

MULTI-CASUALTY INCIDENT

A Multi-Casualty Incident (MCI) is any incident that results in the injury or illness of multiple individuals. Any critical incident has the potential for becoming a Multi-Casualty Incident (MCI). Even if an incident or event itself does not cause injury or illness, panic resulting from that incident or event may always do so.

If an incident occurs and multiple persons are injured or ill:

- Remain calm.
- Whenever possible, avoid becoming directly involved in the situation yourself.
- Quickly assess the situation and identify existing/potential hazards.
- If you are not in a safe area, move to an area that *is* safe.
- In all cases where multiple, sudden, and unexplained illnesses occur, consider the possibility that hazardous materials may be involved and take appropriate action. If danger is imminent, alert others in the immediate area to the situation and, if it is safe to do so, move or direct them to safety.
- If the situation is life-threatening, dial **9-1-1** (or **9-9-1-1** from office phones). In all other cases, dial the police non-emergency number. If there are no telephones immediately available and it is safe to do so, send someone to request assistance.
- Provide the dispatcher/responders with the following information (if known or available):
 - Nature and location of incident.
 - Best access route(s).
 - Approximate number of injured or ill persons.
 - Nature of injuries or illness.
 - Presence or potential involvement of any hazardous materials or other hazards.

Remain on the line or available to answer questions and provide other critical information.

- If weapons are involved, it may be safest to shelter-in-place. If so, close and lock (or barricade) all doors and windows. Move everyone as far from the threat as possible. Take cover behind heavy furnishings or structures. Stay down. Do not open doors unless instructed to do so by recognized staff members or positively identified public safety responders.
- If the incident involves hazardous materials or an unknown illness and the potential risk for contamination exists, injured and ill persons or those who may have been exposed to any contaminants should be isolated from others.
- If it is safe to do so, provide first aid and appropriate care for the injured or ill person. Whenever possible, if blood, vomit, or other bodily fluids are present,

avoid contact with these and use appropriate Personal Protective Equipment (gloves, mask, etc.). Do not move seriously injured people unless movement is necessary to protect them from immediate, life-threatening danger. Consider the possibility that injured persons may have been contaminated and take appropriate measures.

- When hazards exist, authorized persons should alert the community utilizing all available means (telephone notification lists, blast e-mails and/or voice mails, alert/warning systems, or, if it is safe to do so, by runner).
- First responders should immediately establish Incident Command and begin coordinating response efforts. Since multiple agencies will be involved, incident command responsibilities should be shared (Unified Command) between key response agencies.
- Incident Command should identify, designate, and establish any necessary areas for the gathering of personnel and/or response resources, including:
 - Incident Command Post
 - Incident perimeters
 - Staging Areas
 - Triage Areas
 - Decontamination Areas
 - Helispots
 - Media Staging Areas
- Do not re-enter hazard areas until officials have determined that it is safe to re-enter.
- If the incident or response to the incident is likely to continue for an extended period, site administrators should consider activating the site Emergency Operations Center (EOC) and begin organizing response and recovery efforts.

Multi-Casualty Incident Tiers

Contra Costa County has developed a Multi-Casualty Incident Plan to help emergency managers and responders more effectively deal with these types of incidents. The MCI Plan provides criteria for tier definitions as follows:

Tier Zero: Any incident that may result in a higher tier activation, even if the number of known victims is zero. Activation at this tier is required for any Community Warning System (CWS) Level II incident or hospital Emergency Department closure or evacuation.

Tier One: Any incident involving **6-10 victims** when the scene is contained and the number of victims is not expected to rise significantly.

Tier Two: Any incident involving **more than 10 victims** or an incident

that involves less than 10 victims when there is a substantial chance that the number of victims may rise.

Tier Three: Any incident involving *more than 50 victims* or where the incident may be reasonably expected to result in mass casualties.

When in doubt regarding the appropriate MCI tier and the incident may still be evolving, the Incident Commander should consider designating it a higher tier event.

Decision to Evacuate/Dismiss Personnel

The Chief Administrator of an affected facility is the individual authorized to make decisions with regard to management of emergencies at that facility. The Chief Administrator typically decides whether or not to evacuate the facility and/or dismiss personnel after receiving input and/or recommendations from the Incident Commander or other professional responders.

Decisions may be based upon availability of communications, transportation, supplies, and other resources, or upon damage to site facilities, surrounding areas, and condition of nearby roadways.

Recovery Process

In any incident where major damage, injuries, or death occur, the effects on a community and those involved (whether directly or indirectly) are likely to be felt for a long period of time. In order to help speed the recovery process, administrators should work diligently to address or provide for the following:

- Student, staff, faculty, and responder physical health, mental health, and safety needs.
- Accountability for and tracking of any involved persons (victims and rescuers).
- Informational needs of family members, community, and news media.
- Potential shut-down of any affected areas and/or the facility for an extended period.
- Proper documentation of damage and injuries (including photographs) for insurance claims.
- Clean up and repair of affected areas.

Preparedness/Mitigation Efforts

To minimize the risk of Multi-Casualty Incidents within District facilities and/or buildings, it is critical to employ basic hazard mitigation practices. To assist in this effort:

- Inspect facilities regularly for safety hazards and isolate, correct, or properly report those identified.
- Handle hazardous materials properly, utilizing appropriate safety measures and Personal Protective Equipment (PPE).
- Consider and address potential hazards (including weather) in planning for both daily operations and special events.