



# CIRCULAR HEAD COUNCIL

## COMMUNITY RECOVERY MANAGEMENT PLAN

(sub-plan of the  
Emergency Management Plan)



Adopted by Circular Head Council 20 July 2006

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# PART ONE – GENERAL

## 1. Introduction

### 1.1 General Overview

This recovery management plan seeks to establish the commitments of various organisations involved in recovery management in the Circular Head Council area. This will enable effective and coordinated management of the recovery process in the event of an emergency. The plan will facilitate the recovery of affected individuals, communities and infrastructure as quickly and practicably as possible.

The plan sits within the broader structure of the Circular Head Council's Emergency Management Plan.

### 1.2 Aim

The aim of the plan is to develop and formalise arrangements for the effective management of the recovery process in the event of a disaster in the Circular Head municipality.

### 1.3 Objectives

The objectives of this plan are to:

- Identify the trigger(s) for the activation of the plan.
- Outline recovery management structures and management processes, which ensure community participation in the recovery process.
- Identify, mobilise and co-ordinate a range of material, financial and social support services within Circular Head to assist community recovery. (Identified primary agencies will be responsible for the management of specific recovery support services).
- Identify resources available for use in the recovery process.

### 1.4 Scope and Responsibilities

The overall responsibility for co-ordinating the Recovery Management Plan for emergency events within the Circular Head local government area rests with the Circular Head Council (CHC). In the event of an emergency situation that is beyond the capacity and resources of the CHC to effectively manage on its own, the CHC will contact the Chair of the North West Region Recovery Committee. In this case, the Department of Health and Human Services, through the North West Region Recovery Committee, will work with the CHC to co-ordinate recovery services.

### 1.5 Activation Trigger

The activation trigger for the Recovery Management Plan shall be notification from the SES Local Coordinator to the Local Council Recovery Coordinator of the need for recovery services.

## 2. Types of Recovery Services Required

Recovery services are briefly described in the following table. For more detailed information on responsibilities and actions of primary agencies please refer to Section 5 of this Plan (pp9-10). Where Circular Head Council has direct responsibilities, these are detailed in Section 6 (pp11-16).

Service	Description	Primary agency
Accommodation	Provision of emergency and temporary accommodation.	Circular Head

Animal Welfare	Provide support to the community for preservation and protection of domestic animals.	RSPCA - Burnie
Catering	Provision of emergency catering	Salvation Army - Burnie
Clothing and Household Items	Provision of clothing and household items	St Vincent de Paul
Community clean-up	Provision of assistance with clean up of households and community assets following an emergency incident. (As determined by the recovery committee in the context of each situation)	CH Council - Total Workforce (in some cases)
Community re-establishment (long term)	Identification and prioritisation of redevelopment for the longer- term restoration of community assets, services and general well being of the community.	CH Council
Personal Support	Provision of support services ranging from providing initial comfort.	CH Council - Wyndarra
Financial assistance	Provision of short and long term financial assistance to enable affected persons to replace essential belongings lost as a result of the emergency.	DHHS – Child Youth and Family Support Centrelink
Information Management	The gathering, processing, and disseminating of information to the affected community, and the gathering of community feedback	Refer to MEM Plan Section 13 (p.28)
Interpreter Services	Facilitation of the provision of interpreter services for affected persons from diverse linguistic and cultural backgrounds (and cultural information).	Translating and Interpretive Services
Recovery centres	Establishment of one stop shops for a range of services.	CH Council
Registration and Inquiry	Registration of disaster affect persons and provision of inquiry facilities to locate those persons	Red Cross
Transport	Provision of both emergency evacuation support and subsequent coordination of transport	SES

### 3. Management Structure

#### 3.1 Recovery Management Principles

- ◆ Management and service provision will be devolved as much as possible to the local level. State and Regional recovery strategies, services and resources will supplement and complement the municipality's initiatives rather than replace local endeavours. Emphasis will be on CHC's role of coordination activities with primary agencies managing the delivery of the recovery services.
- ◆ Emphasis will be given to supporting and maintaining the identity, dignity and autonomy of affected individuals, families and the community.

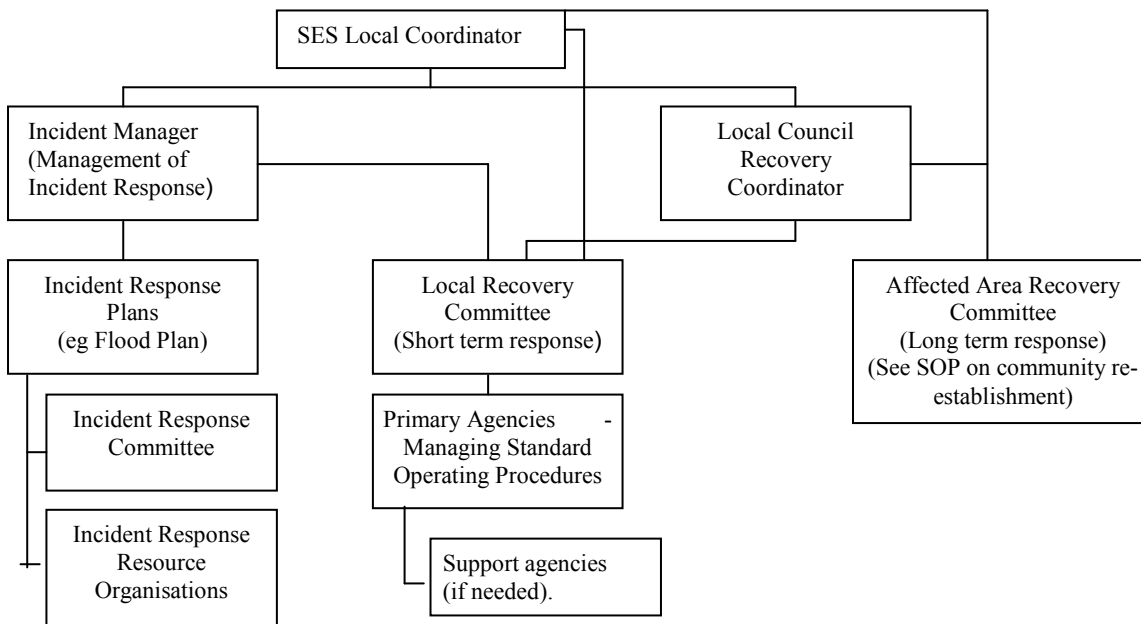
- ◆ Management of recovery will occur in the context of clear and agreed arrangements, and involve processes of consultation and cooperation through established communication channels.
- ◆ Wherever possible, the normal municipal management and administrative structures and practices will be used, ensuring that these structures and practices will be responsive to the special needs and circumstances of the affected community.
- ◆ Recovery information and recovery services need to be coordinated and readily accessible to affected individuals, families and communities and responsive to their needs and expectations.

### **3.2 Implementation**

- ◆ The Municipal Emergency Management Plan shows the overall management response to an incident and should be read in conjunction with this document.
- ◆ The Local Council Recovery Coordinator, or a person delegated by CHC, is to initiate recovery activities as documented in this section of the Plan as soon as possible, when required, after an emergency occurs.
- ◆ The Local Council Recovery Coordinator shall convene a meeting of the Local Recovery Committee as soon as possible where the emergency is of a magnitude that requires their involvement.

There are two main aspects to managing the effects of a disaster – response and recovery. Close liaison between those involved in the incident response and those involved in recovery services is essential for effective recovery. The following organisational diagram summarises relationships:

RESPONSE ← → RECOVERY



### 3.3 Local Recovery Committee (Short term)

#### 3.3.1 Committee Composition and Function

The Local Recovery Committee will be formed from the primary agencies directly involved in recovery services. The Committee will also include the Recovery Coordinator, Incident Manager and SES Local Coordinator, as well as other delegated CHC staff.

The sole function of the Local Recovery Committee will be to effectively coordinate the services provided during the Recovery phase in the *short term* and provide advice to the Incident Manger on all short-term provision of recovery services.

In non-operational periods the role of the Local Recovery Committee is to:

- ◆ Maintain and review this Recovery Management Plan;
- ◆ Meet regularly to maintain liaison between agencies, enhance understanding of agency roles, update contact arrangements and ensure the currency of local arrangements; and
- ◆ Maintain links with the North West Region Recovery Committee.

The Local Recovery Committee will meet at least twice a year in non-operational periods.

#### 3.3.2 Activation of the Committee

The activation of the Committee in the event of an emergency will only take place where the size and complexity of the incident warrants its activation. Where the recovery support needs only to be provided by a single primary agency, then activation of the Committee is unnecessary.

The decision to activate the Local Recovery Committee for a particular incident will be made by the Local Council Recovery Coordinator (CHCRC) following consultation with the SES Local Coordinator and the Incident Manager.

### **3.4 Affected Area Recovery Committee (AARC) (Long term)**

An event of sufficient magnitude will involve a longer term recovery process. In this case an Affected Area Recovery Committee should be established to assist local government in **long term** community recovery. The aim is to have a management mechanism in place that advises on the longer-term restoration of community assets, services and general well being of the community. See the Standard Operating Procedure on community re-establishment in PART TWO - Section 6 for more information (pp11-13).

## **4. Other matters for consideration**

### **4.1 Volunteers**

Volunteers need to be well managed in order for them to contribute successfully to community recovery. Volunteers will be coordinated through the Local Recovery Committee by a nominated agency. The following guidelines will assist volunteer management:

- ◆ Direct volunteers to a separate registration area;
- ◆ Use a number of the early volunteers as registration personnel for the remainder, and to assist with and attend to:
  - ◆ volunteer identification;
  - ◆ liaison with organisations requiring volunteers to ascertain requirements in terms of numbers, skills, clothing, equipment etc which may be required;
  - ◆ Assisting in arrangements for relief/changeover, catering, counselling and other routine matters for volunteers; (Refer to Part Two, Section 5.7 of this Plan for debriefing and rostering of volunteers.)
  - ◆ Advising and assisting new volunteers to ensure that they are adequately clothed, equipped and instructed for the work which they will be doing;
  - ◆ Supervision to ensure that volunteers are allowed, and take, sufficient time to attend to their own needs; and
  - ◆ Follow up to ensure that all new volunteers are included in any form of recognition ceremony or program which may ensue.

### **4.2 Specialised requirements**

Apart from the generic services which will be required by most disaster affected persons, there will also be a number of urgent requirements for minority groups. Primary agencies should ensure that they are as equipped as possible to attend to these special requirements. Some of these could include:

- 4.2.1. **Special needs of the frail elderly and people with disabilities** such as interim and longer term supported accommodation, replacement of aids such as walking sticks, wheel chairs, frames, spectacles and hearing aids, transport and special counselling.



- 4.2.2. **Special cultural and religious needs of ethnic groups**, particularly with regard to such things as funerals, dietary requirements, special clothing, religious needs and special gender based issues.
- 4.2.3. **Ease of reestablishing one's identity**. Strict requirements for the production of multiple items of identification before obtaining particular services should be waived.
- 4.2.4. **Ensuring that key personnel named in this plan** are backed up by at least two or three deputies to ensure that no part of this plan becomes inoperable due to absences (Refer Appendix A).

### **4.3 Review of this Plan**

This Plan will be comprehensively reviewed every two years from the date of its first adoption.

## **PART TWO – STANDARD OPERATING PROCEDURES AND GUIDELINES**

### **5. Guidelines for Primary Agencies providing Recovery Services**

Each primary agency identified in Section Two above (p4) is responsible for managing certain recovery services to ensure the efficient and effective coordination and provision of each recovery service to persons affected by an emergency/disaster in the Circular Head municipality.

It is expected that services will be provided through normal operating channels of the primary agencies, augmenting staff and re-allocating functions as necessary to cope with the emergency/disaster.

The Local Council Recovery Coordinator will be responsible for overall coordination of the services. Primary agencies will closely liaise with the Coordinator through the Local Recovery Committee. (The North West Region Recovery Committee would generally be activated when the incident is beyond the capacity and resources of the Circular Head Council).

The following general procedures apply to all primary agencies:

#### **5.1 Membership on the Local Recovery Committee**

Each primary agency will be represented on the Local Recovery Committee.

#### **5.2 In non-operational periods**

Primary agencies will be responsible for defining and developing the roles of its members, other appropriate persons, and any support agencies under this Plan, for response to and recovery from an emergency/disaster. They shall also establish practices and principles for the training, coordination and provision of the recovery service they are responsible for in response to emergency and disaster situations.

#### **5.3 In operational periods**

Primary agencies will coordinate available resources and implement plans and procedures in the event of an emergency.

#### **5.4 Authorisation of Expenditure**

CHC and other recovery agencies shall obtain and pay for goods/services through their own supply systems. The Local Council Recovery Co-ordinator with the assistance of the Chair of the North West Region Recovery Committee will coordinate the acquisition of the supply of goods/services which cannot be provided by the municipality or participating agencies. When goods can only be obtained in such a manner, approval for payment from the Chair of the North West Region Recovery Committee is required prior to the goods being obtained.

As reimbursement may be sought by both primary agencies and support agencies it is essential that proper control be exercised and adequate records maintained to allow for a full audit of expenditure.

## **5.5 Public Appeals and Donations**

Any public appeals for donations of cash or goods in the event of a major occurrence is the responsibility of the Circular Head Council. If such an appeal is launched, the primary agencies may act as a collection agency. In the case of cash appeals separate receipt books must be used, the money deposited into a separate account, and subject to full audit.

Any appeal for donation of goods would only be made with the agreement of the Circular Head Council.

An equitable distribution policy is required for subsequent distribution of cash or goods. This will be the responsibility of the Mayor through a delegated Circular Head Council Officer in liaison with appropriate parties and the Affected Area Recovery Committee (if set up).

## **5.6 Media management**

All media releases prepared by members of the Local Recovery Committee should comply with their respective organisation's media protocols and procedures. Refer to the Emergency Management Plan Section Thirteen (page 28) for more information.

## **5.7 Debriefing and rostering of staff**

Debriefing and rostering of staff in primary agencies will be the responsibility of that agency. The Coordinator of each recovery service should ensure that staff receives appropriate debriefing and counselling as required. This may include at the end of each shift or at appropriate intervals during and after the incident.

External organisations to the primary agency are responsible for debriefing and counselling of their employees or volunteer staff. Assistance may be available through the organisation's Employee Assistance Provider and this should be discussed with the coordinator of the primary agency.

All organisations involved in recovery services must ensure that a roster system is established as early as possible and it is desirable that staff do not work beyond a shift of 8 hours in any 24 hours.

## **5.8 Key contact lists**

The key contact list for each recovery service is found in Appendix B of this Plan. This will be updated at each Local Recovery Committee meeting.

NB Staff of the Department of Health and Human Services should also follow procedures outlined in the *Emergency Management Protocols* and *Aged, Rural and Community Health Standard Operating Procedures*.

## **6. Standard Operating Procedures for Circular Head Council**

Circular Head Council is directly responsible for the establishment of recovery centres and for long-term community re-establishment in the event of an emergency. The following two standard operating procedures outline the process required to ensure the efficient and effective coordination and provision of each of the above.

## 6.1 Community Reestablishment

Primary Agency: Circular Head Council

Support Agencies: Range of private, government  
and non-government organisations.

An event of sufficient magnitude will involve a longer-term recovery process. In this case an Affected Area Recovery Committee (AARC) should be established to assist local government in **long term** community recovery. The aim is to have a management mechanism in place that advises on the longer-term restoration of community assets, services and general well being of the community.

### 6.1.1 AARC composition

The composition of the committee will vary depending on the affected area. The membership of AARC should include community leaders and representatives and could be drawn from:

- Local council recovery coordinator
- Mayor and/or nominated representative
- Councillors
- Government agencies (local, state, federal)
- Relevant community group representatives
- Affected persons representative
- Non-government agencies
- Insurance Council of Australia
- Law Society of Tasmania
- Industry group representatives
- Community reestablishment officer

### 6.1.2 Formation of AARC

The AARC will be convened at the initiation of the SES Local Coordinator, in consultation with the Local Council Recovery Coordinator and the North West Region Recovery Committee Coordinator or by the Region Disaster Controller (Police Commander, North West District).

These parties will be responsible for deciding the exact composition of the AARC for any given incident.

### 6.1.3 Function of AARC

The AARC major functions will be to:

- Monitor the overall progress of the recovery process in the affected community;
- Identify long term community needs and resource requirements. For example:
  - Long term counselling
  - Long term legal, insurance and financial problems

- Identify suitable areas for the disbursement of funds from appeals
- Identify priorities for the restoration of services
- Damage assessment
- Environmental rehabilitation
- Property restoration
- Liaise, consult, and negotiate with recovery agencies, government departments and municipal councils on behalf of affected communities.

In the process of carrying out these functions the AARC needs to develop a strategic plan to:

- Take account of local government long-term planning and goals;
- Consult regularly with all relevant community groups;
- Consider the requirements for special needs groups;
- Develop a timetable for completing major recovery functions;
- Allow maximum community participation in decision making processes and full access to information on proposed programs;
- Effectively use the support of State and Commonwealth agencies.

## 6.1.4 Standard Operating Procedure for Community Reestablishment

WHAT	HOW
AARC is activated by:	<p>SES Local Coordinator in consultation with:</p> <ul style="list-style-type: none"> <li>• The Local Council Recovery Coordinator; and</li> <li>• The Chair of the North West Region Recovery Committee</li> </ul> <p>OR by the Region Disaster Controller</p>
AARC will be coordinated by:	The Local Council Recovery Coordinator (LCRC), and the Chair of the North West Region Recovery Committee.
The LCRC activates the internal processes for AARC	<ul style="list-style-type: none"> <li>• Inviting appropriate parties to form the committee</li> <li>• The LCRC deploys an officer (an Assessor) to undertake an assessment of the situation</li> <li>• The LCRC has overall co-ordination of services, refer to section 5.</li> </ul>
Briefings	<p>The LCRC maintains communication with and provides briefings to:</p> <ul style="list-style-type: none"> <li>• relevant departments within CHC;</li> <li>• involved agencies;</li> <li>• the Assessor; and</li> <li>• the public as required.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• In accordance with the Working Group's internal procedures and in consultation with relevant departments within the Circular Head Council and the North West Region Recovery Committee.</li> <li>• The LCRC appoints other staff as required.</li> </ul>
Operational and Personal Debrief	<ul style="list-style-type: none"> <li>• The LCRC will conduct an internal operational debrief,</li> <li>• Participate in a regional debrief and ensure appropriate personal debriefing is provided.</li> </ul>

## 6.2 Establishing recovery centres

Primary Agency: Circular Head Council

In non-operational periods the Circular Head Council will:

- Identify and maintain a register of suitable premises, and available resources;
- Undertake training in the management of recovery centres.

In operational periods:

CHC will establish recovery centres as one stop shops for a range of services. Selection of a suitable premise will be entirely reliant upon the nature, location and extent of the emergency, as well as the resultant needs, availability and accessibility. Adequate communication, catering, toilet and other services and facilities are essential.

See Section Seven (pp18-26) for contact and access details of suitable premises. In the event of an emergency it is envisaged that the following will occur:

### 6.2.1 Immediately after the Event

State Emergency Service Coordinators will advise the Local Council Recovery Coordinator of the emergency.

The Local Council Recovery Coordinator may determine that a Recovery Centre needs to be established and liaises with and gains the approval of the Council General Manager. The Local Council Recovery Coordinator contacts the Chair of the North West Region Recovery Committee and provides a detailed situation report (see Appendix B for proforma) advising of any support required from the North West Region Recovery Committee (including request for a community recovery assessor).

The Coordinator may activate the Recovery Centre Working Group of the North West Region Recovery Committee to provide support to the Local Council Recovery Coordinator for the operation of the Recovery Centre(s).

<b>Area</b>	<b>Responsibility</b>
Venue	Local Council Recovery Coordinator
Furniture	Local Council Recovery Coordinator
Telephones	Local Council Recovery Coordinator
Porta Loos (if required)	Local Council Recovery Coordinator)
Management of the Recovery Centre	Local Council Recovery Coordinator in consultation with Department of Health and Human Services and the Salvation Army will appoint a Recovery Centre Manager.
Signage	Available from Department of Health and Human Services through the North West Region Recovery Committee.

Tabards (vests labeled Human Services)	Available from Department of Health and Human Services through the North West Region Recovery Committee.
Support staff for the Recovery Centre	Contact North West Region Recovery Committee Chair All relevant support agencies
Information to general public about the Recovery Centre	Recovery Centre Manager in conjunction with: Local Council Media Officer
Outreach Program	Recovery Centre Manager with the assistance of Department of Health and Human Services and other support organisations.

### **6.2.2 Local Council Recovery Coordinator**

The Local Council Recovery Coordinator is responsible for coordinating the work of the group in operational and non-operational periods to assist Circular Head Council in the establishment of Recovery Centres.

### **6.2.3 Authorisation for Expenditure**

Authorisation for expenditure on Recovery Centre infrastructure will normally be by the Council General Manager.



## 6.2.4 Standard Operating Procedure for establishing recovery centres

WHAT	HOW
Identified need for a Recovery Centre to be established	By the Local Council Recovery Coordinator in liaison with the Local SES Coordinator or Chair of the North West Region Recovery Committee
Appropriate site selected	By referral to Section Seven of this Plan
Permission to use site obtained	Local Council Recovery Coordinator makes appropriate calls (see Section Seven for contacts).
The Coordinator of the North West Region Recovery Centre Working Group is activated	By the Chair of the North West Region Recovery Committee following a Situation Report and request for support from the Local Council Recovery Coordinator / Department of Health and Human Services Disaster Assessment Officer.
The Recovery Centre Working Group is activated	By the Coordinator of the Recovery Centre Working Group. In accordance with the Working Group's internal processes the Coordinator will provide assistance and support to the Local Recovery Coordinator in the establishment of a Recovery Centre.
Briefings	<p>The Local Council Recovery Coordinator maintains contact with and provides briefings to:</p> <ul style="list-style-type: none"> <li>• Recovery Centre Manager</li> <li>• Recovery Centre Working Group</li> <li>• North West Region Recovery Committee</li> <li>• The manager of the site</li> </ul>

## PART THREE – RESOURCE INVENTORY

### 7. Resource Inventory - Possible recovery centres

#### 7.1 Schools

**Schools can be used as recovery centres within the following guidelines:**

- ◆ During school holidays;
- ◆ In disasters of such magnitude that continuation of normal school operation is suspended;
- ◆ When the school's proximity to a very localised, short term disaster makes it the most appropriate centre;
- ◆ When only part of a school (such as a hall) needs to be used.

NB Normal school programs would be maintained whenever possible.

**In order for schools to be used as recovery centres the following will apply:**

- ◆ Co-ordination will be done through North Western Branch of the Dept of Education in line with District Critical and Emergency Procedures.
- ◆ Schools will provide North Western Branch with contact names for both school hours and out of school hours.
- ◆ Schools will indicate to North Western Branch the facilities and amenities available for recovery purposes when:
  - ◆ the disaster was such that schools would continue to operate
  - ◆ the disaster was such that schools would cease to operate
- ◆ North Western Branch will have this information on hand at the beginning of each school year and will be contactable in and out of office hours

**In the event that a school within the municipality was identified as the most suitable site for a recovery centre the following would occur:**

- ◆ The Local Council Recovery Coordinator, or delegated Council officer, will contact North Western Branch of the Dept of Education with a request to use School X.
- ◆ North Western Branch will provide the following:
  - ◆ Contact names for accessing the school;
  - ◆ Information on available facilities and amenities;
  - ◆ Layout maps of the school.
- ◆ The Local Council Recovery Coordinator will continue to liaise with North Western Branch for the duration of the incident.

## 7.2.1 Circular Head Council

### CONTACT AND ACCESS DETAILS

<b>Address</b>	33 Goldie Street (PO Box 348), Smithton
<b>Keys</b>	Greg Winton, Tony Smart
<b>Telephone contact</b>	Business Hours 6452 4800 After Hours 0438 071 651 Greg Winton 0409 163 599 Tony Smart
<b>Fax</b>	6452 4861
<b>Alarm</b>	Yes
<b>Accessible entrances</b>	Main Entrance – Goldie Street Side entrance on northern side of building Back entrance via ramp at rear of building
<b>Capa (approx no.)</b>	Unavailable for emergency accomodation
<b>Brief description of centre</b>	Municipal Council Offices (kitchen facilities available)
<b>Additional information</b>	

### Contacts for operation of this plan for primary agencies

<b>Personal Support</b>	<b>Dept of Health and Human Services</b> ♦ Toni Brown ( <u><i>Also Chair of the North West Region Recovery Committee</i></u> )  <b>ON CALL DHHS Regional Recovery Coordinator (after hours contact number)</b>  <b>Dept of Health and Human Services (Child Youth and Family Support Division)</b>  ♦ Manager North West	6421 7791
		6434 6404

**North West Region Recovery Committee**

**SITUATION REPORT**

TO:

FROM:

TIME:

DATE:

INCIDENT: \_\_\_\_\_  
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**SITUATION** (please print)

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