Calendar Year 2020
Emergency Services Volunteer (ESV) Training and Events Program Guide

Change 01 (2020 January 02)
Update: February BPC Training moved to 26 February 2020.

Change 02 (2020 January 10)
Update: In March, the DOC Training and the quarterly ESV Communications Drill combined into one event on 29 March 2020.

Change 03 (2020 January 13)
Update: The August Incident Command Post training has been moved from 05 August 2020 to 18 August 2020.

Change 04 (2020 January 14)
Update: The January Med Ops Triage and Treatment Refresher has been cancelled for January, and will be moved to June. The new date and time will be posted as soon as it’s firm.
<table>
<thead>
<tr>
<th>Month</th>
<th>Day</th>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>JANUARY</td>
<td>Sun</td>
<td>3 PM - 5 PM</td>
<td>FRS Radio Training</td>
<td>Room A-7, CCC</td>
</tr>
<tr>
<td>FEBRUARY</td>
<td>Thurs</td>
<td>6:30 PM - 8:30 PM</td>
<td>ESV Recognition Event</td>
<td>El Palo Alto Room, MPCC</td>
</tr>
<tr>
<td></td>
<td>Sun</td>
<td>6 PM - 7 PM</td>
<td>ESV Communications Drill</td>
<td>In your neighborhood</td>
</tr>
<tr>
<td></td>
<td>Wed</td>
<td>6:30 PM - 9:30 PM</td>
<td>Incident Command Post</td>
<td>Room H-1, CCC</td>
</tr>
<tr>
<td></td>
<td>Wed</td>
<td>6 PM - 9 PM</td>
<td>BPC Certification</td>
<td>Matadero Room, MPCC</td>
</tr>
<tr>
<td>MARCH</td>
<td>Mon</td>
<td>6:30 PM - 9:30 PM</td>
<td>CERT Basic Training begins</td>
<td>Adobe Rm, MPCC; Field Day Sat 21st</td>
</tr>
<tr>
<td></td>
<td>Sun</td>
<td>4 PM - 7 PM</td>
<td>ESV DOC Training and Communications Drill</td>
<td>DOC (Room D-4), CCC; and in your neighborhood</td>
</tr>
<tr>
<td>APRIL</td>
<td>Sat</td>
<td>8 AM - 5 PM</td>
<td>Santa Clara County Drill</td>
<td>Mission College, Santa Clara</td>
</tr>
<tr>
<td>MAY</td>
<td>Sat</td>
<td>10 AM - 12 PM</td>
<td>May Fete Parade &amp; Fair</td>
<td>Downtown Palo Alto</td>
</tr>
<tr>
<td></td>
<td>Sat</td>
<td>9 AM - 12 PM</td>
<td>ARC: Adult FA/CPR/AED</td>
<td>Room: Gym A, CCC</td>
</tr>
<tr>
<td></td>
<td>Thurs</td>
<td>6 PM - 9 PM</td>
<td>BPC Certification</td>
<td>El Camino Room, Downtown Library</td>
</tr>
<tr>
<td></td>
<td>Sat</td>
<td>10 AM - 12 PM</td>
<td>FRS Radio Training</td>
<td>A-2, CCC</td>
</tr>
<tr>
<td>JUNE</td>
<td>TBD</td>
<td>TBD</td>
<td>Med Ops Triage</td>
<td>TBD</td>
</tr>
<tr>
<td></td>
<td>Sat</td>
<td>10:30 AM - 1:30 PM</td>
<td>Fire Suppression &amp; Cribbing</td>
<td>PAFS 6</td>
</tr>
<tr>
<td></td>
<td>Wed</td>
<td>6:30 PM - 8:30 PM</td>
<td>Net Control for the ICP</td>
<td>DOC (Room D-4), CCC</td>
</tr>
<tr>
<td>JULY</td>
<td>Sat</td>
<td>12 PM - 4 PM</td>
<td>4th of July Chili Cook-Off</td>
<td>Mitchell Park</td>
</tr>
<tr>
<td></td>
<td>Sat</td>
<td>5 PM - 10 PM</td>
<td>4th of July Safety Watch</td>
<td>Citywide</td>
</tr>
<tr>
<td></td>
<td>Sun</td>
<td>6 PM - 7 PM</td>
<td>ESV Communications Drill</td>
<td>In your neighborhood</td>
</tr>
<tr>
<td>AUGUST</td>
<td>Sat</td>
<td>2 PM - 5 PM</td>
<td>BPC Certification</td>
<td>Room A-7, CCC</td>
</tr>
<tr>
<td></td>
<td>Tues</td>
<td>6:30 PM - 9:30 PM</td>
<td>Incident Command Post</td>
<td>Room H-1, CCC</td>
</tr>
<tr>
<td></td>
<td>Tues</td>
<td>7 PM - 9 PM</td>
<td>FRS Radio Training</td>
<td>Room A-7, CCC</td>
</tr>
<tr>
<td>SEPTEMBER</td>
<td>Tues</td>
<td>6:30 PM - 9:30 PM</td>
<td>CERT Basic Training begins</td>
<td>Adobe Rm, MPCC; Field Day Sun 27th</td>
</tr>
<tr>
<td></td>
<td>Sat</td>
<td>9 AM - 12 PM</td>
<td>ARC: Adult FA/CPR/AED</td>
<td>Room H-1, CCC</td>
</tr>
</tbody>
</table>

CONTINUED ON NEXT PAGE
## Training & Event Schedule

<table>
<thead>
<tr>
<th>Month</th>
<th>Day</th>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCTOBER</td>
<td>Sun</td>
<td>October 4, 3 PM - 5 PM</td>
<td>Severe Storm Training</td>
<td>Field Location—TBD</td>
</tr>
<tr>
<td></td>
<td>Sun</td>
<td>October 18, 2 PM - 5 PM</td>
<td>BPC Certification</td>
<td>Meeting Room, PAAC</td>
</tr>
<tr>
<td></td>
<td>Sun</td>
<td>October 25, 6 PM - 7 PM</td>
<td>ESV Communications Drill</td>
<td>In your neighborhood</td>
</tr>
<tr>
<td>NOVEMBER</td>
<td>TBD</td>
<td>November TBD</td>
<td>Citywide Fall Drill</td>
<td>TBD</td>
</tr>
<tr>
<td>DECEMBER</td>
<td>Wed</td>
<td>December 2, 6:30 PM - 9:30 PM</td>
<td>Light Search and Rescue Refresher</td>
<td>Room H-1, CCC</td>
</tr>
<tr>
<td></td>
<td>Sun</td>
<td>December 13, 3 PM - 5 PM</td>
<td>ESV DOC Training</td>
<td>DOC (Room D-4), CCC</td>
</tr>
</tbody>
</table>

Locations -

CCC: Cubberley Community Center, 4000 Middlefield Rd, Palo Alto 94303  
LSCC: Lucie Stern Community Center, 1305 Middlefield Rd, Palo Alto 94301  
Mitchell Park: 600 E Meadow Dr, Palo Alto 94303  
MPCC: Mitchell Park Community Center, 3700 Middlefield Rd, Palo Alto 94303  
PAAC: Palo Alto Art Center, 1313 Newell Rd, Palo Alto 94303  
PAFS6: Palo Alto Fire Station 6, 711 Serra Street, Stanford 94305  
Rinconada Library: 1213 Newell Rd, Palo Alto 94303

Activities may change throughout the year based on class registration, instructor availability, venue allocations, etc. We will add links to events as venues and events become fully confirmed.

We maintain a Google calendar that lists these events, reachable at:

The City’s Emergency Services Volunteer (ESV) page -  
[www.cityofpaloalto.org/emergencyvolunteers](http://www.cityofpaloalto.org/emergencyvolunteers)

Or directly online -  
[https://calendar.google.com/calendar/embedsrc=vaq0q8rfnvm0f8v4d63kocu8h0%40group.calendar.google.com&ctz=America%2FLos_Angeles](https://calendar.google.com/calendar/embedsrc=vaq0q8rfnvm0f8v4d63kocu8h0%40group.calendar.google.com&ctz=America%2FLos_Angeles)

Regarding the Palo Alto ESV Training and Events Google calendar: The Office of Emergency Services (OES) participates with neighboring jurisdictions in shared training opportunities throughout the year. The OES will announce these multi-jurisdictional training events and add them to the Google calendar (see link above).
**NPC/BPC Training**

**Block Preparedness Coordinator (BPC) Training and Certification**
“Changing the role of community members from victims, to partners in disaster recovery.” Offered quarterly, this course is an introduction to the BPC program and includes Neighborhood Watch training. A component of Palo Alto’s Emergency Services Volunteer (ESV) program, BPCs are relevant not only in a disaster, but also in our everyday lives, building social networks in our neighborhoods, deterring crimes, and preparing for emergencies. When neighbors know each other, they look out for each other and work better together. BPCs are the driving force to make this happen, making our neighborhoods safer places to live. For more information, please email epvolunteers@panneighborhoods.org.

**INTENDED AUDIENCE:** This class is open to the public.

**REGISTER HERE:** [https://veoci.com/veoci/p/w/tx635gp3yxut?c=8094](https://veoci.com/veoci/p/w/tx635gp3yxut?c=8094)

**Quarterly Neighborhood Preparedness Meetings**
Neighborhood Preparedness Coordinators (NPCs) meet quarterly to conduct programmatic reviews of the NPC/BPC program. Dates for these meetings will be announced at least one month ahead of time.

**INTENDED AUDIENCE:** All NPCs

**Neighborhood Incident Command Post (ICP) Training**
The purpose of this training is to show how the Incident Command System (ICS) can be used as a management tool for Neighborhood Preparedness Coordinators (NPCs) - not a boring conceptual presentation! The ICS is the national standard for on-scene emergency management and is designed to meet the needs of any size event, allowing personnel to integrate in a common management structure. Using a table-top exercise, participants will learn how to use ICS to improve the effectiveness of their neighborhood command post. With the integration of Neighborhood Community Emergency Response Teams (NH CERTs) under the NPCs, it is imperative that ICS be used.

**INTENDED AUDIENCE:** All NPCs, including back-up NPCs; interested CERT members

**REGISTER HERE:** [https://2020_icp_training.eventbrite.com](https://2020_icp_training.eventbrite.com)

**NEW! Net Control for the Incident Command Post (ICP)**
In this training, you will be at the Division Operations Center (DOC), learning how to establish Net Control. In an incident, it is essential that Net Control Operators at an Incident Command Post (ICP) control radio communications to transmit information so that it can be satisfactorily received and understood. This is an excellent opportunity for all ESVs, including BPCs, CERT members, and NPCs to learn, practice, and add to their skill sets that are critical to communication in times of need.

**INTENDED AUDIENCE:** All ESVs

**REGISTER HERE:** [https://2020_net_control_icp.eventbrite.com](https://2020_net_control_icp.eventbrite.com)
NPC/BPC Training, continued

Additional classes regarding the ICS can be taken online:

**IS 100.b: Introduction to the Incident Command System (ICS)**
ICS 100, Introduction to the Incident Command System, introduces the Incident Command System and provides the foundation for higher-level ICS training.

**INTENDED AUDIENCE:** All NPCs and CERT members  
**REGISTER AND TAKE THIS ONLINE CLASS AT:**  
[https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c](https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c)

**IS 200.b: ICS for Single Resources & Initial Action Incidents**
ICS 200 is designed to enable personnel to operate efficiently during an incident or event within the Incident Command System (ICS). ICS-200 provides training on, and resources for, personnel who are likely to assume a supervisory position within the ICS.

**INTENDED AUDIENCE:** All NPCs and CERT members  
**REGISTER AND TAKE THIS ONLINE CLASS AT:**  

**ESV Division Operations Center (DOC) Training**
DOC training will provide participants with the knowledge, skills, and abilities to perform the necessary roles required to operate within the Division Operations Center. Topics covered include DOC activation, functions of the MURS (Multi-Use Radio System) and ham radio equipment, logging and mapping critical incidents, and the roles of Communication, Logistics, and Operations Coordinators. This training is an excellent addition to the ESV toolbox, so please come join us and learn all about the DOC.

**INTENDED AUDIENCE:** All ESVs  
**REGISTER:** By email - [andrea.edelman@cityofpaloalto.org](mailto:andrea.edelman@cityofpaloalto.org)

**Combined Division Operations Center (DOC) Training and Emergency Services Volunteer (ESV) Communications Drill**
Come join us for a combination of DOC training and our quarterly ESV Communications drill. DOC training will provide participants with the knowledge, skills, and abilities to perform the necessary roles required to operate within the Division Operations Center. Topics covered include DOC activation, functions of the MURS (Multi-Use Radio System) and ham radio equipment, logging and mapping critical incidents, and the roles of Communication, Logistics, and Operations Coordinators. This training is an excellent addition to the ESV toolbox, so please come join us and learn all about the DOC.

Our quarterly ESV Communications drill will then begin. These quarterly drills are designed to test ESV communication links from the block level all the way up to the DOC. Instructions will be sent out by the ESV Training and Exercise Development Team (TEDT) prior to the these drills to describe how they are to be conducted.

**INTENDED AUDIENCE:** All ESVs
CERT Training

**Community Emergency Response Team (CERT) Basic Training**
Community Emergency Response Team (CERT) training is a national program designed to prepare Palo Alto residents to help themselves, their families, and their neighbors in the event of a disaster. This training covers basic skills that are important to know in a disaster when emergency services are not available. The CERT program is **free** to all citizens of Palo Alto and Stanford University.

Over the course of three weeks, CERT members receive training in earthquake awareness, disaster fire suppression techniques, disaster medical operations, first aid/CPR, and light search and rescue, as well as team organization and management. CERT training culminates with a disaster simulation and comprehensive course review.

**NOTE:** CERT members who have not been to a CERT refresher course within the past five years are encouraged to attend this CERT training again.

**A COURSE SCHEDULE IS AVAILABLE AT:**
http://www.cityofpaloalto.org/services/public_safety/get_involved/cert.asp

**REGISTER HERE:** https://veoci.com/veoci/p/w/gk2c2gc2yp3r?c=8094

**Palo Alto/CERT Spring Class:** March 2, 4, 9, 11, 16, 18: 6:30-9:30 pm
Field Day is March 21, 12-5 pm

**Palo Alto/CERT Fall Class:** Sep. 8, 10, 15, 17, 22, 24: 6:30—9:30 pm
Field Day is September 27, 12-5 pm

**Light Search-and-Rescue Refresher**
This course will provide students with a refresher on safety during Search-and-Rescue Operations, Conducting Interior and Exterior Searches, Basic Rescue principles, and doing the Greatest Good for the Greatest Number of People.

The class will do a search-and-triage exercise that requires all to be properly dressed with all Personal Protective Equipment (PPE) and personal backpacks.

**NOTE:** Please make sure you have everything you need and ready to go in your backpacks, including good batteries in your flashlight and FRS radio.

**INTENDED AUDIENCE:** CERT members needing refreshers on their skills and procedures, and BPCs/NPCs who would like to learn more about CERT Search-and-Rescue procedures.

**REGISTER HERE:** https://2020_lt_search_rescue_refresher.eventbrite.com
**Medical Ops: Triage and Treatment Refresher**
This course will provide the students with a refresher on START triage, including initial assessment, head-to-toe assessment, and treatment.

**INTENDED AUDIENCE:** CERT members that have completed CERT Basic Training; BPC/NPCs may also attend for basic familiarization.

**REGISTER HERE:** [https://2020medicaltriagetreatmentrefresher.eventbrite.com](https://2020medicaltriagetreatmentrefresher.eventbrite.com)

**Fire Suppression and Cribbing Refresher**
This course will provide the students with a refresher on how to safely extinguish fires using Class C fire extinguishers, and how to safely construct cribs to extricate trapped victims.

**INTENDED AUDIENCE:** CERT members

**REGISTER HERE:** [https://2020_fire_supp_and_crib.eventbrite.com](https://2020_fire_supp_and_crib.eventbrite.com)

**PG&E Utilities Safety: CERT First Responder Workshop [WILL BE OFFERED AGAIN IN 2021]**
This is a CERT First Responder Workshop provided by PG&E Emergency Preparedness. The workshop will cover best practices to handle utility-specific emergencies, natural gas and electric infrastructure identification, and processes specific to responding to natural gas emergencies and hazards.

**INTENDED AUDIENCE:** All ESVs
**Monday Night Ham Radio Communications Net**
The Palo Alto Community Emergency Response Team (PA CERT) net meets every Monday night at 19:15 hours by radio on one of several VHF frequencies to practice communicating within, and between, neighborhoods. For convenience, this net is organized into six groups (or districts) that match the Palo Alto Fire Department Districts 1 through 6. The first portion of the net runs from 19:15 to 19:30 with separate net control operators and frequencies for each district. Join the net for your district (the closest Fire Department Station Number to you).

The Palo Alto and North section of the Southern Peninsula Emergency Communications Systems (SPECS) net meets at 19:30 hours on the Palo Alto simplex frequency 147.540 MHz, PL Tone 100 Hz, for early check-ins prior to the main net at 2000 hours, and following the main net for additional check-ins. There is also time for brief training sessions and announcements of special interest to Palo Alto hams. Visitors are always welcome to check into the nets. See specsnet.org for details.

**INTENDED AUDIENCE:** All ESVs who maintain an active FCC ham license.

**Santa Clara County Mutual Aid Communicator (MAC) Training Program**
Mutual Aid Communicators (MACs) are amateur radio operators who have volunteered their time, their expertise, and their equipment to provide communications services during times of need. These individuals are trained and prepared to provide a variety of communications services, and are available for deployment throughout the county, according to the county mutual aid mechanisms. The MAC program defines standards of performance and includes several types and levels of qualifications. These qualifications are the basis for resource typing, and are an effective and efficient resource assignment. [http://www.scc-ares-races.org/mac/](http://www.scc-ares-races.org/mac/).

**ESVs are encouraged to consider becoming licensed amateur radio operators.**
For information and to register for an upcoming licensing class, visit [www.baears.com](http://www.baears.com).
Family Radio Service (FRS) Radio for Emergency Communications
Want to learn how to use your FRS radio? Maybe you already know, but would like to learn more? Come join us for FRS Radio Training. ESVs will learn and review the use of the FRS, the fundamentals in communications during emergency usage, Palo Alto's communications links, and the use of different communication modes and strategies. If you currently don’t have an FRS radio with channels/subchannels to bring to class, the OES has ones you can borrow for the training.

INTENDED AUDIENCE: All ESVs
STUDENTS SHOULD BRING: Note pad and pen/pencil; FRS/GMRS radio
REGISTER HERE: https://frs_radio_training_2020.eventbrite.com

American Red Cross (ARC) First Aid/CPR/AED
Would you know what to do in a cardiac, breathing, or first aid emergency? The right answer could help you save a life. Emphasizing hands-on learning, the ARC’s First Aid/CPR/AED course gives you the skills to save a life. This year we’re offering blended learning, a combination of online learning and an in-person, three-hour skills session at Cubberley. The content is equivalent to the traditional course, but with less time spent in a classroom, and self-paced training can be completed around work/family responsibilities. A digital certificate is issued upon successful course completion, with anytime/anywhere access to your certificate and training history. Free online refreshers are available with the course.

INTENDED AUDIENCE: All ESVs (20 trainees maximum for the in-person skills session)
REGISTER HERE: https://2020_arc_fa_cpr_aed.eventbrite.com

American Red Cross (ARC) Wilderness First Aid [WILL BE OFFERED AGAIN IN 2021] NOTE: To take this class you MUST be current in your CPR/FA/AED certification. NO EXCEPTIONS.
The Wilderness First Aid course will help you prepare for the unexpected, and will introduce you to caring for people who become ill or injured far from definitive medical care. The ARC has developed this fast-paced, hands-on training to meet the needs of trip leaders, camp staff, outdoor enthusiasts, and individuals working in remote locations. Palo Alto OES offers this course to broaden the first aid skills we envision will be required in a catastrophic disaster.

Class takes place over two consecutive days, from 9 AM - 5:30 PM each day

INTENDED AUDIENCE: Registered ESV members ONLY. If you need to cancel, please contact us immediately so that we can put someone in your place.

Severe Storm Training
This training class is a requirement for ESVs who would like to respond in the field as creek observers, or sandbag station attendants during the winter storm season. The training covers personal safety, an overview of our storm drainage system, sandbag station locations, and Veoci (our automated reporting tool).

INTENDED AUDIENCE: All ESVs
REGISTER HERE: https://2020_severe_storm_training.eventbrite.com
**Drills and Events**

**Emergency Services Volunteer (ESV) Recognition and Appreciation Ceremony**
The Palo Alto/Stanford Citizen Corps Council will host its annual Awards Ceremony, Keynote, and Reception in the El Palo Alto Room at the Mitchell Park Community Center, from 7:00 – 8:30 PM, on Thursday, 06 February 2020. This event is open to the public, and a reception will precede the event at 6:30. The 2019 Community Partnership Awards will be given to outstanding ESVs and community organizations who have played key roles in ensuring that the community is safer and better prepared for emergencies. In addition to the recognition of these individuals and organizations for their outstanding achievements, a keynote presentation will follow the ceremony. We encourage all ESVs to come out and participate in this event!

**ESV Spring and Fall Citywide Drills**
The ESV training program includes two semi-annual citywide events during the year, one in the spring and one in the fall. Each exercise is designed to accomplish specific training objectives based on the assessed strengths and weaknesses of the overall program. All ESVs are invited to participate in the planning process for each drill. As always, we will provide instructions and details in advance of each drill.

**Emergency Services Volunteer (ESV) Communications Drill**
These quarterly drills are designed to test ESV communication links from the block level all the way up to the ESV Division Operations Center (DOC). Instructions will be sent out by the ESV Training and Exercise Development Team (TEDT) prior to the these drills to describe how they are to be conducted.

**INTENDED AUDIENCE:** All ESVs

**May Fete Parade and Fair**
The May Fete Parade is the oldest children’s parade in Northern California. ESVs will have the opportunity to provide first aid support. This is a relatively low-key event that provides a fun training experience, and occurs on the first Saturday of May.

**4th of July Chili Cook-Off**
This is a great community event to celebrate Independence Day with family and friends. Teams from restaurants, work and group affiliations, as well as police and fire departments, battle for the Best Chili Award! The Chili Cook-Off is a wonderful opportunity for ESVs at our OES information table to interact with the community.

**4th of July Safety Watch**
This annual event for the Independence Day holiday is an opportunity for all ESVs to participate in a safety watch of the Foothills and surrounding neighborhoods within Palo Alto to report any unusual sightings or hazardous events. The watch also serves as a communications drill for FRS, MURS, and ham radio communications. Registration and instructions will be opened up in June 2020 for this event.
**Training Enhancements**
The OES has a YouTube Supplemental Video Series for CERT skills, FRS radio skills, and how to use Veoci. Check it out at: https://www.youtube.com/channel/UCQFz9Pi4qfn555rjyoFgOnA

**Training and Exercise Development Team (TEDT)**
The TEDT is pleased to provide our ESV members with the 2020 installment of our Annual Training and Events Plan. If you are interested in being on this team, contact the OES at 650.617.3197, or by email at Nathaniel.Rainey@cityofpaloalto.org.

**Volunteer DSW Guidelines**
The City of Palo Alto OES endorses this training plan in order to comply with the State of California Volunteer Disaster Service Worker (DSW) policies and procedures.