church	4323 Bowen Road, SE 3601 Alabama Ave. SE St.
Timothy Senior Program Washington Senior Wellness Center Emergency Shelter for the Abused, 2nd floor Exploited or Neglected Elderly	3001 Alabama Ave., SE 2812 Pennsylvania Ave., SE,

WARD 8

Claiborne Senior Program	2632 Martin Luther King, Jr., Ave., SE
Congress Heights Senior Wellness Center Knox Hill Senior Program	3500 Martin Luther King, Jr., Ave., SE 2700 Jasper St., SE
Senior Citizens Counseling and Delivery	2451 Good Hope Road, SE

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**Fans for Special Needs Populations:**

The DC Energy Office, through its Low Income Home Energy Assistance Program, has a limited number of fans for distribution to District households that meet the following criteria:

- Have at least one member age 5 or below, or;
- Have at least one member age 60 or above, or;
- Have at last one member who has a documented respiratory condition or a statement from a doctor or medical facility describing a need for some type of cooling assistance.

Eligible households must also meet the federal income guidelines for energy assistance. For more information, contact the DC Energy Office Hotline at (202) 673-6750.

**If You Need Clean Water**

Flooding can cause contamination of water supplies. Bad water can contain microorganisms that cause diseases such as dysentery, typhoid, and hepatitis. If you think your water may be contaminated, you should purify it before using it. This includes water used for drinking, cooking, cleaning dishes, or bathing. The best way to purify water is to boil it.

Boiling is considered the safest method of purifying water. Bring water to a boil for 3-5 minutes, and then allow it to cool before drinking. Pouring water back and forth between two containers will improve the taste by putting oxygen back into the water.

**Emergency Food Supplies**

It is possible for a healthy person to survive on half of their usual food intake for an extended period and without any food for many days. It is also important to keep in mind that you do not have to go out and buy unfamiliar foods to prepare an emergency food supply. Here are some helpful tips:

It is possible for a healthy person to survive on half of their usual food intake for an extended period and without any food for many days. It is also important to keep in mind that you do not have to go out and buy unfamiliar foods to prepare an emergency food supply. Here are some helpful tips:

- Use canned foods, dry mixes and other staples you use every day.
- Foods that require no refrigeration, preparation, or cooking are best.
- Make sure you have a manual can opener and disposable utensils in your emergency food supply.
- Individuals with special diets and allergies will need to be considered as well as toddlers and the elderly.
- Don't forget nonperishable foods for your pets

**Recovering from an Emergency**

Recovery continues even after you return home, as you and your family faces the emotional and psychological effects of the event. Reactions vary from person to person, but may include:

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**(Recovering from an Emergency)**

- Restless sleep or nightmares
- Anger or wanting revenge
- Numbness or lack of emotion
- Needing to keep active, restlessness
- Needing to talk about your experiences
- Loss of appetite
- Weight loss or gain
- Headaches
- Mood swings

Crisis, grief, and stress counseling is available **24 hours a day, 7 days a week** for you or a family member suffering persistent emotional or psychological problems related to an emergency. To access counseling services call the Department of Mental Health Access HelpLine at (888) 793-4357

All of the above are normal reactions to stressful events, and it is important to let people react their own way. It may be helpful to:

- Talk with your family and friends about what happened and how you feel about it, and try to evaluate and plan for the chance it could happen again
- Volunteer at a local shelter, blood bank, or food pantry to assist emergency victims
- Spend time doing things other than watching or listening to news of the disaster
- Consult your minister or spiritual advisor

In particular, children may need reassurance and extra attention. It is best to encourage them to share their feelings, even if you must listen to their stories repeatedly—this is a common way for children to grasp what they've experienced. You may also want to share your feelings about the event with them

**a. Cluster Preparedness:**

Experience has shown that after a major disaster, police, fire, rescue and other emergency support agencies may not be available to many people during the first 72 hours of a disaster. Therefore, neighborhoods must be prepared to care for themselves if necessary during this critical time period. A neighborhood that is organized prior to a disaster will know what to do when the disaster occurs and not waste precious time figuring out who can do what. People and neighborhoods that are prepared will know what to expect during times of disaster, what to do, and how to come together in an organized, timely response (consequently saving lives).

In order to assist a cluster with preparedness efforts prior to a disaster, a cluster should establish a cluster emergency preparedness committee (CEPC). The primary purpose of the cluster emergency preparedness committee is to facilitate the development of community and neighborhood based volunteers into a cadre of organized partners who can come together during a disaster. The Emergency Coordination Center should be responsible for:

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**(Cluster Preparedness Continued)**

1. Coordination of the development of the cluster emergency preparedness plan.
2. Registration of residents who wish to actively participate in the neighborhood or condominium/apartment program.
3. Pre-identifying neighbors and residents who have special skills.
4. Pre-identifying resources that can be shared within the neighborhood or complex in times of disaster.
5. Pre-identifying people with special needs.
6. Identifying neighborhood residents, tenants or owners wishing to assume leadership positions within the neighborhood or condominium/apartment program.
7. Organizing a system of block or neighborhood captains to disseminate urgent disaster information.
8. Supporting the creation of Community Emergency Response Teams (CERT).
9. Establishing an emergency management organization consisting of neighborhood disaster coordinators and liaisons.
10. The cluster emergency preparedness committee should bring together leaders from the various sectors of the community to coordinate the emergency preparedness efforts. Membership may include elected officials, volunteer groups, community service groups, faith-based groups, advisory neighborhood commissions, wards, voting districts, educational leaders, businesses, and environmental groups. Other representatives could come from specific segments of the community, such as elderly or non-English speaking populations.
11. Identify the locations of facilities that could serve food. Facilities should have capability to store food. Facilities should also have a preparation area and service area that is appropriate for its intended use according to established public health regulations and requirements.
12. Identify facilities that could serve as bulk distribution sites for goods and materials such as bottled water, ice, tarps, rolls of plastic, work gloves, trash bags, and other items.

If available, emergency services personnel are the best resource in an emergency. They are trained and equipped to handle emergency situations. However, following a catastrophic disaster, individuals and the communities may be on their own for a period of time because of the size of the area affected, lost communications, and impassable roads.

Each Neighborhood Corps member is trained in Incident Command System. This training allows Neighborhood Corps members to better understand, contribute to the planning, and implement their Community Emergency Management Plans. The Neighborhood Corps model is incumbent upon Neighborhood Corps trained members implementing their Community Emergency Management Plan established for their cluster.

***How is Neighborhood Corps organized?***

Neighborhood Corps (NC) is organized by community members. To establish a NC, members are encouraged to utilize the checklist below in establishing their Neighborhood Corps teams.

**Prior to an emergency**

- ✓ Recruit as many community participants as possible within the same geographical zone.

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**(Neighborhood Corps Continued)**

- ✓ After recruiting members, Neighborhood Corps members register with DC Citizen Corps, ESF#15 and connect with their Cluster Emergency Coordination Center so they can be located and identified in their communities.
- ✓ Neighborhood Corps members utilize an operational communication system based on the Emergency Medical Rapid Volunteer Corps (EMT) model that illustrates how corps members communicate during deployment.
- ✓ Neighborhood Corps members strengthen their readiness infrastructure by familiarizing themselves with their neighborhood's Community Emergency Management Plans. These plans can be accessed through the DC Emergency Management Agency (DCEMA).
- ✓ Members identify community associations and/or leaders and initiate a dialogue to increase operational connectivity of emergency preparedness plans under the direction of the DCEMA. These community liaisons are central collaborators in the community emergency preparedness process because of their accessibility to residents and can provide critical preparedness information.
- ✓ Community Emergency Management Plans (CEMP) should be developed, well documented and readily accessible to corps members.
- ✓ Members hold periodic planning meetings under the direction of the DC Emergency Management Agency where the emergency response plans are reviewed and updated.
- ✓ Identify a pre-determined location, such as a Cluster Emergency Coordination Center (Cluster ECC) for Neighborhood Corps members to meet. As discussed in the Community Emergency Management Plans, this location should have access to necessary communications such as a telephone, radio, television, and computer access. Neighborhood Corps members should access the functionality of these centers prior to an emergency.
- ✓ Be prepared to handle unaffiliated volunteers (volunteers who have not received training in emergency preparedness) who spontaneously appear on the scene. To avoid additional chaos on the scene divert unaffiliated volunteers to Citizen Corps partner Greater DC Cares.

**NOTE:** Neighborhood Corps are always encouraged to receive additional training. Neighborhood Corps members can register for training through Greater DC Cares at <http://www.dc-cares.org> to learn strategies to incorporate unaffiliated volunteers in emergency response.

***b. The Incident Command System***

The Incident Command System (ICS) is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in domestic incident management activities. It is used for a broad spectrum of emergencies, from small to complex incidents, both natural and manmade, to include acts of catastrophic terrorism. ICS is used by all levels of government-Federal, State, tribal, and local, as well as by many private sector and non-governmental organizations.

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**(Incident Command System Continued)**

ICS is usually organized around five major functional areas: command, operations, planning, logistics, and finance/administration. A sixth functional area, Intelligence, may be established if deemed necessary by the Incident Commander based on the requirement of the situation at hand.

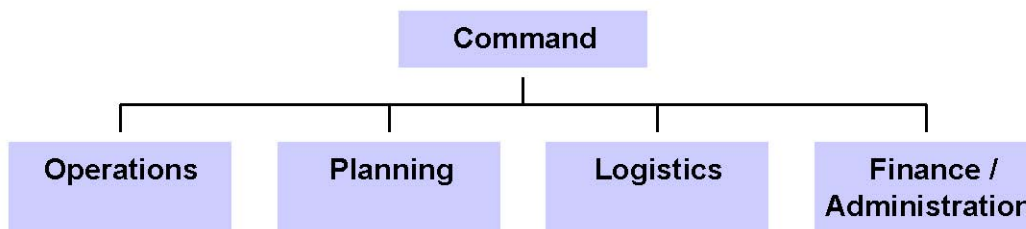
Some of the more important "transitional steps" that are necessary to apply ICS in a field incident environment include the following:

- Recognizing and anticipating the requirement that organizational elements will be activated and taking the necessary steps to delegate authority as appropriate.
- Establishing incident facilities as needed, strategically located, to support field operations.
- Establishing the use of common terminology for organizational functional elements, position titles, facilities, and resources.
- Rapidly evolving from providing oral direction to the development of a written Incident Action Plan.

**INCIDENT COMMAND SYSTEM ORGANIZATION**

**Functional Structure**

Figure A-1— Incident Command System: Basic Functional Structure The ICS organization is comprised of five major functional areas (Figure A-1): command,



operations, planning, logistics, and finance/administration. (A sixth area, intelligence, may be established)

**Modular Extension**

The ICS organizational structure is modular, extending to incorporate all elements necessary for the type, size, scope, and complexity of a given incident. The IC structural organization builds from the top down; responsibility and performance begin with the incident command element and the IC. When the need arises, four separate sections can be used to organize the staff. Each of these may have several subordinate units, or branches, depending on the management requirements of the incident. If one individual can simultaneously manage all major functional areas, no further organization is required. If one or more of the functions requires independent management, an individual is assigned responsibility for that function.

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**COMMUNITY EMERGENCY MANAGEMENT PLANT (CEMP)**  
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PLEASANT, COMLUMBIA HEIGHTS, PLEASANT PLAINS, PARK VIEW,  
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**(Modular Extension Continued)**

The responding IC's initial management assignments will normally be one or more Section Chiefs to manage the major ICS functional areas (operations, planning, logistics, and finance/administration). The Section Chiefs will further delegate management authority for their areas as required. If a Section Chief sees the need, he or she may establish branches or units (depending on the section). Similarly, each functional unit leader will further assign individual tasks within the unit as needed.

The modular concept described above is based upon the following considerations:

- Developing the form of the organization to match the function or task to be performed;
- Staffing only those functional elements that are required to perform the task;
- Observing recommended span-of-control guidelines;
- Performing the function of any non-activated organizational element at the next highest level; and
- Deactivating organizational elements no longer required

**During an emergency**

- ✓ The first Neighborhood Corps member on the scene becomes the Incident Commander (IC). The Incident Commander is the lead person at the incident until the first responder arrives and should be able to obtain Essential Elements of Information (EELs) such as who, what, where, and information on injuries, damages, etc. This information should be collected and transferred to Cluster Emergency Coordination Center.
- ✓ As an incident develops the Incident Commander may need to delegate tasks. Incident Command Structure separates its tasks into Operations, Logistics, Planning, and Administration. Management or the Incident Commander "is in charge", Operations are the "doers", Logistics are the "getters", and Planning are the "thinkers", and Administration are the "recorders."
- ✓ Identify two "runners" to assist with the transfer of information. The "runners" are used to enhance the flow of communication.
- ✓ Avoid a large span of control. An IC span of control should not exceed 3-5 people. A team leader can be delegated to assume authority over a specific task given by the IC.

Neighborhood Corps should have the opportunity to test the operability of the Community Emergency Management Plans through practice exercises administered through the coordination of the DC Emergency Management Agency.

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**HOW NEIGHBORHOOD CORPS SUPPORTS THE FOLLOWING  
OPERATIONAL PLANS**



**FAMILY  
PLAN**

**Neighborhood Corps provides training in emergency preparedness and response to help develop a family plan**



**COMMUNITY  
EMERGENCY  
MANAGEMENT  
PLAN**

**Neighborhood Corps provides structure to exercising and mobilizing trained citizens in the Incident Command System to perform necessary tasks at the time of an emergency**



**DISTRICT  
RESPONSE PLAN**

**Neighborhood Corps has an integral role in the District Response Plan in the time of a declared emergency or high city priority through ESF #15, Donations and Volunteer Management**

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**c. Training**

***Community Emergency Response Teams (CERT)***

1. CERTs provide direct assistance to neighbors in distress, and will constitute the majority of Cluster Emergency Response Program members. Neighborhoods within the District of Columbia should be encouraged to develop CERT programs.
2. Each team should have a team leader and several members. Its primary responsibility is to its own neighborhood. Teams should have basic personal safety gear (hard hat, gloves, flashlight, whistle, etc.), gas shut off tool, small first aid kit, "occupants OK" tags with duct tape and markers, food and water.
3. In the event of a major disaster when government assistance may be delayed, CERTs may have to perform the following functions:
  - Locate and care for the injured and provide basic first aid.
  - Perform rescues within the ability of the team (CERTs are not expected to engage in hazardous rescue activities).
  - Shut off customer level gas and electric utilities to reduce hazards.
  - Communicate needs for outside assistance to government agencies via the Cluster Emergency Coordination Center (CECC) structure.
  - Identify and tabulate damaged structures, roads, and utilities.
  - Assist neighbors who are unable to occupy their homes in finding temporary shelter.
  - Check on persons with disabilities, the elderly or vulnerable populations.

CERTs should be prepared to manage convergent volunteers, that is, people who have not been trained under the CERT program but want to help. They should be asked to identify special skills and where possible, paired up with experience CERT members.

**d. RESPONSE**

***Cluster Emergency Coordination Center (CECC)***

Each cluster should have a fixed location that can serve as a Cluster Emergency Coordination Center (Cluster ECC). This should be a location that community leaders (e.g., grassroots, political, religious, educational, business, labor, and ethnic) can gather to respond to or obtain assistance and information in the event of a disaster. Ideally, the ECC should be located at a facility, which has emergency power (e.g.generator). The ECC should have a telephone, fax machine, television, copy machine, and computer with internet/email access. Additionally, the ECC should have a kit with emergency supplies, such as an AM/FM radio and batteries, flashlights, identification tags, first aid kit, clipboards, pens, paper, neighborhood maps and a neighborhood information book.

A supply of operational forms should be included, such as personnel check-in forms, damage and injury tally forms, incident status, and CERT Team Assignment Record. Plans should be made for backup radio communications capability with the District's Emergency Operations Center.

The primary purpose of the Cluster ECC is to:

1. Collect information from the neighborhood CERTs and develop a comprehensive understanding of the emergency situation throughout the cluster.
2. Provide disaster situation information to the District's Emergency Operations Center.

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**(Cluster Emergency Coordination Center (CECC) Continued)**

3. Forward specific requests for assistance to the Emergency Operations Center.
4. Receive information from the District on the emergency situation, and make this available to the neighborhood CERTs, community organizations and neighborhoods.
5. Establish a system of runners to disseminate information to neighborhoods in the event normal communication systems fail.
6. Assist neighborhood teams with locating needed supplies and equipment, either in the cluster, from government agencies or othersources.
7. Utilize the skills and knowledge that the neighborhood currently possesses.

Cluster ECCs shall maintain contact with the Community Outreach Coordinator or designee at the District's Emergency Operations Center. The Community Outreach Coordinator is part of ESF #14, Media Relations and Community Outreach. In the event of a widespread disaster, ward based Emergency Command Centers may be established, in such cases cluster ECCs should coordinate with these centers. Additionally, the Community Outreach Coordinator may assign field team representatives to the clusters (or sectors).

Potential locations for the **Cluster #7** Emergency Coordination Center include:

- Washington Plaza Hotel
- New Convention Center
- Mount Olivet Lutheran Church on Vermont Ave.
- Garrison Elementary School,
- Watha Daniels Library,
- Kennedy Recreation Center
- United House of Prayer Church

Potential locations for the **Cluster #8** Emergency Coordination Center include:

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**VIII. GOVERNMENT EMERGENCY RESPONSE**

**District of Columbia Government**



*Emergency Management Agency*



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GOVERNMENT OF THE DISTRICT OF COLUMBIA  
Emergency Management Agency

Anthony A. Williams  
Mayor



Barbara Childs Pair  
Acting Director

MEMORANDUM

TO: Dear DC Residents or Business Owners/Managers

FROM: DC Emergency Management Agency

SUBJECT: District of Columbia Threat Warning Advisory System

We are pleased to provide the attached document outlining District of Columbia's newly developed Homeland Security Terrorist Threat Conditions System. This District-specific advisory system mirrors the national system and provides a mechanism for designating threat levels without compromising sensitive information. The District system, like its federal equivalent, is color coded for easy understanding. Unique in our District-specific program are suggested precautions (guidelines) for each threat. These suggested precautions provide general guidance only. They can assist organizations and families with internal development of specific actions best tailored for their individual needs. Potentially affected sectors for which precautions are provided include:  
Citizens and Residents of the District of Columbia, and  
Businesses in the District of Columbia.

Adjustments to the District's threat level can be influenced by decisions of federal officials about the national program as well as by District officials in instances when threats specific to the District warrant a change. Notification of threat level changes will be communicated to citizens, government and others via multiple communication pathways (Television, Radio, newspaper, e-mail, mass fax etc.).

We ask that you share this information within your family or organization. The District also has developed similar actions for various government agencies and law enforcement organizations. You may also find this information on the DCEMA web sites (<http://dcema.dc.gov>). Please share these precautions with your family and employees.

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**DISTRICT OF COLUMBIA HOMELAND SECURITY  
TERRORIST THREAT CONDITIONS**

**LOW THREAT – GREEN LEVEL – LOW RISK**

**Definition:** Low risk of terrorism. Routine security is implemented to preclude routine criminal threats.

<b>Resident Actions</b>	<p><b>Residents are advised to:</b></p> <ul style="list-style-type: none"> <li>▪ Continue to enjoy individual freedom. Participate freely in travel, work, and recreational activities</li> <li>▪ Be prepared for disasters and family emergencies.</li> <li>▪ Develop a family emergency plan.</li> <li>▪ Keep recommended immunizations up-to-date.</li> <li>▪ Know how to turn off your power, gas, and water service to your house.</li> <li>▪ Know what hazardous materials are stored in your home and how to properly dispose of unneeded chemicals.</li> <li>▪ Support the efforts of your local emergency responders (fire fighters, law enforcement and emergency medical service).</li> <li>▪ Know what natural hazards are prevalent in your area and what measures you can take to protect your family. Be familiar with local natural and technological (man made) hazards in your community.</li> <li>▪ Volunteer to assist and support the community emergency response agencies.</li> <li>▪ Become active in your local Neighborhood Crime Watch program.</li> <li>▪ Take a first aid or Community Emergency Response Team (CERT) class.</li> </ul>
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<b>Businesses</b>	<p><b>Business owners/managers are advised to:</b></p> <ul style="list-style-type: none"> <li>▪ Develop emergency operations and business contingency plans</li> <li>▪ Encourage and assist employees to be prepared for personal, natural, technological, and homeland security emergencies.</li> <li>▪ Conduct emergency preparedness training for employees and worker's families.</li> <li>▪ Develop a communications plan for emergency response and key personnel.</li> <li>▪ Conduct training for employees on physical security precautions.</li> <li>▪ Budget for physical security measures</li> </ul>
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**DISTRICT OF COLUMBIA HOMELAND SECURITY  
TERRORIST THREAT CONDITIONS**

**GUARDED THREAT – BLUE LEVEL – GENERAL RISK**

**Definition: General risk with no credible threats to specific targets.**

<b>Resident Actions</b>	<p><b>In addition to all previously mentioned precautions, residents are advised to:</b></p> <ul style="list-style-type: none"> <li>▪ Continue normal activities but be watchful for suspicious activities. report suspicious activity to local law enforcement</li> <li>▪ Review family emergency plans.</li> <li>▪ Avoid leaving unattended packages or brief cases in public areas.</li> <li>▪ Increase family emergency preparedness by purchasing supplies, food, and storing water.</li> <li>▪ Increase individual or family emergency preparedness through training, maintaining good physical fitness and health, and storing food, water, and emergency supplies.</li> <li>▪ Monitor local and national news for terrorist alerts</li> </ul>
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<b>Businesses</b>	<p><b>In addition to all previously mentioned precautions, business owners and managers are advised to:</b></p> <ul style="list-style-type: none"> <li>▪ Ensure that key leaders are familiar with the emergency operations and business contingency plans.</li> <li>▪ Review, update, and routinely exercise functional areas of plans.</li> <li>▪ Review and update the call down list for emergency response teams.</li> <li>▪ Develop or review Mutual Aid agreements with other facilities and/or with local government for use during emergencies.</li> <li>▪ Review physical security precautions to prevent theft, unauthorized entry, or destruction of property.</li> <li>▪ Have you provided for: <ul style="list-style-type: none"> <li>★ <i>Employee picture ID badges?</i></li> <li>★ <i>Background checks on all employees (as applicable)</i></li> <li>★ <i>Access control and locking of high security areas at all times</i></li> <li>★ <i>All security keys marked with "Do not Duplicate?"</i></li> <li>★ <i>Surveillance Cameras?</i></li> <li>★ <i>Backup power?</i></li> <li>★ <i>An alarm system?</i></li> </ul> </li> </ul>
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**DISTRICT OF COLUMBIA HOMELAND SECURITY  
TERRORIST THREAT CONDITIONS**

**HIGH THREAT – ORANGE LEVEL – HIGH RISK**

**Definition: Credible intelligence indicates that there is a high risk of a local terrorist attack but a specific target has not been identified.**

<b>Resident Actions</b>	<p><b>In addition to all previously mentioned precautions, residents are advised to:</b></p> <ul style="list-style-type: none"> <li>▪ Resume normal activities but expect some delays, baggage searches, and restrictions as a result of heightened security at public buildings and facilities.</li> <li>▪ Continue to monitor world and local events as well as local government threat advisories.</li> <li>▪ Report suspicious activities at or near critical facilities to local law enforcement agencies by calling 9-1-1.</li> <li>▪ Inventory and organize emergency supply kits and test emergency plans with family members. Reevaluate meeting location based on threat.</li> <li>▪ Consider taking reasonable personal security precautions. Be alert to your surroundings, avoid placing yourself in a vulnerable situation, and monitor the activities of your children.</li> <li>▪ Maintain close contact with your family and neighbors to ensure their safety and emotional welfare</li> </ul>
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<b>Businesses</b>	<p><b>In addition to all previously mentioned precautions, business owners and managers are advised to:</b></p> <ul style="list-style-type: none"> <li>▪ Announce Threat Condition HIGH to all employees and explain expected actions.</li> <li>▪ Place emergency response teams on notice.</li> <li>▪ Activate the business emergency operations center if required.</li> <li>▪ Establish ongoing liaison with local law enforcement and emergency management officials.</li> <li>▪ Monitor world and local events. Pass on credible threat intelligence to key personnel.</li> <li>▪ Ensure appropriate security measures are in place and functioning properly.</li> <li>▪ Instruct employees to report suspicious activities, packages, and people.</li> <li>▪ Search all personal bags, parcels, and require personnel to pass through magnetometer, if available.</li> <li>▪ Inspect intrusion detection systems and lighting, security fencing, and locking systems.</li> <li>▪ Inspect all deliveries and consider accepting shipments only at off-site locations.</li> <li>▪ Remind employees to expect delays and baggage searches.</li> <li>▪ Implement varying security measures (see Attachment I).</li> </ul>
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**SEVERE THREAT – RED LEVEL – IMMINENT RISK**

**Definition: A terrorist attack has occurred or credible and corroborated intelligence indicates that one is imminent.**

**Normally, this threat condition is declared for a specific location or critical facility.**

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**DISTRICT OF COLUMBIA HOMELAND SECURITY  
TERRORIST THREAT CONDITIONS**

**IMPORTANT INSTRUCTIONS FOLLOW-MUST READ**

<b>Resident Actions</b>	<p><b>In addition to all previously mentioned precautions, residents are advised to:</b></p> <ul style="list-style-type: none"> <li>▪ Report suspicious activities and call 9-1-1 for immediate response.</li> <li>▪ Expect delays, searches of purses and bags, and restricted access to public buildings.</li> <li>▪ Expect traffic delays and restrictions.</li> <li>▪ Residents should have their emergency "GO KITS" stocked and in place ready to go (medicines and medical supplies, glasses, contacts, important legal and financial papers) and emergency supplies kits (first aid kits, duct tape, blankets, non-perishable food, water) for sheltering in place, if requested to do so.</li> <li>▪ Take personal security precautions to avoid becoming a victim of crime or terrorist attack.</li> <li>▪ Avoid participating in crowded optional public gatherings, such as sporting events and concerts.</li> <li>▪ However, do not avoid going to public emergency gathering locations such as hospitals and shelters, if directed or necessary. These locations will have developed and initiated a strong security plan to protect the residents.</li> <li>▪ Do not travel into areas affected by the attack or that are likely to become an expected terrorist target.</li> <li>▪ Keep emergency supplies accessible and automobile fuel tank full.</li> <li>▪ Be prepared to either evacuate your home or shelter-in place on order of local authorities.</li> <li>▪ Be suspicious of persons taking photographs of critical facilities, asking detailed questions about physical security or dressed inappropriately for weather conditions. Report these incidents immediately to law enforcement.</li> <li>▪ Closely monitor news reports and Emergency Alert System (EAS) radio/TV stations.</li> <li>▪ Assist neighbors who may need help.</li> <li>▪ Ensure that pets can be readied quickly for boarding or evacuation, if necessary.</li> <li>▪ Avoid passing unsubstantiated information and rumors.</li> <li>▪ Prepare to activate your personal Family Emergency Plan.</li> </ul>
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**DISTRICT OF COLUMBIA HOMELAND SECURITY  
TERRORIST THREAT CONDITIONS**

**IMPORTANT INSTRUCTIONS FOLLOW-MUST READ**

<b>Businesses</b>	<p><b>In addition to all previously mentioned precautions, business owners and managers are advised to:</b></p> <ul style="list-style-type: none"> <li>▪ Announce Threat Condition SEVERE and explain expected actions.</li> <li>▪ Deploy security personnel based on threat assessments.</li> <li>▪ Close or restrict entry to the facility to emergency personnel only and restrict parking areas close to critical buildings.</li> <li>▪ Maintain a skeleton crew of emergency employees.</li> <li>▪ Deploy emergency response and security teams.</li> <li>▪ Activate Operations Centers (if applicable)</li> <li>▪ Maintain close contact with local law enforcement, emergency management officials and business consortium groups (Chamber of Commerce, Board of Trade, etc...)</li> <li>▪ Be prepared to implement mutual aid agreements with government and with other similar/neighboring businesses/industries.</li> <li>▪ Provide security in parking lots and company areas.</li> <li>▪ Report suspicious activity immediately to local law enforcement.</li> <li>▪ Restrict or suspend all deliveries and mail to the facility.</li> <li>▪ Emergency supplies or essential shipments should be sent to an off-site location for inspection.</li> <li>▪ Activate your business emergency/contingency plan.</li> <li>▪</li> </ul>
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**ATTACHMENT I**

**VARYING SECURITY MEASURES**

**These measures incorporate a comprehensive list of security actions, some of which may need to be implemented at lower levels. They are designed to respond to the elevation to High Risk (Orange) of terrorist attacks.**

***Little or No Cost Actions***

- Increase the visible security personnel presence wherever possible.
- Rearrange exterior vehicle barriers (traffic cones) to alter traffic patterns near facilities.
- Institute/increase vehicle, foot, and roving security patrols.
- Implement random security guard shift changes.
- Arrange for law enforcement vehicles to be parked randomly near entrances and exits.
- Approach all illegally parked vehicles in and around facilities, question drivers and direct them to move immediately, if owner cannot be identified, have vehicle towed by law enforcement.
- Limit the number of access points and strictly enforce access control procedures.
- Alter primary entrances and exits if possible.
- Implement stringent identification procedures to include conducting 100% “hands on” checks of security badges for all personnel, if badges are required.
- Remind personnel to properly display badges, if applicable, and enforce visibility.
- Require two forms of photo identification for all visitors.
- Escort all visitors entering and departing.
- X-ray packages and inspect handbags and briefcases at entry if possible.
- Validate vendor lists for all routine deliveries and repair services.

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***Actions that May Bear Some Cost***

- Increase perimeter lighting.
- Remove vegetation in and around perimeters, maintain regularly.
- Institute a vehicle inspection program to include checking under the undercarriage of vehicles, under the hood, and in the trunk. Provide vehicle inspection training to security personnel.
- Conduct vulnerability studies focusing on physical security, structural engineering, infrastructure engineering, power, water, and air infiltration, if feasible.
- Initiate a system to enhance mail and package screening procedures (both announced and unannounced).
- Install special locking devices on manhole covers in and around facilities.

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***A. District Emergency Operations Center (EOC)***

The DCEMA operates the District's EOC in order to coordinate the District's actions during an emergency or disaster. The primary EOC is located at the Frank D. Reeves Center (2000 14<sup>th</sup> St., NW, 8th Floor) with a 24-hour-a-day warning and communications capability. The location of the Alternate Emergency Operations Center (AEOC) is the Metropolitan Police Department Headquarters at 300 Indiana Ave., NW.

***Emergency Communications-Radio and TV***

Getting information during an emergency situation is vital. Radio and television stations provide the quickest means to obtain information. If you have electrical power and cable television, turn to the D.C. Government cable channels, 13 and 16, for frequent updates. Have a battery operated radio tuned to a local all-news or talk-radio station. For the District of Columbia the following station has been designated the primary Emergency Alerting System (EAS) radio station: WTOP (1500 AM). Consider purchasing a battery-operated weather alert radio.

***Emergency Sheltering Program***

When conditions warrant, the DC Emergency Management agency will operate the established community-based emergency shelters for residents. Persons needing shelter are asked to bring clothing and sanitary supplies, pre-filled prescriptions and other medical needs, denture and eye care materials, and special dietary supplies or requirements. *With the exception of guided dogs, pets are not permitted in the shelters.*

*(More on Shelters see next page.)*

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**District Emergency Shelters**

**WARD 1**

Banneker Senior High School  
 800 Euclid St., NW  
 Washington, DC  
 20001

Reed Elementary School  
 2200 Champlain St.  
 Washington, DC  
 20009

**WARD 5**

Browne Junior High School  
 850 26<sup>th</sup> St., NE  
 Washington, DC  
 20002

Taft Junior High School  
 1800 Perry St., NE  
 Washington, DC  
 20018

Langdon Park Recreation Center  
 2901 20<sup>th</sup> St., NE  
 Washington, DC  
 20018

Wheatly Recreation Center  
 1200 Morse St., NE  
 Washington, DC  
 20002

**WARD 2**

Francis Junior High School  
 2425 N St., NW  
 Washington, DC  
 20001

Terrell Junior High School  
 1000 1<sup>st</sup> St., NW  
 Washington, DC  
 20001

**WARD 6**

Eastern High School  
 1700 East Capitol St., NE  
 Washington, DC  
 20003

Brent Elementary School  
 330 3<sup>rd</sup> St., SE  
 Washington, DC  
 20019

DC Center for Therapeutic Recreation  
 3030 G St., SE  
 Washington, DC  
 20019

**WARD 3**

Chevy Chase Community Center  
 5601 Connecticut Ave.  
 Washington, DC  
 20015

Filmore/Hardy  
 1819 35<sup>th</sup> St., NW  
 Washington, DC  
 20007

Wilson Senior High School  
 3950 Chesapeake St., NW  
 Washington, DC 20016

**WARD 7**

Woodson High School  
 5500 Eads St., NE  
 Washington, DC  
 20019

Winston Elementary School  
 3100 Erie St., SE  
 Washington, DC  
 20020

Kenilworth Parkside Recreation Center  
 4300 Anacostia Ave., NE  
 Washington, DC  
 20019

**WARD 4**

Roosevelt Senior High School  
 4301 13<sup>th</sup> St., NW  
 Washington, DC  
 20011

Coolidge High School  
 6315 5<sup>th</sup> St., NW  
 Washington, DC  
 20011

**WARD 8**

Ballou Senior High School  
 3401 4<sup>th</sup> St., SE  
 Washington, DC  
 20032

Wilkinson Elementary School  
 2330 Pomeroy Rd., SE  
 Washington, DC  
 20020

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**(Shelters, Continued)**

Shelters should be located in facilities that:

1. Have adequate capacity. Multiply the number of people expected to be sheltered at the facility by 40 square feet (20 square feet in an extreme emergency) to determine the size of the sleeping area required for the shelter.
2. Can provide for the evacuees' basic needs (e.g., a facility with a kitchen, toilets, showers, areas for sleeping, generator, etc.).
3. Are free of building and fire code violations.
4. Do not have vulnerable building features, such as:
  - a) First floor lower than the FIRM base elevation.
  - b) Long, open roof spans.
  - c) Excessive overhangs.
  - d) Large glass areas.
  - e) Construction of un-reinforced masonry.
  - f) Do not contain stored hazardous materials.

Intermediate and high schools are usually good choices for shelters because they can accommodate a large number of people and have a broader range of facilities than other structures. Church facilities may be a good choice for short-term sheltering because they are normally used only one or two days each week and usually have well-equipped kitchens and available staff, but typically have limited restroom and shower facilities.

In the event of a Presidential Declared Disaster, residents may report property losses and receive assistance for other needs by contacting the FEMA Helpline at 1-800-621-FEMA.

**B. Department of Health (DOH)**

The D.C. Department of Health (DOH) is the lead agency for Emergency Support Function #8 (ESF#8) of the District Response Plan (DRP). DOH is responsible for providing a range of services to the residents and for coordinating all health and medical activities in the aftermath of a disaster or other emergency.

DOH provides emergency preparedness and response services that include:

- Assessment of disaster/emergency impact upon the health and safety of residents
- Health surveillance including infectious disease surveillance
- Technical assistance with issues impacting the environment and environmental health
- Monitoring, assessment and support for patient care in hospitals and in alternative treatment sites
- Public health information and risk communication
- Health Alert Network (HAN), an emergency notification and communication system
- Strategic National Stockpile
- Public Health Laboratory
- Emergency Healthcare Reserve Corps (EHRC) an organization of healthcare volunteers
- Health Emergency Coordination Center and Health Incident Command System
- Health Emergency Call Center

**CLUSTER 1 CLUSTER 2 and CLUSTER 3**  
**COMMUNITY EMERGENCY MANAGEMENT PLANT (CEMP)**  
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**(DOH, Continued)**

- Liaison with Emergency Operations Center (EOC) at the Emergency Management Agency (EMA)
- Liaison with National Capital Area regional and federal agencies
- Training

***COMMUNITY-BASED CLINICS EMERGENCY PREPAREDNESS PLAN***

The District has more than 60 community-based clinics that provide a wide range of medical services to the residents including primary care, specialty care, social services support, etc. The Community-Based Clinics Emergency Preparedness Plan (CBCEPP) organizes the network of clinics into a system designed to provide outreach from DOH into the community at a grass-roots level. This plan will provide DOH a set of “eyes” at the community level that will allow for the rapid identification of needs and an expedited response.

With full plan implementation the clinics will be linked with one or more neighborhood clusters to:

- Assist with emergency preparedness plans and exercises
- Assist with assessments of health and medical impact of disaster/emergency
- Provide health and medical technical support to the neighborhood clusters
- Provide public health information/education
- Provide clinical services during an emergency
- Assist with health and medical resource allocations
- 

The organizational structure of the CBCEPP is similar in format to the Incident Command System (ICS) that is used throughout the District to manage disaster/emergency response. This allows for rapid, effective communications that enhance coordination among various governmental and nongovernmental response agencies.

Further, when fully operational with trained EHRC personnel in place, in the various neighborhood clusters, there should be a seamless transfer of Incident Command functions during the ensuing days, without degradation of services, as “burn out” becomes an expected sequelae.

**C. THE ROLE OF DEPARTMENT OF HUMAN SERVICES’ (DHS) IN EMERGENCY MANAGEMENT (An Overview)**

The role of Department of Human Service is to promote and ensure a coordinated local capability to provide mass care assistance to victims that have been impacted by local emergency. Initial response activities will focus on meeting urgent needs of disaster victims (this includes special populations’ – elderly, children, and the disabled) on a mass care basis. These services could include, but not limited to providing shelter, food, and emergency first aid assistance to those impacted by local incident or emergency.

Additionally, DHS in coordination with other organizations (such as the Red Cross, local churches and other civic groups and including federal government agencies) supports the establishment and maintenance of systems to provide distribution of emergency disaster relief food to disaster victims and response personnel.

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DHS' Primary role encompasses the following:

**Shelter-** designation of emergency shelter for disaster victims that includes the use of pre-identified shelter sites in existing structures, creation of temporary facilities or the temporary construction of shelters, and the use of similar facilities out side the disaster –affected – area as needed in cooperation with communities and adjacent local governments, should evacuation be necessary.

**Food-** DHS will provide food to disaster victims and emergency workers through a combination of fixed sites, and distribution of food and portable water. It will apply sound nutritional standard and will, to the extent possible, meet requirements of disaster victims with special dietary needs.

**Emergency First Aid-** DHS will provide emergency first aid to victims and emergency workers at mass care facilities and designated sites within the local incident or emergency area. This service is in conjunction with other health and medical care services provided by other agencies and local civic group established to meet the needs of disaster victims.

**Family Well-being Inquiry** – DHS will collect and provide information to immediate family members or individuals who reside within the affected area. It will provide aid in uniting of family members within the affected area who were separated at the time of public emergency.

**Bulk Distribution of Emergency Relief Items-** DHS will establish sites within the affected area for bulk distribution of emergency relief items to meet the urgent needs of disaster victims. These items may include clothing, blankets, food, dietary supplements, etc.

DHS in coordination with American Red Cross, Salvation Army and other local and regional civic groups will operate designated shelters and will also coordinate the delivery of food, cots, blankets, and other supplies for sheltered victims. DHS, as necessary, will authorize emergency issued food stamps and vouchers to individuals and families to purchase food on the open market as required.

DHS will provide private sector food sources and distributors to procure, storage, transport, make provisions for food stamps, and feeding assistance before, during, and after local and regional emergency.

DHS will coordinate and assist with emergency feeding both inside and outside of shelter environment. DHS staff will assist in the feeding process by coordinating purchases for emergency food during the crisis period. It will also provide services for persons in the emergency shelters with special needs.

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**D. Metropolitan Police Department**

The District of Columbia has 44 police service areas (PSAs), seven police districts, and three regional operations commands (ROCs). The PSA is the smallest geographical subdivision of the city; its size and shape usually follow neighborhood and natural boundaries.

Every resident lives in a PSA and every PSA has a team of police officers and officials assigned to it. Residents should get to know their PSA team and learn how to work with them to fight crime and disorder in their neighborhoods.

**Emergency Service Sites (ESS)**

In the event people are unable to contact the police because of telephone or electricity failures, the Metropolitan Police Department will have more than 125 Emergency Service Sites (ESS) situated throughout the District -- in fire stations, community centers, local businesses, and other locations.

People can go to their nearest ESS to report a crime or to request any other type of public safety assistance. There will be a minimum of one ESS in each police service area; many police service areas (PSAs) will have several sites.

**E. DC Water and Sewer Authority (WASA)**

The Water and Sewer Authority's primary responsibility during a city emergency is to maintain the operation of the water and sewer system for the city. The Authority also provides support to a number of Emergency Support Functions (ESF's) as defined in the District of Columbia Emergency Response Plan. In the event of a city emergency, WASA will send a representative to the District of Columbia - Emergency Management Agency's Command Center. The individual sent to DC-EMA is commonly referred to as an Emergency Liaison Officer (ELO) and is responsible for coordinating with city officials emergency response activities involving WASA.

Although, WASA supports a number of Emergency Support Functions as defined in the DC Emergency Response Plan the primary support is to ESF #3 - Public Works and Engineering. ESF#3 is directed by the Department of Public Works and is responsible for the following emergency support activities: Structural Assessment, Emergency Power and the Distribution of Bottled Water and Ice. WASA has also developed an internal emergency command center that can be activated during an emergency event, which was done during the Isabel storm. The internal emergency command center is located on the Blue Plains Plant and will also coordinate emergency response activities with DCEMA.

**For additional information about this community emergency management plan, contact the District of Columbia Emergency Management Agency at (202) 727-6161 or write to: DCEMA, 2000 14<sup>th</sup> Street NW, 8<sup>th</sup> Floor, Washington, DC 20009.**

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