



CITY OF
**PALO
ALTO**

Calendar Year 2021
Emergency Services Volunteer (ESV)
Training and Events Program Guide
Initial Release

This guide is produced by the City of Palo Alto Office of Emergency Services (OES) for the Emergency Services Volunteer Program. Comments on this guide may be directed to the OES at oes@cityofpaloalto.org, or by calling 650-617-3197.

Calendar Year 2021

Training & Event Schedule

Month	Day	Time	Activity	Location
JANUARY				
January	Sun	24	3.30 PM - 5 PM	FRS Radio Training Online Zoom
FEBRUARY				
February	Sun	7	6 PM - 7 PM	Veoci: Using the App/Damage Assessment In your neighborhood PENDING
February	Sun	28	6 PM - 7 PM	ESV Comms Drill In your neighborhood
MARCH				
March	Sat	6	2 PM - 5 PM	BPC Certification Online Zoom
March	Sun	14	2 PM - 5 PM	Light Search & Rescue Refresher Zoom
March	Sat	27	3 PM - 6 PM	Neighborhood ICP Training Online Zoom
APRIL				
April	Mon	5	At your own pace	Hybrid CERT Basic Training begins Q&A Session Thurs 22nd; Field Day Sat 24th
April	Thurs	15	6.30 PM - 8 PM	FRS Radio Training Online Zoom
MAY - Prepare for Wildfires				
May	Sat	15	9 AM - 12 PM	ARC: Hybrid Adult FA/CPR/AED [TBD]
May	Thurs	20	6 PM - 7 PM	ESV Comms Drill In your neighborhood
JUNE				
June	Wed	23	6.30 PM - 9.30 PM	Net Control for the ICP Room H-1, CCC
JULY				
July	Sun	4	5 PM - 10 PM	4th of July Safety Watch Citywide
July	Thurs	15	6 PM - 9 PM	BPC Certification Room A-7, CCC
July	Wed	28	6.30 PM—8.30 PM	PG&E Gas and Electric Safety Room H-1, CCC [TBD]
AUGUST				
August	Tues	17	6.30 PM - 9.30 PM	Neighborhood ICP Training Room H-1, CCC
August	Tues	24	7 PM - 9 PM	FRS Radio Training Room A-7, CCC
SEPTEMBER - National Preparedness Month				
September	Thurs	2	6 PM - 7.30 PM	Get Prepared Webinar Zoom PENDING
September	Tues	7	At your own pace	Hybrid CERT Basic Training begins Q&A Session Thurs 23rd, Field Day Sun 26th
September	Sat	18	9 AM - 12 PM	ARC: Adult FA/CPR/AED Room H-1, CCC
OCTOBER - The Great ShakeOut				
October	Sun	3	3 PM - 5 PM	Severe Storm Training Field Location - TBD
October	Sun	17	2 PM - 5 PM	BPC Certification Meeting Room, PAAC
October	Fri	21	Your preferred time	The Great ShakeOut In your neighborhood
October	Sun	24	6 PM - 7 PM	ESV Communications Drill In your neighborhood
NOVEMBER - No events or trainings currently scheduled.				
DECEMBER - Holiday Safety				
December	Wed	1	6.30 PM - 9.30 PM	Light Search & Rescue Refresher Room H-5, CCC

Training & Event Schedule

Locations -

CCC: Cubberley Community Center, 4000 Middlefield Rd, Palo Alto 94303

Downtown Library: 270 Forest Ave, Palo Alto 94301

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 St, 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

Or directly online -

https://calendar.google.com/calendar/embedsrc=vag0q8rfnvm0f8v4d63kocu8h0%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. Open to the public, this training teaches about the partnership between community and city, and how BPCs establish communications links to "blocks" (residences and businesses), promoting a resilient community and self-sufficiency. 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. This training will have both an online version (through Zoom) and an in-person version. When registering, please choose the version you would prefer. For more information, please email epvolunteers@paneighborhoods.org.

INTENDED AUDIENCE: This class is open to the public.

REGISTER HERE: <https://veoci.com/veoci/p/w/tx635qp3yxut?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. This training will have both an online version (through Zoom) and an in-person version. When registering, please choose the version you would prefer.

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

REGISTER HERE: <https://veoci.com/veoci/p/w/8smpau8skzyk?c=8094>

NEW! Net Control for the Incident Command Post (ICP)

In this training, you will learn 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. Training includes key attributes of a Net Control Operator, opening/closing the net, conducting roll call/checking in, taking a Critical Incident roll up, and describing general procedures to properly run a net. 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://veoci.com/veoci/p/w/537qrkdbmagf?c=8094>

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. This course describes the history, features and principles, and organizational structure of the ICS. It also explains the relationship between the ICS and the National Incident Management System (NIMS).

INTENDED AUDIENCE: All ACSs, CERT members, and NPCs
REGISTER AND TAKE THIS ONLINE CLASS AT:
http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-100_b

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 ACSs, CERT members, and NPCs
REGISTER AND TAKE THIS ONLINE CLASS AT:
http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-200_b

ESV Division Operations Center (DOC) Training **CANCELLED for 2021**

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

Combined Division Operations Center (DOC) Training and Emergency Services Volunteer (ESV) Communications Drill **CANCELLED for 2021**

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 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.

All classes are taught by trained instructors, with an emphasis on hands-on practice. Following a disaster, CERT teams can extinguish small fires, turn off gas inlets to damaged homes, perform light search-and-rescue, and render basic first aid. The CERT program provides an effective response capability.

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/gk2c2qc2yp3r?c=8094>

Palo Alto/CERT Hybrid Basic Training Spring Class begins Monday, 05 April 2021, with Field Day on Saturday, 24 April 2021, noon to 5 PM.

Palo Alto/CERT Hybrid Fall Class begins Tuesday, 07 September 2021, with Field Day on Sunday, 26 September 2021, noon to 5 PM.

Light Search-and-Rescue Refresher

This course will provide trainees 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. Properly dressed means long pants, long-sleeved shirt, and closed toe-and-heel shoes. PPE means a helmet (with chin strap), goggles, dust mask, and work gloves. Knee pads are also suggested. This training will have both an online version (through Zoom) and an in-person version. When registering, please choose the version you would prefer.

NOTE: Please go through your backpacks before coming to class and make sure you have everything you need and ready to go, 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://veoci.com/veoci/p/w/xj7b253hthcv?c=8094>

CERT Training, continued

Medical Ops: Triage and Treatment Refresher CANCELLED for 2021

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.

Fire Suppression and Cribbing Refresher CANCELLED for 2021

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

PG&E Utilities Safety: CERT First Responder Workshop

This is a CERT First Responder Workshop provided by PG&E Emergency Preparedness. Firefighters, police, EMTs, Public Works, and CERT members are usually the first to respond to the scene of an emergency. Both gas and electrical hazards may be present. Do you know how to identify them, what safety measures to take, and how to contact the utility? This 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: CERT members

REGISTER HERE: <https://veoci.com/veoci/p/w/4zq65qean7ja?c=8094>

Auxiliary Communications Services Training

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 with, 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).

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, expertise, and 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/>.

ESVs are encouraged to consider becoming licensed amateur radio operators.

For information and to register for an upcoming licensing class, visit www.baears.com.

General Training

Veoci: Using the App/Damage Assessment

This training class is for any ESV who would like to learn more about the Veoci application on their smart phone or tablet, and how to fill and submit forms online through Veoci.

INTENDED AUDIENCE: All ESVs

REGISTER HERE: [Veoci link to come]

General Training, continued

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. This training will have both an online version (through Zoom) and an in-person version. When registering, please choose the version you would prefer.

INTENDED AUDIENCE: All ESVs

STUDENTS SHOULD BRING: Note pad and pen/pencil; FRS/GMRS radio

REGISTER HERE: <https://veoci.com/veoci/p/w/ueh2fzdu92pn?c=8094>

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: [Veoci link to come]

American Red Cross (ARC) Wilderness First Aid **CANCELLED for 2021**

NOTE: To take this class, you MUST be current in your CPR/FA/AED certifications. 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 troop leaders, camp staff, outdoor enthusiasts, and individuals working in remote locations. The Palo Alto OES offers this course to broaden the first aid skills we envision will be required in a catastrophic disaster.

This class takes place over two consecutive days, from 9 AM to 5.30 PM each day.

INTENDED AUDIENCE: All ESVs (20 trainees max for the in-person skills session)

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://veoci.com/veoci/p/w/nj9at8ee47fr?c=8094>

Drills and Events

Emergency Services Volunteer (ESV) Recognition and Appreciation Ceremony

The Palo Alto/Stanford Citizen Corps Council will host its annual Awards Ceremony and Keynote Presentation online this year, in February 2021. More information to follow. We encourage all ESVs to log on and participate in this event!

ESV Spring and Autumn 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 these drills to describe how they are to be conducted.

INTENDED AUDIENCE: All ESVs

May Fete Parade and Fair ~~CANCELLED for 2021~~

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 ~~CANCELLED for 2021~~

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 2021 for this event.

Training Notes

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 2021 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.



The Mission of the Office of Emergency Services (OES) is to coordinate the unified and efficient use of City resources, outside agencies (mutual aid), and community resources to prevent, to prepare for, to respond to, and to recover from all hazards.

