



NATIONAL DISASTER MANAGEMENT UNIT (NDMU)

BASIC INCIDENT MANAGEMENT

GUIDELINES

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INTRODUCTION

Every nation (state) accepts the need for measures to protect and preserve the lives and property of its citizens, whether from external threats or internal hazards. All such measures, however, must be seen as components of much wider policies those designed to ensure the development and maintenance of safer, sustainable communities in which all members can live, work and pursue their appropriate needs and interests in a safe and sustainable physical and social environment.

National Disaster Management Unit (NDMU) would like to provide general basic incident management information to the public in order for them to improve in disaster mitigation, prevention, preparedness, response and recovery.

A RANGE OF MEASURES TO MANAGE RISKS TO THE COMMUNITY AND THE ENVIRONMENT.

The following key terms are used in this manual.

Community

A group of people with a commonality of association and generally defined by location, shared experience or function.

Elements at risk

The population, buildings and civil engineering works, economic activities, public services and infrastructure etc. exposed to sources of risk.

Emergency management

A range of measures to manage risks to communities and the environment.

Emergency risk management

A systematic process that produces a range of measures that contribute to the well-being of communities and the environment.

Event

An incident or situation, which occurs in a particular place during a particular interval of time.

Hazard

A source of potential harm, or a situation with a potential to cause loss.

Risk

The chance of something happening that will have an impact upon objectives, measured in terms of consequences and likelihood. In emergency management, it is more particularly described as 'a concept used to describe the likelihood of harmful consequences arising from the interaction of hazards, the community and the environment'. Terms for events, such as emergency and disaster, are variously defined in legislation and policy documentation in the separate state and territories of the Commonwealth, but in this volume are taken to mean:

Emergency

An event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response.

Disaster

A condition or situation of significant destruction, disruption and/or distress to a community.

- Prevention/mitigation activities, which seek to eliminate or reduce the impact of hazards themselves and/or to reduce the susceptibility and increase the resilience of the community subject to the impact of those hazards;
- Preparedness activities, which establish arrangements and plans and provide education and information to prepare the community to deal effectively with such emergencies and disasters as may eventuate;
- Response activities, which activate preparedness arrangements and plans to put in place effective measures to deal with emergencies and disasters if and when they do occur; and
- Recovery activities, which assist a community affected by an emergency or disaster in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical well-being.

Prevention/mitigation

- Building codes
- Building-use regulations
- Legislation

Preparedness

- Training
- Sensitization
- Exercises
- Simulations
- Drills
- Emergency response plans
- Warning systems
- Evacuation plans
- Emergency communications

Response

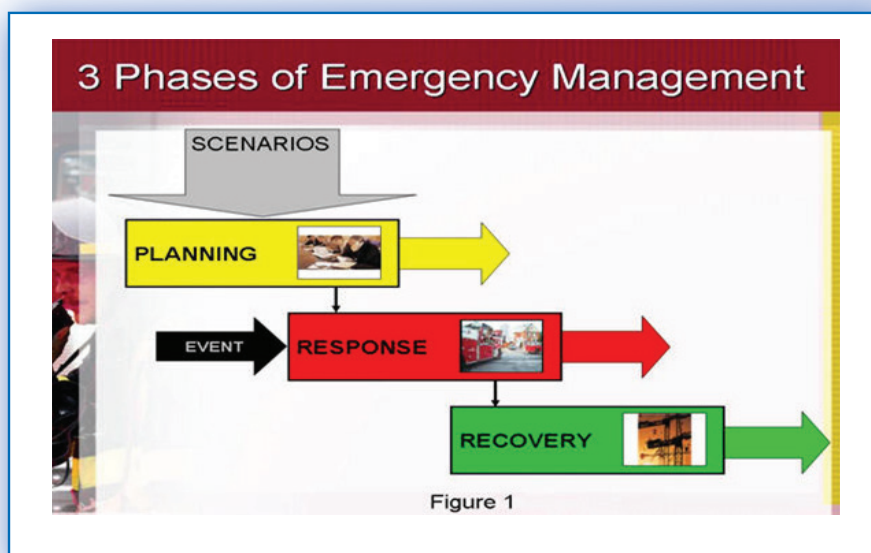
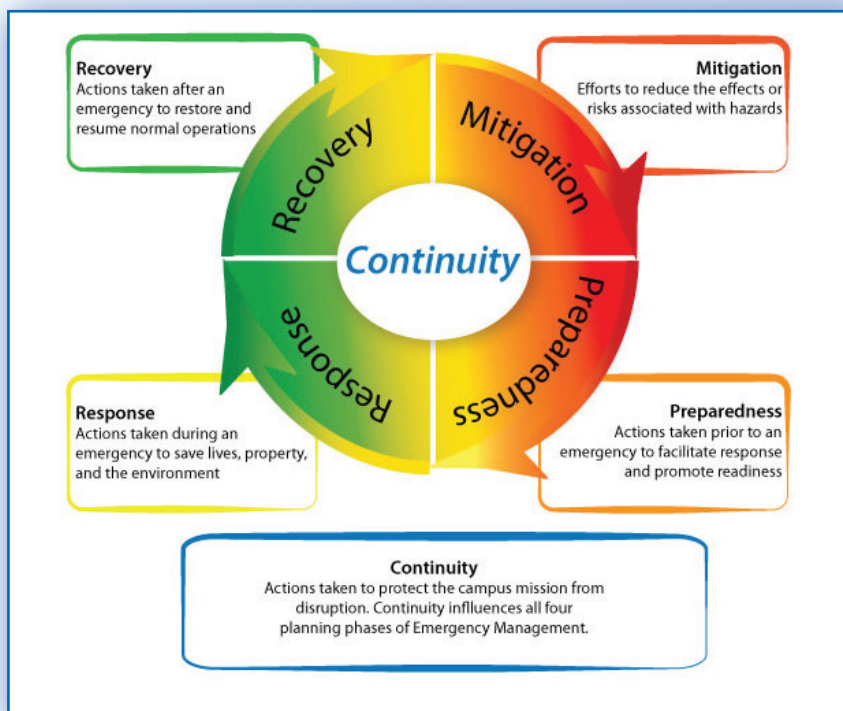
- Plan implementation
- Activation, mobilize and deploy of resources
- Emergency declarations
- Warning messages
- Public information
- Registration and tracing

Recovery

- Restore essential services
- Counseling programs
- Temporary housing
- Financial support/assistance
- Reconstruction
- Integration

DISASTER MANAGEMENT CYCLE





GUIDELINES ON INCIDENT MANAGEMENT

Basic guidelines when dealing with an incident or emergency.

1. In case of a gun short or explosion, dash down and be small target.
2. When it safe crawl away for safety and have a cover
3. Communicate if possible for help.
4. If it is safe, ask who is in-charge, if none identify yourself as the Incident Commander (IC).
5. Identify a command post (CP), look and see what is involved and do scene size-up (rapid assessment and identify quick objectives.
6. Call or order for resources.
7. Identify entry/ exit.
8. Inner/ outer cordon.
9. Identify other key locations like, triage point, field hospital, staging area, ambulance parking, utility vehicles parking, fire engine location, press briefing tent, tracing/ family tent, communication center, check-in desk among others.
10. Deploy resources as they arrive.
11. Transfer of command to more skilled person or to designated incident commander.
12. Scaling down of the exercise.
13. Debrief
14. Press statements by Public Information officer.
15. Stand down.
16. Recovery activities.

INCIDENT WORK SHEET

Priorities:

1. Life Saving
2. Incident Stabilization
3. Property Preservation

What do we want to do? (Review Incident Objectives)

1. _____
2. _____
3. _____
4. _____
5. _____

Who is responsible for doing it? (Recommended Structure and Functional Areas)

How do we communicate with each other? (List Modes, Planning, Networks)

What is the procedure if someone is injured? (Casualty Evacuation, Collection Points)

EMERGENCY RESPONSE PROCEDURE, EVACUATION/ ASSEMBLY POINT

Emergency preparation

1. Sensitization
2. Simulation
3. Evacuation (Actual)

Emergency routes

1. Entry/ Exit
2. Obstacles (inside building/ outside)

Transport

1. Foot
2. Mobile (Road/ Air)

Emergency Bag

1. Portable
2. Equipped with important documents, essential and basic items for basic needs
3. Nearby (accessible within the shortest time even at night time)
4. Serviced (updated and change what should be replaced)
5. Secured

Evacuation Drill Procedure

1. On noticing an alarm, get your bag and dash out, alert your neighbor
2. Maintain a Single file
3. No overtaking
4. Follow the safest route (Mind about your safety and security)
5. No pulling or holding on anyone
6. Carry the sick or injured
7. Assist the young, elderly and handicapped
8. In case your building is on fire, get out with your emergency bag and while outside formulate quick objectives and prioritize your actions and call for help.

Assembly Point

1. For Each group (nearby and known by the target group/ family inclusive)
2. Entry/ exit routes (single file (no overtaking))

Head count

1. Physical check for each person on parade
2. Records and call out for confirmation of responders

Briefing/ Debriefing

1. Assignment to tasks/ shifts/ teams/ divisions
2. Preparation for tasks/ relief
3. Action based on the immediate threat/ task.
4. Completion of task/ assignments/ documents/ reports/ liaison/ consult

Standby

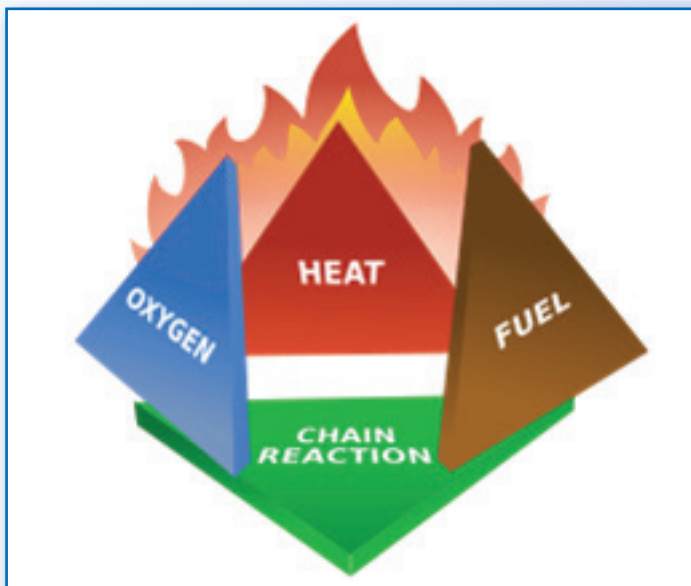
1. Alertness/ Assignments
2. Preparation/ Relief/ strike/ attack
3. Action (as per the threat, need or lawful instructions)
4. Completion of task/ assignments/ document/ reports/ liaison/ consult

Fallout

1. Back to residence/ barracks
2. Resume normal

FIRES

Fire is the rapid oxidation of a material in the exothermic chemical process of combustion, releasing heat, light, and various reaction products.





MESSAGE FROM THE DEPUTY INSPECTOR GENERAL, KENYA POLICE SERVICE, GRACE S. KAINDI, MBS, ndc (K)

FIRE SAFETY MESSAGE FOR THE YEAR 2014.

The objective of this week is to bring likeminded organizations during the 2014 Fire Safety Week in Kenya scheduled to take place between Monday 28 th July to 2 nd August 2014, Ministry of Interior & Coordination of National Government, National Disaster Management Unit (NDMU), National Disaster Operation Centre (NDOC), Ministry of Defense, Kenya Institute of curriculum development, Kenya Red Cross Society (KRCS), St. John, NYS, UNDP, County City of Nairobi and other private and Government agencies will be marking the 2014 Fire Safety Week in Nairobi this year (2014). This campaign is to sensitize the general public and raise awareness on fire safety/prevention.

Government ministries, KRCS, UN Agencies, Local Authority, and other relevant institutions have been sending risk reduction messages to the public in a forum dubbed: Fire Fighters Forum to find solutions to fire incidences and other disasters. The sad realization is that 90% of these fires can be prevented. This prevention can be done by a simple change of attitude as well as effective building community capacities through passing on of knowledge by way of training. Real proof are areas like Mathare which initially had been black listed by the city council for being notorious in stoning of the fire teams whenever they responded; today, the community has established effective fire prevention and response mechanisms.

During the fire safety week, we seek to pass information to the general public on fire safety. We shall have fire safety campaigns at the City Centre as well as the residential areas. To crown the occasion there will be a fire safety week Procession in Nairobi KICC grounds. These events will be preceded by other activities marking the week.

Fire may be caused by either natural or human elements Human negligence is attributed to cause 90% of all fires. These human errors include and are not limited to drunkenness, domestic violence, brewing of illicit alcohol, use of uncontrolled open flames, electrical faults i.e. electrical overload and short circuiting, poor storage of flammable material, inappropriate use of cooking apparatus and recently, scooping oil from overturned tankers, the list is endless.

On the other hand Natural factors for example climatic conditions like lightning, contribute to a mere 10% of fires.

Human elements causing a large majority of the fires indicates that Fire tragedies to a large extent are preventable. We however continue to witness continuous loss of lives, property and livelihoods through fires as much as they are preventable Creating awareness and sensitizing the public on fire safety can avert most if not all of the resulting fire tragedies.

Objectives of the Week

- Create synergy among stakeholders to take measures that will help eliminate where possible the infernos and resulting costs in Kenya.
 - Create awareness and sensitization on fire safety/prevention to the Nairobi community and the public in general through media.
 - Empower school children who are equally vulnerable, with knowledge and skills that will enhance their safety now and in the future.
 - Attitude change-The publicity campaign is intended to provide information, create awareness and promote behavior change.
 - Carry out a drill to assess the preparedness level of the City residents
- Schedule of activities

There will be a number of activities being carried out during the fire safety week such as:

1. Awareness and campaign sessions in the media, CBD, and informal settlements
2. Children's participation in fire safety –in the informal settlements.
3. Procession and fire equipments exhibition and first aid demos
4. Drill in one of the city buildings to create awareness.



GRACE S. KAINDI, MBS, ndc (K)
DEPUTY INSPECTOR GENERAL
KENYA POLICE SERVICE



NATIONAL DISASTER MANAGEMENT UNIT (NDMU) DIRECTOR

Kenya has experienced a number of disasters over the past years; fire being a rampant one especially in Nairobi's both formal build up areas and informal settlements. In the pursuit of reducing vulnerabilities to risks, the Government of Kenya (GoK) in collaboration with other like minded organisations, have devised ways of addressing disasters.

Other than formation of forums like the fire fighters forum, the government has established a National Disaster Management Unit. The unit encompass emergency preparedness at all aspects of disaster risk management, from addressing underlying causes to responding in times of emergencies. First and foremost, preparedness will focus on prevention and mitigation, taking pre-emptive measures to help the public avoid emergencies and become better equipped so that the impact of disasters are reduced.

Measuring preparedness will start with evaluating the quality of mitigation efforts and how well County Offices and stakeholders have integrated disaster risk mitigation into their regular, non-disaster programming. If risk mitigation is successful, the NDMU will compliment efforts aimed at improving community-based preparedness.

Emergency planning therefore provides strategies for disaster management with focus on effective preparedness, response to disasters and emergencies. In the past as mentioned, Kenya has experienced many hazardous and emergency events that have led to loss of lives, displacement of people and property destruction.

Eventually proper planning will eliminates conflicts amongst emergency responders and creates clear leadership of command, control and coordination based on best practices when disaster strikes, and have the systems and tools to respond fast.

A handwritten signature in black ink, appearing to read 'Levin K. Mwandi'.

**LEVIN K. MWANDI, EBS, OGW, HSC, DCP
DIRECTOR**

NATIONAL DISASTER MANAGEMENT UNIT



MWACHI PIUS MASAI - SP
DEPUTY DIRECTOR, NATIONAL DISASTER MANAGEMENT UNIT (NDMU)

SAFETY MESSAGE

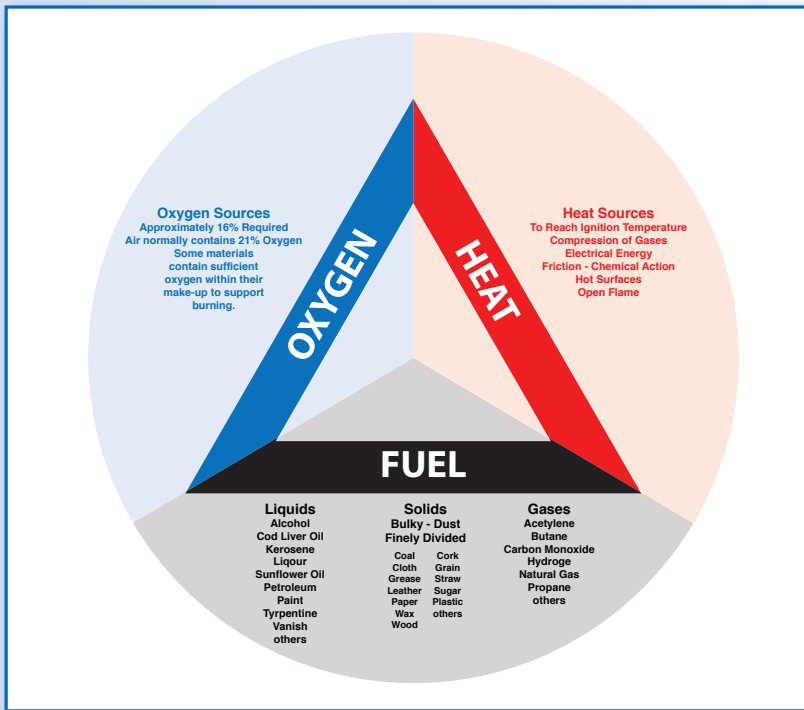
Emergency preparedness should be a primary role of every person. Teamwork is necessary in Emergency services. Mobilization of resources and usage of incident command system (ICS) is essential in nature.

"Safety begins with you and me, let's act now"

A handwritten signature in black ink, appearing to read 'Pius Masai'.

MWACHI PIUS MASAI

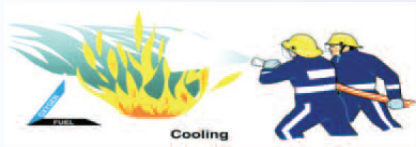
FIRE TRIANGLE



Fire class	Class Fire Details	Ideal Extinguisher
A	Ordinary combustibles such as paper, cloth, wood, rubber, and many plastics.	Water, Carbon Dioxide, Dry Powder, Foam
B	Flammable liquids	Dry Powder, Carbon Dioxide, Foam
C	Flammable gases	Carbon Dioxide, Dry powder, Foam
D	Combustible metals e.g. magnesium, titanium, potassium and sodium.	Dry powder, Carbon Dioxide

Methods of Extinguishing Fire

To extinguish any of the fire, one of the following methods are used;



Cooling: This is perhaps the most common method of extinguishing fire. Temperatures are drastically reduced by use of water.



Starvation: By starvation, the fire is denied fuel by withdrawing the same from fire hence remove the combustible items.



Smothering / Suffocation:

This method employs the Oxygen cut-off system from the fire. Removal of Oxygen from fire means that combustion can no longer be supported and so the fire will go off.

FIRE DRILL SAFETY CHECKLIST

The following are the components of a fire drill that every person must know;

1. Know the floor or building layout (plan) – The plan must be displayed in a conspicuous place together with the list of emergency number
2. Know and differentiate the sound of the alarm from other sounds
3. Know all the exits and ensure safe passageways
4. Ensure the building has firefighting equipment in good working order (the equipment must be inspected quarterly) Know all the assembly points at your work place, residence or any place you visit
5. You should conduct fire drills frequently (at least every 6 months)

Fire Drill Safety Checklist

Drill forms a special component of preparedness. When regularly conducted, drill reduce time wasted during evacuation. Below are some of the factors one has to consider before conducting drills and documented accordingly.

Date to Drill: _____

- _____ Floor plan shows all floor exits.
- _____ Nearest exit is emphasized on floor plan.
- _____ All exits clear of obstacles.
- _____ Floor plans found in all areas of building.
- _____ Special needs clients/employees identified for assistance.
- _____ Employee designation as first aid response.
- _____ Upon fire discovery was door closed to fire.
- _____ Upon fire discovery was alarm sounded.
- _____ Upon fire discovery were people removed from danger.
- _____ Public bathrooms checked for occupants.
- _____ Doors closed as last person leaves.
- _____ Roll listing all employees taken out to meeting place.
- _____ Simulated turn off of electricity/gas or someone on premises that can show fire personnel where utility turn-offs are located.
- _____ Simulated turn of machines/appliances.
- _____ File, ledger, money e.t.c protection provided.
- _____ Meeting places and evacuation path located at least 50 feet away from all buildings, fire hydrants, utilities and driveway/sidewalk areas where emergency vehicle will enter premises or park.
- _____ Staff available at front front to meet fire district to answer questions and provide information
- _____ Other unsafe conditions: _____

EMERGENCY NUMBERS

1) NDMU	(+254) 20 218 8348 (+254) 20 218 7945 (+254) 20 218 7968 (+254) 20 218 8111
2) National Police Service	999 / 112 342 305 / 310 225
3) Nairobi County Fire Service	(+254) 20 222 2181 / 3 (+254) 20 240 1025
4) Kenya Red Cross Society	1199 (+254) 700 395 395 (+254) 20 395 0395 (+254) 728 602 502
5) St. John Ambulance	(+254) 20 221 0000 (+254) 20 224 4444
6) G4S Fire & Rescue Services (K) Ltd.	(+254) 20 698 2999 (+254) 20 698 2307 (+254) 723 786 565 (+254) 733 900 030 (+254) 717 712 712
7) Radar	(+254) 722 894 222
8) ICT Fire & Rescue	(+254) 722 337 776 (+254) 20 202 2694
9) NDOC	(+254) 20 221 2386 (+254) 20 2211 4445
10) NYS	(+254) 20 263 0145
11) AAR	(+254) 20 271 5310 (+254) 725 225 225
12) KK Knight Support (K) Ltd	(+254) 20 882 920/1 (+254) 728 999 912
13) KPLC	(+254) 20 375 4000 Emergency Services
14) KNH	(+254) 733 333 013 (EMS)



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