



### *Scenario #3 - First Aid Assistance*

1. Nicole lives along a quiet street in Duboce Triangle, the kind of street where everyone knows everyone. A while back several of her neighbors joined the N.E.R.T program and formed a Neighborhood Emergency Response Team. They participated in a 3 week training by the San Francisco Fire Department.
2. Recently, during one of their summer block parties, a neighbor mentioned the new BeReady app, so Nicole downloaded it.
3. Armed with the app and the encouragement of the local N.E.R.T., Nicole trained her husband and her kids with the basic knowledge and preparedness, and they completed all of the checklists for house, car and kit preparations. Life continues on and the only time that they ever think about earthquake preparedness is when they get irritated by (and ignore) the reminders about items in the kit expiring.
4. Months go by and one evening, while finishing up with dinner, a massive earthquake hit. Nicole's husband quickly grabbed their younger son and they all took refuge under the kitchen table. Glasses on the table were flung into the air smashing around them, the cabinets all emptied their contents, the lights went black, and the chairs fell over and rolled across the room. Under the stress and pressure the back-door burst open and was flung from its hinges with a section of the wall.
5. In a state of panic, Nicole's youngest son had a severe asthma attack, lost consciousness and stopped breathing. Luckily, Nicole had her phone handy when the quake struck. She frantically opened to the app, found the area for assistance, and quickly got to the part about CPR for small children. As the aftershock started, The kid was breathing again and Nicole's older daughter retrieved the son's inhaler. Nicole made sure her family is ok and then headed out to the community center to assist emergency forces.
6. At the community center Nicole was assigned to assist with triaging incoming injured persons and to help the paramedics. She used the app to access the triage forms, fill them up quickly and share them with the center.
7. The next days were difficult for the family. Nicole was able to use the app to get tips on filling out insurance, contact information for federal & private agencies that assist disaster victims (such as FEMA and the Red Cross).

