



CITY OF  
**PALO  
ALTO**

**Emergency Services Volunteers (ESV) Policy Manual  
and Standard Operating Procedures (SOPs)**



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**Revision: 20 August 2018**

This document provides the policies and procedures for the City of Palo Alto Emergency Services Volunteer Program. It is published by the Office of Emergency Services with input and advice of the members of the Emergency Services Volunteer program. This is a living document that will continue to be updated as the program develops and evolves over time. Comments on this manual may be directed to the Office of Emergency Services at 650-617-3197 or [oes@cityofpaloalto.org](mailto:oes@cityofpaloalto.org).

NOTE: It is your responsibility to download the current version from <http://www.cityofpaloalto.org/emergencyvolunteers>

## Record of Changes

Revision Date	Revision
15 December 2015	Organizational changes: removed specialized CERT teams: Shelter and Public Works Units, p 6
15 December 2015	Included California Emergency Services Act on p.10. This Act affords DSW protections to those who have a valid DSW registration form on file with OES, pp 9-10
15 December 2015	Changed NPC MURS Radio Channel From Channel 4 to Channel 5; Sub-channel 14: changed throughout SOP document
15 December 2015	Added alternate MURS Radio Channels: Alt 1: 3/14; Alt 2: 2/14; Alt 3: 1/14, pp 12 and 22
15 December 2015	Added Additional Instructions for NPCs in NPC SOP, pp 13-14
15 December 2015	Added Additional Instructions for BPCs in BPC SOP, pp 15-16
15 December 2015	Removed City Wide CERT as a stand-alone Team Role. All CERTs are neighborhood based and report to the neighborhood Incident Commander, pp 6, 18-20
15 December 2015	Removed ham radio frequency D2 as alternate for MURS communication. NPC use of ham radio is outlined on p 12
<b>15 September 2017</b>	Removed Medical Reserve Corps, MRC, as distinct Group and update chart on p 7.
<b>15 September 2017</b>	Added references to NPC, BPC and CERT FOGs
<b>15 September 2017</b>	Replaced entire Logistics SOPs with updated version
<b>15 September 2017</b>	Replaced “Radio Room Supervisor” with “Communications Coordinator” to more closely align with emergency management best practices.
<b>15 September 2017</b>	Removed ESV DOC instructions from ARES/RACES section and added to ESV Division Operations Center Standard Operating Procedures.
<b>20 August 2018</b>	Edited Amateur radio section to update and simplify.
<b>20 August 2018</b>	Replaced links to several references with references to Field Operations Guides, FOGs

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# EMERGENCY SERVICES VOLUNTEERS (ESV) POLICY MANUAL

## Mission & Concept of Operations:

- The mission of the Palo Alto Emergency Services Volunteers (ESV) is to: 1) provide supplemental resources to the professional first responders of the City and surrounding communities and 2) facilitate means for neighbors to help neighbors (including business and other entities).
- The ESV organization supports the mission of the Palo Alto/Stanford Citizen Corps Council (CCC): "The mission of the Palo Alto/Stanford Citizen Corps is to harness the power of individuals, businesses, and organizations through education, training and volunteer service to make communities resilient, safe, strong and prepared to respond to and recover from threats of 1) natural disasters, 2) human-caused disasters, 3) crime, 4) public health emergencies, 5) terrorism, and 6) disasters of all kinds."
- The Emergency Services Volunteers nomenclature is an "umbrella" to include all City-sponsored emergency preparedness volunteer programs, such as ARES/RACES (ham radio), Block Preparedness Coordinators (BPCs) & Neighborhood Preparedness Coordinators (NPCs) and the Community Emergency Response Team (CERT) volunteers.
- According to the Palo Alto Municipal Code (PAMC) Sec. 2.12.070, ESVs are a part of the City's Emergency Organization: "All officers and employees of this city, together with those *volunteer forces* enrolled to aid them during an emergency, and all groups, organizations, and persons who may by agreement or operation of law ... be charged with duties incident to the protection of life and property in the city during such emergency, shall constitute the emergency organization of the City of Palo Alto." (emphasis added)
- The Palo Alto Office of Emergency Services (OES) is the sponsor of the ESV program. ESVs serve all City departments, including Public Safety (Police, Fire, OES), Public Works, Utilities, Community Services, etc. Further, ESVs may be deployed at the discretion of OES to function in various capacities to suit the requirements of our mutual aid partners, including Stanford University, Los Altos, Mountain View, Sunnyvale, NASA Ames Moffett Field, etc.
- The key needs of the City from ESVs include:
  - **Self-Care:** Prepare the population to be resilient (*before* the disaster). Promote neighbors-helping-neighbors and community-building (information sharing, social). Provide neighborhoods with their own local resources.
  - **Eyes and Ears:** Incident reporting & damage assessment. OES needs data in the Emergency Operations Center (EOC) via communications technology and skilled volunteers.
  - **Additional Essential Functions:** Security (Neighborhood Watch), Search & Rescue, Medical Triage, Fire Suppression, Mass Care (Shelters, Human Services), assisting certain City departments with field and fixed-location assignments.
- ESV operations shall comply with the City's Emergency Operations Plan and other such documents.

## Eligibility:

- City Policy and Procedures Section 2-07 establishes the Volunteer Policy and requires that ESVs complete certain forms and comply with other rules. City Policy and Procedures Section 2-28 requires fingerprints and background checks of ESVs who are 18 years of age or older and who "work in City-defined sensitive areas or programs, work at any City activity that has regular contact with minors or the elderly, people with physical, intellectual, or other disabilities.
- Interpreting these criteria, the following categories of ESVs, aged 18 and above, must be fingerprinted (LiveScan background check):
  - The ESV Team Leaders (TLs) for: ACS/ARES/RACES, CERT, Logistics, and NPC/BPC programs (defined below).

- Any ESV who is pre-assigned to the EOC or ESV DOC (ESV DOC Team).
  - Any ESV, at the determination of the Director of Emergency Services.
- Costs of fingerprinting and the background check will be paid by the City of Palo Alto.
- **Age Restrictions:** California law requires that Disaster Service Workers (DSWs) be 16 years of age or older. CERT members, ARES/RACES members and MRC members all must complete the DSW application. DSW registration is optional for other ESVs, such as NPCs and BPCs. However, ESVs must still be at least 14 years of age. All ESVs under 18 must also have the approval of their parent/guardian (as indicated on the ESV Application Form).
- **To participate, ESVs must:**
  - Submit a completed ESV application form to the Office of Emergency Services.
  - Be able, both physically and mentally, as required, to execute any or all competencies required of their ESV assignment. We believe there is a role for anyone who wants to participate. If you do not feel up to physical activity in the field, there are other roles, such as operating a radio at a fixed location or helping "scribe" messages.
  - Be prepared to undergo a criminal background check, as described above and in the ESV Application Form.
  - Be of a character that can be trusted under adverse conditions when victims of disaster could be at disadvantage. (ESVs must treat victims and their property with the highest respect and dignity.)
  - Comply with other terms as listed on the ESV Application, DSW Registration, and other forms and City policies.
- ESVs are going to be working not only with other volunteers but also professional first responders, sometimes in high-stress environments. The need for "people skills" and a good disposition is paramount. *Semper gumbi.* (Always be flexible.)

### **Entry, Training & Participation Requirements:**

- Team Leaders, Unit Leaders, NPCs, and those ESVs assigned to the ESV DOC Team are required to take these two online self-study FEMA/DHS Courses available on <http://training.fema.gov/IS>:
  - Independent Study 100 - Introduction to Incident Command System
  - Independent Study 200 - ICS for Single Resources and Initial Action Incidents
- Block Preparedness Coordinators (BPCs) and Neighborhood Preparedness Coordinators (NPCs) must have completed the BPC/NPC Certification Course. NPCs are further required to have one-on-one advanced radio training. It is highly recommended that all NPCs attend the CERT Basic Training class in order to fully understand the role of the CERTs Teams and their capabilities.
- Community Emergency Response Team (CERT) members must have completed the standard FEMA CERT Basic Training class. It is at the discretion of OES to accept such training certifications from other jurisdictions.
- Amateur Radio Operators must have a valid license and call sign provided by the Federal Communications Commission.
- All ESVs have minimum training requirements in order to maintain an "active" membership status. Training is an important element in this program; trained volunteers reduce the risk to themselves, those they are assisting, and the program at large. Appendix 1: ESV Training Requirements lists the training requirements by team to be considered an active member. "Real world" activations and event participation will be considered towards these requirements. OES, in conjunction with members of the ESV Training and Exercise Design Team (TEDT) will produce an annual *Training and Events Guide* as well as an online training calendar describing training opportunities available.

- Communications for ESV training/events and registration are a permissible exception to the chain of command (described below). Meaning: you may get informed directly about certain classes and, of course, can sign up for them, without going through your NPC or TL/UL.

### **Key Locations & Resources:**

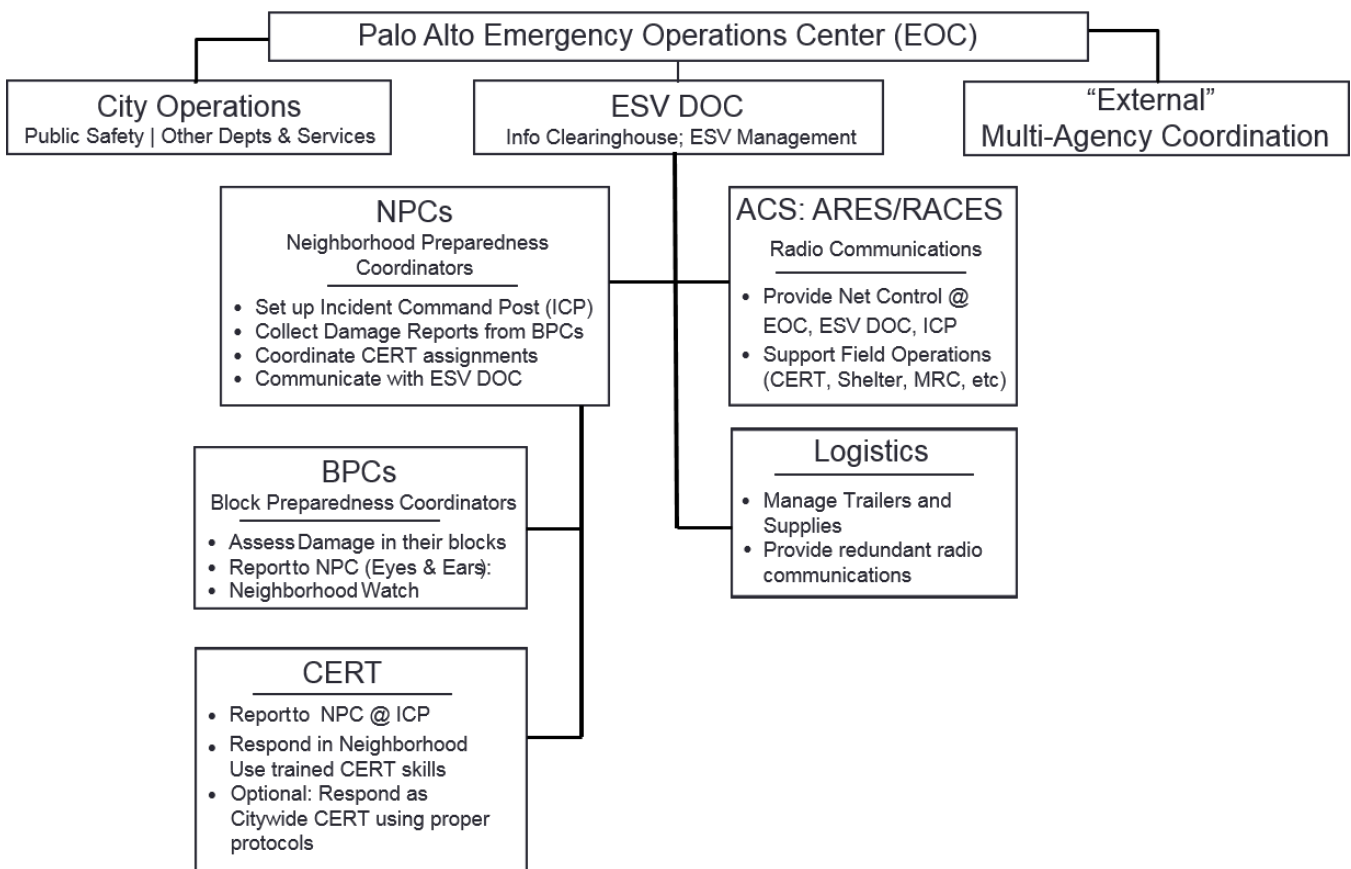
- ESVs utilize various locations and resources, designed to allow ESVs to operate, if needed, independently of the City, but also to tie them into the City's Incident Command System (ICS).
- In addition to the City's Emergency Operations Center (EOC) located in the Police Department and the Mobile Emergency Operations Center (MEOC), ESVs should be familiar with the following:
  - Emergency Services Volunteers (ESV) Division Operations Center (DOC): Located at the Cubberley Community Center, the ESV DOC serves as the "node" for communications between the City and ESVs during an activation. It is also the clearinghouse for intra-ESV operations, information, and logistics.
  - CERT Logistics Trailers: Operated by the Logistics Team and located at fire stations (or towed to other locations), the trailers contain key supplies for CERT Team operations.
  - Neighborhood Preparedness Coordinators (NPCs): Usually, the NPC sets up a neighborhood incident command post at his or her home. In some cases, NPCs have arranged to locate this function with such supplies at a local church or community center.

### **Chain of Command:**

- ESVs are managed day to day through an established organizational model and when activated operate under the Incident Command Systems (ICS).
- The Director of Emergency Services and the City Manager are the ultimate authority over the Emergency Organization, per PAMC 2.12.050(b), who shall: "(4) Direct coordination and cooperation of services and staff of the emergency organization of the city, and resolve questions of authority and responsibility that may arise between them; and (5) Represent the city in all dealings with public or private agencies on matters pertaining to emergencies as defined herein."
- The ESV organization is to be administered, on behalf of the Director, by appointed volunteers, as follows:
  - Team Leaders: ESVs are organized in the following four categories (each with at least two Team Leaders): Neighborhood (NPC, BPC), CERT, ACS (ARES/RACES) and Logistics. These TLs are appointed by OES and constitute the ESV Management Team, reporting to the Director.
  - Unit Leaders: The Logistics Team TLs appoint Trailer Unit Leaders (formerly "trailer captains"). In the Neighborhoods chain of command, NPCs are the equivalent of ULs.
  - CERT Group Leaders: In this case, a "group" is a mustered/formed subunit of a Team. The GL is the field supervisor for his/her CERT group. Typically, CERT members designate the CERT GL once the CERT team assembles during activation. CERT Groups report directly to their NPC during an activation.
- **NOTE: ESVs are always subordinate to any sworn officer (police or fire) who arrives on scene.**
- Day to day, ESVs should follow the chain of command, meaning they should communicate with their respective supervisor (TL or UL or NPC, etc.). It is not possible, for example, for the limited number of City staff in OES to answer questions and deal with problems from hundreds of ESVs, individually. Furthermore, ESVs requesting, for example, a police car at a block party, should take this through the chain of command, so that the City has a smaller number of points of contact. This concept is known as "span of control" under ICS.
- The ESV Team Leaders have a delegation of authority from the Director of Emergency Services to administer the ESV organization. If you have a question, they are the ones to go to, first.
- The TLs, in consultation with OES, shall approve the substance and content of all ESV-written electronic and printed media, besides routine messages such as training announcements, that are 1) associated with or related to the ESV program, 2) that bears City or ESV logos or imprimatur, and 3) is meant to be official communication or for general viewing (all 3). The Director of Emergency Services has veto power as well as

discretion to issue any documents, etc.

- During an activation, the ESV TLs and ULs have responsibility for "checking in" ESVs under their respective chain of command and maintaining personnel accountability. Generally, to the extent practicable, NPCs will log BPCs and CERT members who have checked in (in person or via radio net). TLs, ULs, and NPCs should then record such information on an ICS 214 Unit Log form or other reasonable facsimile thereof. Similarly, CERT, Logistics, and ACS (ARES/RACES) TLs will maintain personnel accountability for their ESVs (in coordination with Unit Leaders, as applicable). When established, the ESV DOC will maintain status of Team and Unit Check-Ins as well as mobile CERT teams, Critical Equipment, and radio communicators in the field; but each NPC remains the person responsible for tracking neighborhood resources (BPCs and CERT teams).
- The following organization chart shows this relationship during activation.



**Activation:**

- During an ESV Activation, the Emergency Services Volunteers (ESV) Division Operations Center (DOC) serves as the clearinghouse for information and the link between ESVs and the City's EOC. As quickly as possible, the ESV DOC would be staffed minimally with 8 people as follows:
  - ESV DOC Coordinator: ESV TLs themselves or designees who have been approved by OES and properly trained to assume this position. The ESV DOC Supervisor must be prepared to perform the duties of other ESV DOC positions not established due to staffing issues or magnitude of the incident.
  - Radio Operators: two - one licensed Amateur Radio operator; one MURS radio operator. This allows an initial operating capability, but for proper control of the ham and MURS nets, four radio operators (two for Amateur Radio and two for MURS) and a Net Control Supervisor are required.

- Scribes: two (may come from the ACS (ARES/RACES) Net Control Unit) or from other sources.
  - Planning Coordinator. One ESV to maintain and provide situational analysis of incident events and resources.
  - Operations Coordinator. One ESV to direct the use of resources based on the 'big picture' (CERT teams, critical equipment, support personnel, etc.).
  - Logistics Coordinator: one to serve as Logistics TL (if Logistics TL serving as ESV DOC Supervisor, need to bring in one more)
- The maintenance and administration of the ESV DOC will, in consultation with OES staff, be done by ESV TLs, the Logistics Team, and designated ESVs. Access to the ESV DOC will be limited to the above-listed persons and others, at the discretion of OES.
  - The ESV DOC may not always be activated in an emergency. If the event is more "narrow", ESVs may be assigned to report directly to the EOC or to a City Department Operations Center, such as Public Works.
  - More detailed information on ESV DOC procedures are available in the ESV DOC SOP.

**Primary Team Assignment (PTA):**

- Each ESV must choose his or her desired PTA. However, it is permissible to choose a secondary assignment.
- For example, a volunteer may wish to primarily work as a CERT member. But, if needed and the situation is under control in the neighborhood such that the NPC will release them at the request of the ESV DOC, they could also choose a secondary mission such as ARES/RACES, or Trailer Unit.
- The PTA for all CERT members is their neighborhood. CERT members who are willing to depart their neighborhood, once all incidents are under control, and respond in another neighborhood will be termed a Citywide CERT team during this mobilization.
- Similarly, just because an ESV has a ham radio license does not mean that they must be in in the ESV DOC. They could, for example, serve as a radio operator at the neighborhood Incident Command Post or at a Logistics Trailer, however, the first priority is to provide sufficient manning to support ESV DOC communications.

**ESV Code of Conduct:**

- You represent the ESV program to new members, to the public, and to those to whom we render our services. It is important to portray a positive image.
- As a volunteer with the ESV program, you are expected to comply with the following:
  - Know you are not a professional first responder (police officer or firefighter). You are trained to function as an extension of the City's response to disasters or when directed by emergency services officials.
  - When a disaster occurs, your first responsibility is to ensure your own safety and the safety of your family.
  - Do not self-deploy to day-to-day local events (fires, accidents, etc.), absent instruction by OES.
  - Confine your actions to stay within the scope of your training and certification, also in consideration of your physical and resource limitations. Such limitations may be determined by, but not constrained to, equipment available, physical abilities, knowledge, and hazards.
  - When activated: Bring or wear your personal protective equipment, appropriate apparel, and ID card.
  - Conduct yourself with professionalism, dignity, and pride. Act appropriately and responsibly at all times while assisting others.
  - Treat fellow team members, visitors, other volunteer program participants, guests, and property with respect and courtesy.
  - Direct media/press inquiries to OES or, if in the midst of a disaster/event, to the Public Information Officer (PIO) /EOC.



- Respect the privacy of persons served by ESV and holds in confidence all sensitive, private, and personal information. ESV rosters and contact information and related data may be shared within the ESV organization.
- Keep the ESV leadership (your Team Leader, Unit Leader or other supervisor) informed of any progress, concerns, or problems with tasks which you have been assigned.
- ESV will not report for duty or respond while under the impaired influence of alcohol or drugs, legal or otherwise.
- Do not carry firearms or weapon-type knives. (You can have multipurpose tools that have blades, such as a Swiss Army Knife or Leatherman, etc.)
- Do not use or authorize the use of, or use for the benefit or advantage of any person, the names, emblems, endorsement, services or property of the ESV program or the City, without the approval of OES.
- Do not accept, or seek on behalf of any other person, any money or gifts offered as a result of your affiliation with the ESV program.
- Do not use your participation in ESV to promote any partisan politics, religious matters or positions on any issue.
- Avoid inappropriate conduct, both on- and off-duty, that would jeopardize program effectiveness. Such behavior includes, but is not limited to, the following:
  - Offensive or profane language or gestures
  - Public criticism of a ESV team member, its leaders or the ESV program
  - Jeopardizing another team member's safety.
- The City is under no obligation to accept or retain all interested volunteers -- volunteer assignments are "at will". Maintaining an effective and efficient network of emergency volunteers is critical to the emergency services program, and OES has sole discretion to reassign, remove or inactivate volunteers at any time and for any reason. Complaints, concerns, and questions about assignments and appropriate conduct should be directed to the Director of Emergency Services.

**Equipment:**

- ESVs may be given equipment that becomes their personal property or may be made responsible for City-owned gear.
- For example, CERT team members are provided with basic supplies upon the successful completion of the FEMA approved CERT basic training course. These backpacks and the equipment supplied with them become the property of the individual and are not subject to the requirements listed in this section. CERT team members are responsible for replenishing their own supplies contained within their backpacks.
- ESVs will maintain City-owned equipment and supplies in proper working condition if it is issued or assigned to them.
- ESVs will report City-owned damaged equipment and supplies to OES immediately.
- ESVs shall return City-owned equipment upon request, resignation or removal from the program.

**ESV Scope of Practice:**

- ESVs shall only perform tasks equal to their level of training when acting as ESVs. Each ESV is responsible for knowing his or her own personal and policy limitations.
- ESVs may be called upon for special occasion functions, such as parades, large community events, etc.
- ESVs may also be utilized to assist with traffic control, medical treatment/triage, lost person searches, or any other type of light duty functions that require human resources. In some cases, such as traffic control, specialized training is required.

- ESVs are also permitted and encouraged to assist with public education activities, including staffing safety fairs, helping with neighborhood presentations, etc. There are numerous other non-emergency activities where ESVs can help out, from neighborhood watch seminars to helping OES staff with logistics and training.
- However, ESVs are not intended to be used for day-to-day public safety operations nor do they in any way take the place of or interfere with professional first responders.
- ESVs will not operate in high-risk criminal or terrorist scenes. ESVs who discover or strongly suspect that an incident involves active criminal activity or was caused by a terrorist act will immediately leave the area and report all known information to the chain of command.
- CERT trained individuals and teams may provide first aid to injured persons, suppress small fires, and conduct light search and rescue operations as conditions warrant within the limitations of their training. ESVs may only officially operate within the scope of their category's training when activated.
- If an ESV member has received other specialized training or certification in such things as EMT, CPR, AED, Chain Saw Operation, etc. the ESV must explicitly "step outside" his team role when exercising competencies not trained in the ESV program. If practicable, remove the vest and notify the supervisor he/she will temporarily be acting in another capacity, until the situation has been corrected. He/she may then return to the ESV team status and re-don the appropriate apparel. This procedure helps to eliminate the misconception that while acting in a ESV capacity, the ESV conducted a procedure he or she was not trained to do, thereby endangering the reputation of the ESV program.
- In order to communicate effectively, CERT members should possess a radio appropriate to the nature of their primary team assignment. This means that a CERT member should have an FRS radio to communicate within their neighborhood. CERT members traveling to other neighborhoods should have a FRS radio to communicate within their team and with the NPC of a neighborhood to which they are dispatched, and should also have a ham radio (and required FCC license), so they can communicate directly to the ESV DOC net control.
- Currently, with the exception of MURS radios for the NPCs, the City does not provide radios. Each ESV should purchase the appropriate radio(s) and consult with their supervisor for recommended models, etc.

#### **Demobilization:**

- If you need to check out and have not been relieved, notify your supervisor (or radio net control). That way, no one is needlessly worried about you.
- If the incident is continuing and you have been sent a replacement (relief), be sure to brief that person on what you have been doing, any pending items, etc.
- If the incident is over, you should attend any debriefing and participate, if requested, in the After Action Report process.
- Psychological debriefing may also be offered.

#### **Spontaneous Unaffiliated (Untrained) Volunteers (SUVs):**

- Also known as "convergent volunteers", if an ESV encounters someone from the general public at the scene of a disaster who wishes to assist, there are three basic options:
  - Allow them to help as a Good Samaritan (see definition elsewhere in this document)
  - Refer them to a Staging Area (if one is established), so they can be registered
  - Refer them to the County-run Emergency Volunteer Center (EVC)
- Note: Police officers may also form a "posse" or "impress into service" bystanders or others. Such a person is "Any unregistered person impressed into service during a state of war emergency, a state of emergency, or a local emergency by a person having authority to command the aid of the citizens in the execution of his or her duties." (Cal. Labor Code Section 3211.92) A person who has been impressed into service is covered by worker's compensation and has immunity from liability to the same degree as a registered DSW volunteer,

described below.

- Unlike a police officer, an ESV does not "command" bystanders or create a DSW status for them. If an ESV wishes to have non-ESVs assist, it is suggested that this text be read: **"I am an Emergency Services Volunteer. If you are willing to assist me as a Good Samaritan without any expectation of compensation or protection from any danger or injuries you might sustain, then please help me."** Remember, under no circumstances are you to solicit assistance from a SUV/CV for an activity which is unsafe or for which they are untrained to perform.
- The likely reality is, based on past disasters, that non-ESVs will come out to help and will not need any particular guidance from ESVs. For example, a group of neighbors might (and should) spontaneously assist in extracting another neighbor who has been trapped under a bookcase. However, if you ask them to do something specific, be sure to read them that text and do your best to ensure that they can safely perform the tasks.
- Note: Other volunteers from programs such as the Red Cross follow their own chain of command and protocols. They are not "SUVs".

### **Liability & Status as a Disaster Service Worker:**

While this Policy Manual cannot provide legal guidance and interpretation of such Good Samaritan laws, ESVs should be aware of the following information.

#### ***Good Samaritan Statutes***

- Both the Federal and State government have enacted laws to protect volunteers and private citizens who give aid to others in an emergency. Basically, any persons, whether or not an ESV, who lend aid, acting in good faith, within the scope of their experience and expertise, cannot be held liable for their acts, even if they result in damage to others. The Federal law applicable is the Volunteer Protection Act, Public Law 105-19.
- The following excerpts from California law indicate that ESVs are meant to be shielded from liability:
  - Section 1799.102 of the Health & Safety Code reads as follows:  
"No person who in good faith, and not for compensation, renders emergency medical or nonmedical care at the scene of an emergency shall be liable for any civil damages resulting from any act or omission."
  - *Disaster Service Worker (DSW) Status & Benefits*  
Upon registration as a DSW per California Government Code §§3100-3109, ESVs may become eligible for workers' compensation benefits if they are injured while performing assigned duties or undergoing authorized training activities.
- Volunteer DSWs may be covered by workers' compensation insurance from the moment they leave their home until their safe return home if they are dispatched for duty during an emergency by competent authority prior to departure and no route deviations are made for personal reasons. For example, Radio Amateurs from a non-impacted area may be covered while en route to a disaster response area if properly dispatched for mutual aid purposes by an official. On the other hand, the same Radio Amateurs traveling to the disaster impacted area on their own initiative, without official orders or permission, would not be covered by disaster workers' compensation insurance until they physically register (log-in) with the authorities at the disaster site.
- Coverage is also available for scheduled disaster preparedness activities, including authorized training, but not while en route to and from the reporting place for these activities. Travel performed in support of training events (organizers and instructors) is covered. "Authorized" training events are those that are approved and documented by OES.
- The California Emergency Services Act and Title 19 DSW Regulation 12.17.2012 states that DSW provides immunity from liability; but this immunity must be incorporated into local jurisdiction policies as the State of California has no specific mechanism for liability protection. The Palo Alto ESV Application Form describes the liability protections afforded by the City of Palo Alto. Generally, CERT and amateur radio operators register as volunteer DSWs.

- NOTE: While self-activation of ESVs is allowed, per the SOPs below, ESVs who self-activate will only be covered at the discretion of OES, pending any required official declarations. Further, any injuries must be reported as soon as practicable 1) to the ESV's chain of command and 2) directly to OES.
- Only U.S. Citizens can be DSWs, per Cal. Gov't Code Sec. 3101. For the purpose of this chapter the term "disaster service worker" includes all public employees and all volunteers in any disaster council or emergency organization accredited by the California Emergency Management Agency. The term "public employees" includes all persons employed by the state or any county, city, city and county, state agency or public district, excluding aliens legally employed.

**ID Cards (Credentialing):**

There is no universal ID standard, format, or standard pertaining to the appearance of identification credentials for volunteers in California. All ESV's will be issued an ID card from the City of Palo Alto OES that identifies each member as a registered ESV. To be eligible for an ID card an ESV must have: a valid application on file and an active account on the online database.

**Vehicles:**

- City Policy & Procedures 4-01/PWD states that only volunteers who have specific, written permission may operate City vehicles. This will be addressed on a case-by-case basis. In most cases, ESVs are expected to use their personally owned vehicle (POV).
- There is no City-provided automobile insurance for ESVs when responding to or performing their duties for the City. It is expected that volunteers will obtain their own personal insurance and this will be the only coverage for a vehicle used by the volunteer. If riding in a City-owned vehicle on approved travel, City insurance may apply.
- ESVs may not place or use any emergency lights, sirens or other such devices on their vehicles. Placards or other such identifiers on vehicles (such as "ARES/RACES" magnetic signs) may be permitted when ESVs are deployed by OES (such as for the 4th of July Safety Watch).

## STANDARD OPERATING PROCEDURES (SOPs)

This section and the category-specific SOPs that follow are to be filled out, as needed, and kept with your Go Bag or other response equipment. Much of this information can be found in either the NPC or BPC Field Operations Guide (FOG).

### General SOPs:

#### Communications:

- Each ESV is responsible for knowing what radio channels and other means of communications are to be used for a given role or assignment.
- Remember: If you cannot get through to your assigned node on the radio, consider:
  - Changing locations (get up high or get closer)
  - Use a relay (ask another station to relay your message)
  - Send a runner - or go yourself - to a location where a message can be sent (for this reason, you should know the locations of your local NPCs)
  - Use another radio channel (including ham radio) - but this is not meant to "bypass" your normal chain of command
- The net control operator should conduct periodic welfare checks on ESVs logged in; periodic roll call or check on those from whom you have not heard in a while.
- Know your neighborhood's FRS/GMRS channel. You can find this in your Field Operations Guide, which should be kept with your go-bag:
- Upon activating, all ESV's who operate a ham radio will check in on Palo Alto Tactical (simplex) 147.540 MHz, PL 100 Hz. The Emergency Services Volunteers (ESV) Division Operations Center (DOC) net control team will designate additional communications nets when required from list of available City frequencies.
- During an activation or warning phase: Monitor KZSU 90.1 FM, if you are able (or assign a helper to do so). This is less applicable to field-deployed ESVs (CERT teams, BPCs). If you are a net control role (incl. NPC), use your discretion to relay any messages/info you receive on KZSU on to your ESVs on your radio net.
- Similarly: Hams also should monitor 147.540 MHz, PL 100 Hz.
- Participate in radio nets and training. Refer to training calendars and other supporting material posted on [www.cityofpaloalto.org/emergencyvolunteers](http://www.cityofpaloalto.org/emergencyvolunteers).
- Notification ("Reverse 911"): The Office of Emergency Services will provide notifications through the current web-based program management software, but you may also receive notifications through AlertSCC. For now, please make sure you have registered on that site (add your e-mail address and cell phone); [www.alertscc.org](http://www.alertscc.org).

#### Traffic Control:

- Only ESVs who have been through the approved (Palo Alto Police Department & Stanford University Department of Public Safety) Traffic Control Training (or another training approved by OES) or who are acting under orders of the Director (via chain of command) or who are acting under the direct orders of a police officer are permitted to direct traffic. Such orders may be part of an Incident Action Plan (Op Order) or other pre-plan document, such as for a special event or a protocol in case of an incident that triggers the plan. ESV's may sign up for this training when offered by the OES.
- Absent exigent circumstances, ESVs shall not direct traffic without permission. If an ESV comes upon the scene of a traffic accident, for example, he or she would be acting as a private citizen (Good Samaritan) if he or she directs traffic, since this is not authorized as an ESV.

# NEIGHBORHOOD PREPAREDNESS COORDINATOR (NPC) ACTIVATION & STANDARD OPERATING PROCEDURE (SOP)

**Reports to:** Emergency Services Volunteer (ESV) Neighborhoods Team Leaders day-to-day and ESV Division of Operations (DOC) when activated.

**Version:** 8/20/2018

**Chain of Command:** Neighborhoods Team Leaders (TLs)

**Purpose:** The purpose of this document is to provide procedural policy and guidance with respect to the Neighborhood Preparedness Coordinator (NPC) role.

**Your Neighborhood** FRS Radio Channel \_\_\_\_\_; Sub-channel \_\_\_\_\_

**City of Palo Alto** MURS Radio Channel 5; Sub-channel 14

**Alternate MURS Radio Channels:** Alt 1: 3/14; Alt 2: 2/14; Alt 3: 1/14

**NPC use of ham radio:** There may be occasions when a MURS radio does not work or an NPC is not available for a neighborhood. If the NPC is a ham or a ham is available to assist communications in the neighborhood, the communications that would normally take place using MURS could be handled by the ham, who might, for example, be an SUV/CV (Spontaneous Unaffiliated Volunteer or Convergent Volunteer). In such case, the communicator can notify the ESV DOC at 147.540 MHz, PL 100 kHz of the situation. If needed, the ESV DOC Net Control will direct NPC to switch to a different ham frequency as required. Palo Alto ham frequencies are listed on page 26 and also at [http://www.cityofpaloalto.org/services/public\\_safety/get\\_involved/auxiliary\\_communications\\_service.asp](http://www.cityofpaloalto.org/services/public_safety/get_involved/auxiliary_communications_service.asp).

## Activation Protocol:

- If the event is *outside your immediate area* and does not, in your opinion, pose a hazard to your neighborhood, **DO NOT** activate until you are instructed to do so by the City, such as a call from OES or the ESV chain of command, a message from AlertSCC or another official means. You may turn on your radios and monitor. Listen to KZSU 90.1 FM for local information; KCBS 740 AM for Bay Area information.
- If the situation is immediately known to you without outside advice and affects your *immediate area/neighborhood*, **ACTIVATE**. When safe to do so, notify 911 and/or the Office of Emergency Services/ESV DOC.

## Before Activating

- Check self and family
- Check house structure and components: gas, water, electrical, foundation, etc.
- Situate family (if your home is unsafe, move your family to a safe location)
- Make sure you have the proper equipment and supplies to carry out your assigned tasks.

## Activate / Check-in:

1. Set up your neighborhood's Incident Command Post (ICP) ("hub"). See the NPC manual in the ESV Dropbox <http://bit.ly/1HTKUpc> for detailed instructions, equipment, supplies and forms needed. Refer to the NPC FOG (Field Operations Guide) as needed.
2. Organize your ICP to efficiently receive, record, dispatch and track information. Useful tools include radios, neighborhood map, whiteboard & forms. An ICP training is routinely taught that provides helpful

training for NPCs in running a neighborhood command post.

3. Connect and secure J-pole antenna in highest possible location if not in place already. Turn on MURS radio.
4. Turn on and monitor your radio tuned to KZSU 90.1 FM for local information. This task can be assigned to a SUV (Spontaneous Unaffiliated Volunteer).
5. Turn on and monitor your FRS radio. Check-in your Block Preparedness Coordinators (BPCs) and Community Emergency Response Team members (CERTs). For faster check-in, do sequential check-ins working from your list of ESVs (by call sign).
6. Staff your neighborhood Incident Command Post: Assign someone to be your Scribe. Coordinate FRS radio, MURS radio, and data collection activities with your Scribe. If you are lucky enough to have two scribes, you could assign one to MURS and one to FRS.
7. On MURS radio: Check in to Emergency Services Volunteers Division Operations Center (“ESV DOC”). Channel 5(14)
  - a. If you are not able to check into or connect to ESV DOC or to the EOC, check back later.
  - b. Turn your attention to your neighborhood and start taking reports from neighborhood ESVs until able to contact either the ESV DOC.
  - c. If unable to contact ESV DOC even on the alternate MURS channels listed above, locate an Amateur Radio Operator (ham radio operator). Tell him/her to use Tactical (simplex) 147.540 PL100 to contact the ESV DOC.
  - d. An NPC can become Net Control for the MURS radio net until the ESV DOC comes online. The MURS net can be a clearinghouse for mutual aid among the neighborhoods even without the ESV DOC.
8. Form CERT teams from CERT members who have signed in, and assign them tactical call signs, e.g. Team Alpha, Team Bravo, etc. Record each team’s members.
  - a. Once you have formed CERT teams, remind them to switch to channel 5(5) on the FRS radio to organize meeting-up location, decide on a group leader and resolve other logistical issues they might have.
  - b. When the CERT members are ready to deploy as a team, they should switch back to the neighborhood channel, inform you who is the group leader and their readiness for deployment.
  - c. Alternatively, CERT members might meet at a predesignated neighborhood location (maybe the Incident Command Post, a park, etc.) and be deployed from there.

### **Operating Instructions for NPC/Incident Command Post**

9. When asked by the ESV DOC, report the number of neighborhood ESV resources (BPCs, CERT members) that have checked in. This includes the BPC count, the CERT member count and the CERT members willing to deploy outside of their neighborhood.
10. Receive, record, dispatch, and track information about incidents reported by BPCs and CERT teams.
11. Triage reports of critical incidents and determine what to dispatch to the CERT team and what needs to go to the ESV DOC.
12. Identify neighborhood resources and use appropriately.
13. Whenever the ESV DOC requests a “Damage Assessment Rollup” use the last row in the Damage Assessment form to total up the number of ACTIVE critical incidents reported for your entire neighborhood in each category. Report these numbers to the ESV DOC by category. Note: critical

incidents that have been resolved are no longer active.

14. Report only critical incidents to the ESV DOC that the neighborhood ESV Teams and resources cannot resolve, unless/until the ESV DOC asks for a non-critical roll up.
15. When deploying CERT teams, use one CERT Assignment Tracking Form per CERT team, record the teams' Group Leader (GL) and track the teams throughout deployment.
16. Conduct a Health and Welfare check of each ESV that is signed in, every half hour. A kitchen timer or similar device might be useful.
17. Sometimes you might request and receive from the ESV DOC, CERT members or CERT teams from other neighborhoods or jurisdictions.
  - a. Notify the ESV DOC when they arrive
  - b. Follow the same procedure as for neighborhood CERTs: individual check-in, assignment to teams if they arrive as individuals, deployment to incidents, status tracking during deployment, health and welfare checks every half hour, and individual check out when their assignment is over.
  - c. The ESV DOC is responsible for tracking these "citywide" CERTs once you notify the ESV DOC that their assignment is over.
18. If your ESVs need supplies found in the CERT Trailers (located at the Fire Stations), request these from the ESV DOC. Note: There is no supply trailer at Fire Station 6, Stanford.
  - a. The ESV DOC will inform you which trailer is open and its location.
  - b. You will usually need to send a volunteer to pick up supplies at the trailer although occasionally you will be told that they can deliver.
  - c. You need to inform the ESV DOC when the volunteer picking up supplies is not an ESV.
  - d. NPCs may also send a volunteer to the nearest trailer to request equipment when communication with the ESV DOC is not available or when obtaining this equipment is time sensitive. If a SUV (someone without an ESV ID) is sent to the trailer for supplies, s/he should carry a note from the NPC or BPC.
19. NPCs should be ready to establish neighborhood treatment areas for injured people until EMS resources can arrive.
  - a. NPCs determine best neighborhood location based on availability of water, shelter, hazards, etc.
  - b. CERTs, when available, set up the treatment area according to their training.
20. SUVs (Spontaneous Unaffiliated Volunteers) - After disasters, many neighbors want to help.
  - a. SUVs can be used in your neighborhood, they can be sent to Palo Alto's Volunteer Center if ESV DOC informs it is open, or sent to Santa Clara County's EVC (emergency volunteer center).
  - b. If you are going to assign spontaneous volunteers to help in the neighborhood, read and download "Suggestions for Using Spontaneous Volunteers" in your NPC manual, <http://bit.ly/1HTKUpc>. Also, download the forms for signing up the SUVs, assigning them tasks and tracking them.
21. The ESV DOC will notify NPCs/Incident Command Posts when activation is declared ENDED and ESVs may be released to return home.
22. Alternatively, if NPC/ICP decides to deactivate due to lack of incidents or lack of resources, it must notify the ESV DOC that it is doing so.
23. At the end of an activation
  - a. Do a non-critical roll-up:
  - b. Notify and check out all BPCs and CERT members individually.



- c. Hold a post-event debriefing with all participating ESVs.
- d. Return all borrowed equipment
- e. Complete and turn-in all paperwork including After Action Report to Team Leader

**Abbreviations and Acronyms Table:**

<b>Abbreviation/Acronym</b>	<b>Meaning</b>
BPC	Block Preparedness Coordinator
CERT	Community Emergency Response Team
DOC	Division Operations Center
EOC	Emergency Operations Center
ESV	Emergency Services Volunteer
FRS	Family Radio Services
NPC	Neighborhood Preparedness Coordinator

+++ End +++

# BLOCK PREPAREDNESS COORDINATOR (BPC) ACTIVATION & STANDARD OPERATING PROCEDURE (SOP)

**Reports to:** Neighborhood Preparedness Coordinator (NPC) day-to-day and when activated.

**Version:** 8/20/2018

## Chain of Command:

- Reports to: NPC \_\_\_\_\_
- Note: Be sure you have the name, address, phone number, etc. of your NPC

## Purpose:

The purpose of this document is to provide procedural policy and guidance with respect to the Block Preparedness Coordinator (BPC) role.

**Your Neighborhood** FRS Radio Channel \_\_\_\_\_; Sub-channel \_\_\_\_\_

## Activation Protocol:

- If the event is *outside your immediate area* and does not, in your opinion, pose a hazard to your neighborhood, **DO NOT** activate until you are instructed to do so by your NPC or the City, such as a call from OES or the ESV chain of command, a message from AlertSCC or another official means. You may turn your radios and monitor, however. Listen to KZSU 90.1 FM for local information; KCBS 740 AM for Bay Area information.
- If the situation is immediately known to you without outside advice, and affects your *immediate area/neighborhood*, **ACTIVATE**. As soon as it's safe to do so, contact 911 and/or your NPC as applicable.

## Before Activating:

- Check self and family
- Check your house structure and components; gas, water, electrical, foundation
- Situate family (if your home is unsafe, move your family to safe location)
- Make sure you have the proper equipment and supplies to carry out your assigned tasks.

## Activate/Check-In:

1. Turn on your FRS radio, and check-in with your NPC. NPC should acknowledge your check in.
2. If you are on the air before the NPC, start the Net (see "Starting the Radio Net When No NPC", [found](#) in the BPC FOG. You can later relay check-ins and information to NPC when the NPC becomes available. If the NPC is never reachable, you can request a CERT member to step in as Acting NPC. If no one steps up, you can inform the ESV DOC of your status by
  - a. Sending a runner to the nearest NPC and/or
  - b. Reaching a neighboring NPC on their FRS channel
3. Turn on radio to KZSU 90.1 FM and/or KCBS 740AM / 106.9FM.
4. Walk your block and assess injuries/damages (detailed instructions below).

5. Remember to check on your block “special needs” persons.

### **Operations Instructions:**

6. Walk your pre-chosen “block” of homes to assess, record, and report injuries and damage per BPC training and protocol. Use the BPC FOG (Field Operations Guide) as needed.
7. Record incidents on the Damage Assessment Form.
8. If an incident is “critical”, report the critical incident to the NPC. If you cannot establish contact due to poor radio reception or due to heavy radio “traffic” keep moving, assessing, and recording. Continue trying to contact NPC from other locations on the block. You may also use relay to communicate critical incidents to NPC.
9. When reporting an incident, read the data on your Damage Assessment Form from left to right. Be concise but include important details. One fire inside a metal trashcan would require a different response than one house on fire.
10. Interrupt other conversations by saying “break, break” when you have an urgent message and there is a pause in radio traffic
11. Call immediately if you notice a person has
  - a. Trouble breathing
  - b. Severe bleeding
  - c. Severe injuries
  - d. Shock (symptoms include: rapid and shallow breathing, failure to follow simple commands, pallor, profuse sweating)
12. Other important critical information to report includes fires, gas and water leaks, chemical and electrical hazards, persons trapped, heavy damage to buildings (where victims are trapped inside) and no road access.
13. If safe for you to do so, secure dangerous areas with caution tape, trash cans, road markers or other means. Include this information when reporting to NPC.
14. BPCs may not step out of their training and mission (eyes and ears). If you have knowledge (medical, electrical, etc.) beyond that of the BPC training, you must make it clear that this is outside your BPC mission by removing any identifying ESV gear (vest, badge, etc.) before proceeding. ESVs can only perform activities within their "scope of practice".
15. When your reported critical incident requires a Community Emergency Response Team (CERT), the NPC will coordinate CERT team availability. If no CERT team is available, you might need to tap block resources (neighbors with training, skills, or equipment in first aid, medical, fire suppression, carpentry, plumbing, etc.) until (or if) help arrives.
16. When a CERT team is available and dispatched to your critical incident, the CERT team will radio you to let you know of their arrival. STOP your continued block assessment and go meet the CERT team. Notify the NPC that the CERT team has arrived at your critical incident (unless the CERT team has already done so). Verify the address of the reported incident with the CERT team and when he or she no longer needs your assistance, resume your block assessment activities
17. For their safety, CERT teams are composed of a minimum of 3 Neighborhood CERT members. If only 2 CERT members are available, they may be dispatched as a 2-CERT team to the critical incident, but ONLY if you can stand in as the “Safety” person.

18. Guidelines for BPC acting as “Safety” person: The 2-CERT team will give the BPC a quick incident-specific briefing of what to do as “Safety” person. As the “Safety” person, the BPC must have two FRS radios: one radio set to Channel 5-5 to monitor the 2-CERT team in action, and one radio set to the Neighborhood Channel to call for help if needed. For a second radio, ask one of the CERT members to loan you theirs. At no time does the BPC perform any physical act that is out of their scope of training.
19. Since CERT teams may be deployed to multiple sequential incidents, please offer them water, snacks (granola bars, fruit, nuts, etc.) and rest facilities when they finish with the incident you reported.
20. Report non-critical incidents only when/if the NPC/Command Post calls for a non-critical rollup.
21. Notify your NPC when your “block” is contained, i.e. all incidents have been addressed, resolved, or otherwise played out. The NPC may request, or you may volunteer, to assess a nearby street or block.
22. Check out with the NPC when temporary breaks are needed and wait to be acknowledged by NPC. Check in again with NPC upon return to duties. At the end of activation, all BPCs must check out with NPC. Final check out must be acknowledged.
23. After activation, attend the neighborhood debriefing and give your filled Damage Assessment Forms and other documentation, if applicable, to the NPC.

**Abbreviations and Acronyms Table:**

<b>Abbreviation/Acronym</b>	<b>Meaning</b>
BPC	Block Preparedness Coordinator
CERT	Community Emergency Response Team
DA	Damage Assessment
DOC	Division Operations Center
EOC	Emergency Operations Center
ESV	Emergency Services Volunteer
FRS	Family Radio Services
NPC	Neighborhood Preparedness Coordinator

+++ End +++

# COMMUNITY EMERGENCY RESPONSE TEAM (CERT) ACTIVATION AND STANDARD OPERATING PROCEDURE (SOP)

**Reports to:** CERT Team Leaders day-to-day and Neighborhood Preparedness Coordinator (NPC) when activated.

**Version:** 8/20/2018

## Chain of Command:

- Day to Day reports to CERT TLs
- During activation Reports to: NPC \_\_\_\_\_
- Note: Have the address, phone number, etc. of your NPC

**Purpose:** The purpose of this document is to provide procedural policy and guidance with respect to the Community Emergency Response Team (CERT) role.

**Your Neighborhood FRS:** Radio Channel \_\_\_\_; Sub-channel \_\_\_\_

- ESV DOC: Ham Radio Frequency 147.540 MHz PL 100 Hz - Palo Alto Tactical (simplex) (Tactical)
- **Note:** CERT members will use Channel 5 Sub-channel 5 for intra-team communications (building search). Channel 5-5 is not used to communicate with the NPC or others.

## Activation Protocol:

- If the event is *outside your immediate area* and does not, in your opinion, pose a hazard to your neighborhood, **DO NOT** activate until you are instructed to do so by your NPC or the City, such as a call from ESV chain of command, a message from AlertSCC or another official means. You may also monitor radio stations however. Listen to KZSU 90.1 FM for local information; KCBS 740 AM for Bay Area information.
- If the situation is immediately known to you without outside advice and affects your *immediate area/neighborhood*, **ACTIVATE**.

## Personal Checklist:

- Check self and family
- Check your house structure and components; gas, water, electrical, foundation, etc.
- Situate family (if your home is unsafe, move your family to safe location)

## CERT Checklist:

- CERT gear including back pack, vest, helmet, other Personal Protective Equipment (PPE) and the CERT FOGs (Field Operations Guides). Refer to the FOGs throughout the activation.
- Provisions (food and water) for a shift up to 12 hours.
- Palo Alto Map (assignments may be in unfamiliar neighborhoods)
- FRS / Ham Radio (and spare batteries)
  - All CERT members must have an FRS radio and know how to use it. Ham radios are highly recommended (Ham requires FCC license). FRS radio will be used for communication with the neighborhood NPC and within the CERT team during an assignment. Ham radio will be used for communication with the ESV DOC and between CERT teams when deployed to other neighborhoods.
  - Because of its superior range, ham radio will be used for communications with the ESV DOC. CERT Groups not assigned to a neighborhood need a ham radio operator.

- If you do not have a ham radio, all communication will go through the NPC via FRS.

### **Activate / Check in:**

- Use your assigned call sign to check in with the NPC via FRS radio or in person (if FRS radio is unavailable).
- The NPC will form CERT teams from CERT members who have signed in, and assign them team tactical call signs, e.g. Team Alpha, Team Bravo, etc. The CERT team should determine the Group Leader, the NPC may assist in this process if there is uncertainty among the CERT team.
- Once you are assigned to a CERT team, switch to channel 5(5) to organize a meeting-up location with other team members, decide on a group leader and resolve other logistical issues your team might have.
- When your team is ready for deployment, switch back to the neighborhood channel. The group leader then informs the NPC that s/he is the group leader and the team is ready for deployment.
- The GL will act as supervisor in the field. The GL will handle communications with the NPC.
- The GL receives dispatch assignment from the NPC.
- The GL reports to NPC when CERT Group has arrived at an incident site.
- The GL reports to NPC from incident site with status updates.
- The GL reports to NPC at completion of incident assignment.
- Once mustered, team members must stay together as assigned and will not “free-lance” away from their assigned task. Groups should operate under a single Team Tactical Call Sign when communicating with their net control or with radio operators outside their team. Individual CERT member call signs are to only be used (1) when communicating within the team (on Channel 5-5), (2) before mustering, (3) when breaking off from an already-formed Group and needing to communicate with the NPC, (4) when checking-in and when checking out.
- The GL shall appoint an assistant GL to maintain effective span of control when Group membership reaches or exceeds ten members. The Group could also be divided, in which case each Group requires its own GL.
- In case you have only 2 CERT members available, they can be deployed as a team and can respond to an incident if there is a BPC who can act as the “Safety” person. The 2-member CERT team will give the BPC a quick incident-specific briefing of what to do as “Safety” person. As the “Safety” person the BPC must have two FRS radios: one radio set to Channel 5-5 to monitor the 2-member CERT team in action, and one radio set to the Neighborhood Channel to call for help if needed. One of the CERT members may have to loan their FRS radio to the BPC. ***At no time does the BPC perform any physical act that is out of their scope of training.***
- Each CERT Group’s GL should have 2 FRS radio; one set to the Neighborhood Channel to monitor activities and to communicate with the NPC, and the other set to Channel 5-5 for intra-team use as in search and rescue.
- Each CERT team member, not acting as GL, needs at least one FRS radio set to Channel 5-5 for search and rescue purposes when in a structure/house/building. Although you work with a partner in search and rescue, you must be able to communicate independent of your partner if necessary.
- CERT members may be requested by ESV DOC to assist in other neighborhoods or with other ESV units. For such situations please see added instructions below.
- When the activation is concluded, CERT members check out with NPC. Final check out must be acknowledged.
- After an activation, attend the neighborhood debriefing and give all documentation related to the activation to the NPC.

**CERT Deployments out of their Home Neighborhood:** ESV DOC contacts the NPC(s) to request release of CERT Groups or members to another neighborhood.

- Once NPC confirms availability, the ESV DOC (through the Operations Section Coordinator) provides the destination and ham radio frequency and Tactical Call Sign.
- The NPC communicates this information to the CERT Group GL and releases the Group to the ESV DOC as a Citywide CERT Group.
- The CERT Group GL contacts the ESV DOC via ham radio, confirms the destination and provides time of departure and estimated time of arrival.
- Once arrived at the destination, the CERT Group GL calls the ESV DOC and advises they have arrived.
- The CERT Group GL contacts the Receiving NPC via FRS radio and becomes part of that NPC's resources.
- The Incident Commander for different neighborhoods is the NPC of that specific neighborhood. Make sure you have the list of neighborhood FRS radio channels with you. When you arrive at a neighborhood, switch to that neighborhood's radio channel and sign in with your individual call sign. The NPC will assign you to a team if you arrive as an individual. If you arrive as a team, all team members need to sign in individually and may be deployed by the NPC as a team. The NPC might also assign you to other teams as needed.
- If there is no NPC at the destination, the CERT Group GL notifies the ESV DOC, who will then continue to track them throughout their assignment. The CERT Group will perform their duties. BPC's will be solicited to help if necessary.
- Once the Receiving NPC releases the CERT Group from their assignment, the NPC will notify and hand off the CERT Group to the ESV DOC.
- The CERT Group will also contact the ESV DOC on their ham radio using their tactical call sign, to notifying them of their availability and await instructions.
- ESV DOC has the option to either, (1) re-deploy the CERT Group to another incident, (2) place them on standby or (3) release them back to their home neighborhood. The ESV DOC retains responsibility of the CERT Group until they are handed off to a NPC.
- If the CERT Group is re-deployed, the ESV DOC is responsible for tracking them while in transit to each deployment site.
- Once the CERT Group arrives at the incident, the ESV DOC will hand off responsibility to the Receiving NPC.
- NPCs are responsible for each CERT Group deployed to their neighborhood.
- If no further deployments are needed, the ESV DOC will release the CERT Group to their home neighborhood and track them until they arrive.
- The CERT Group GL will notify the 'home' NPC upon arrival and await instructions.
- The home NPC will then contact the ESV DOC to confirm the CERT Group is part of the home NPC resources.
- This ends the deployment phase.

### **CERT Operations:**

- Each CERT Group typically consists of 3 CERT members. Each Group must have a Group Leader and a radio operator (but the GL can serve both roles).
- Groups of only two CERT members are allowed only if the assignment allows (damage assessment only) or if a BPC will be available to act as safety officer during SAR operations.
- CERT Groups are expected to perform their assignments within the limits of their training and ability.
- The Group Leader (as Safety Officer) must ensure that the team is operating in a safe manner.

- Guidelines for CERT Group operations are found in the CERT Field Operations Guide (FOG) provided to each CERT during their basic training.
- Supplemental guidelines may also be provided and should be followed.
- If CERT Group is assigned to an incident reported by an NPC, the CERT Group is managed by the local NPC until this incident action is completed.
- The CERT Group follows the protocols documented in the CERT Standard Operating Procedures. All CERT members must be familiar with this document.
- The NPC decides when the assignment is complete and reports this status to the ESV DOC.
- The ESV DOC may assign additional incidents at this same neighborhood ICP if requested by the NPC.
- The CERT Group must check out with the local NPC and report assignment completion and availability for next assignment directly to the ESV DOC
- If CERT Group is assigned to an incident where no Neighborhood Incident Command Post has been established, the ESV DOC will assign a CERT Group member to become Incident Commander (IC), until command can be handed off to an NPC assigned by the ESV DOC.
- CERT IC communicates directly with the ESV DOC during assignment to report status and request additional resources.
- The CERT IC reports when the assignment is completed and it is ready for the next assignment.

**CERT Group Reassignment:**

- During an operational period (shift), CERT Groups will probably be assigned to additional incidents via ham radio. ESV DOC will provide the following information:
  - New incident address (or staging area)
  - Nature of the assignment
  - Local contact (if applicable)

**Shift Complete / Check out:**

- When the Group's operational period is completed OR the ESV DOC decides that the CERT Group can demobilize, the GL must check out with their local NPC.
- All Group members must be checked out by name.
- All equipment checked out of the CERT Trailers must be returned to the Trailer (or to a location designated by the ESV DOC).



**Palo Alto Amateur (Ham) Tactical (simplex) Radio Frequencies:**

<b>Frequency</b>	<b>Principal Use</b>	<b>Comments</b>
147.540 MHz	Main simplex freq for tactical / resource nets	Use 100Hz PL
147.480 MHz	Alternate to above	No tone unless specified by NCO
147.555 MHz	Alternate to above	This is the Menlo ARES/RACES Channel: PL 114.8
446.000 MHz	Channel D1 for intra-city comms	Simplex; alt to 2m freqs
445.250 MHz	Channel D2 for intra-city comms	Simplex; alt to 2m freqs
445.350 MHz	Channel D3 for intra-city comms	Simplex; alt to 2m freqs
446.400 MHz	ChannelD4 for intra-city comms	Simplex; alt to 2m freqs
445.550 MHz	Channel D5 for intra-city comms	Simplex; alt to 2m freqs
445.650 MHz	Channel D6 for intra-city comms	Simplex; alt to 2m freqs
None	Alternate for D1	Simplex; alt to 2m freqs
446.200 MHz	Alternate for D2	Simplex; alt to 2m freqs
446.300 MHz	Alternate for D3	Simplex; alt to 2m freqs
None	Alternate for D4	Simplex; alt to 2m freqs
446.500 MHz	Alternate for D5	Simplex; alt to 2m freqs
446.600 MHz	Alternate for D6	Simplex; alt to 2m freqs

**Abbreviations and Acronyms Table:**

<b>Abbreviation/Acronym</b>	<b>Meaning</b>
BPC	Block Preparedness Coordinator
CERT	Community Emergency Response Team
DOC	Division Operations Center
EOC	Emergency Operations Center
ESV	Emergency Services Volunteer
FOG	Field Operations Guide
FRS	Family Radio Services
GL	Group Leader
IC	Incident Command
ICP	Incident Command Post
OES	Office of Emergency Services
NPC	Neighborhood Preparedness Coordinator
SAR	Search and Rescue
TL	Team Leader

+++ End +++

## AUXILIARY COMMUNICATIONS SERVICES : ARES / RACES STANDARD OPERATING PROCEDURE (SOP)

When activated by the Palo Alto Office of Emergency Services (OES), ACS radio communications will be carried out in accordance with RACES (Radio Amateur Civil Emergency Service) procedures and regulations and at other times in accordance with ARES (Amateur Radio Emergency Service) procedures.

**ACS Communicators report to:** EC/AEC day to day & when activated

**Version:** 8/20/2018

**Chain of command:** When activated under RACES, ACS reports to ESV Division Operations Center (DOC) management staff or as decided by the Incident Commander when operating under ICS.

**Purpose:** Communicators are expected to use good judgment and adapt this SOP as required by the circumstances of an incident or event. For topics not covered in this SOP reference can be made to the ARRL publication "The Amateur Radio Public Service Handbook", 2012.

### **ACS Radio Communications Operations Overview:**

The Emergency Services Volunteer (ESV) DOC serves as a Palo Alto net-control site for radio communications within the city and with external entities, including the Santa Clara County (SCC) Emergency Operations Center (EOC).

- ARES/RACES radio operators, as licensed amateur radio operators (ham radio), will serve primarily as the net-control team for the ESV DOC (at the Cubberley Community Center).
- ESV DOC Net-control team will staff up to two ham radio net stations and two MURS net station as needed.
- ESV DOC Net control will maintain communications with the appropriate SCC EOC net control.
- ESC DOC will provide packet communications with SCC EOC and Palo Alto EOC.
- ESV DOC Net control is provided for the Neighborhood Preparedness Coordinators (NPCs) on the MURS Net. MURS NCOs, scribes, and runners, however, need not be licensed ham radio operators.
- Net Control is provided on a ham radio net for ESVs who are licensed amateur radio operators and have appropriate radio equipment.
- Net Control is provided for ham radio operators who provide communication for others, such as shadows for officials, monitors at critical points (such as bridges in a flood threat), or communicators at NGO operations such as a Red Cross Shelter.
- Net Control operators will operate VHF and UHF nets as needed.
- Designated ARES/RACES team members will report to the ESV DOC upon activation to establish the ESV DOC nets. It is not anticipated that field radio operators will muster or be staged at the DOC; instead, that mustering and staging will be performed on the air using a tactical or resource net.

### **Activation Protocol:**

Activation may take place in three different ways, depending on circumstances.

- RACES activation by the City in case of an incident (as defined by the City): The present activation procedure for amateur radio operators is described in Appendix B at the end of this SOP for RACES activation.
- Spontaneous or Self Activation: For incidents where an immediate communication need is apparent, such as an earthquake, check-in on the Palo Alto complex Amateur Radio Net, unless you have a predefined communications role, DOC, Trailers, etc.,

- For radio communications at training exercises and events carried on under the auspices of ARES, no activation by the City of Palo Alto is needed, but an informal procedure is described in Appendix B.

**Personal Checklist before reporting to the DOC**

- Check self and family.
- Check house structure and components: gas, water, electrical, foundation, *etc.*
- Situate family (if your home is unsafe, move your family to a safe location).

**Activate / Check in ):**

- For those that have a predefined role, check-in at the ESV DOC Room D4 at Cubberley Community Center located at 4000 Middlefield Road. This is where we establish communications with the neighborhoods and is a first priority.
- Amateur Radio Operators who are assigned to CERT trailers will check in at their trailer. These ESVs should be prepared to be reassigned based on the needs of the incident.
- Unassigned or spontaneous Amateur Radio Operators should check-in on the Palo Alto VHF Cimplex frequency, 147.540 PL100 to receive instructions.
- If SUV/CV (Spontaneous Unassigned or Untrained Volunteer/Convergent Volunteer) ham radio operators show up on the air, at the DOC, to an NPC or at a trailer, the EC/AEC will decide if and where they are to be deployed.

**Demobilization:**

Ham radio operators will demobilize either when their shift ends or when otherwise directed. They should check out and leave their contact information with the net control operator.

**Palo Alto Amateur Tactical (simplex) Radio Frequencies:**

The uses of the following frequencies are further discussed in the Palo Alto ESV Ham Frequency Plan in Appendix A.

Frequency	Principal Use	Comments
147.540 MHz	Main simplex freq for tactical / resource nets	Use 100Hz PL
147.480 MHz	Alternate to above	No tone unless specified by NCO
147.555 MHz	Alternate to above	This is the Menlo ARES/RACES Channel: PL 114.8
446.000 MHz	Channel D1 for intra-city comms	Simplex; alt to 2m freqs
445.250 MHz	Channel D2 for intra-city comms	Simplex; alt to 2m freqs
445.350 MHz	Channel D3 for intra-city comms	Simplex; alt to 2m freqs
446.400 MHz	Channel D4 for intra-city comms	Simplex; alt to 2m freqs
445.550 MHz	Channel D5 for intra-city comms	Simplex; alt to 2m freqs
445.650 MHz	Channel D6 for intra-city comms	Simplex; alt to 2m freqs
None	Alternate for D1	Simplex; alt to 2m freqs
446.200 MHz	Alternate for D2	Simplex; alt to 2m freqs
446.300 MHz	Alternate for D3	Simplex; alt to 2m freqs
None	Alternate for D4	Simplex; alt to 2m freqs
446.500 MHz	Alternate for D5	Simplex; alt to 2m freqs
446.600 MHz	Alternate for D6	Simplex; alt to 2m freqs

**Abbreviations and Acronyms:**

Abbreviation/Acronym	Meaning
ACS	Auxiliary Communications Service
AEC	Assistant Emergency Coordinator
ARES	Amateur Radio Emergency Service
CERT	Community Emergency Response Team
Comms or Comm	Communications
DOC	Division Operations Center or Department Operations Center
DSW	Disaster Services Worker
EC	Emergency Coordinator
EOC	Emergency Operation Center
ESV	Emergency Services Volunteer
FCC	Federal Communications Commission
Ham	Amateur Radio Operator licensed by the FCC
IC	Incident Command(er)
ICS	Incident Command System
MURS	Multi-Use Radio Service
NCO	Net Control Operator
NGO	Non-Governmental Organization
NPC	Neighborhood Preparedness Coordinator
OES	Office of Emergency Services
RACES	Radio Amateur Civil Emergency Service
SCC	Santa Clara County
SUV	Spontaneous Unassigned or Untrained Volunteer, same as CV
TL	Team Leader

## RADIO COMMUNICATIONS APPENDIX A: PALO ALTO ESV HAM FREQUENCY PLAN

**Purpose:** This Amateur Radio (ham) frequency plan lists frequencies for use by Emergency Service Volunteers (ESVs) for communications within Palo Alto between the Office of Emergency Services (OES), the Division Operation Center (DOC) and ESV teams including Logistics, CERT teams, Medical Reserve Corps (MRC), and other teams and individual hams as needed. In addition to the Palo Alto Tactical frequency on 2 m, the plan provides for 70 cm frequencies for intra-team communication and for side conversations that need not be carried out on the PA Tactical frequency.

**Palo Alto Tactical frequency:** 147.54 MHz (100.0 Hz PL tone) (backup 147.480 MHz, no PL unless specified by NCO). This frequency is used for communication on a controlled net between the ESV DOC (net control) and:

- Palo Alto EOC
- Logistics team
- CERT teams
- Hams requesting assignments as ESVs
- Hams assigned as ESVs

**Tactical team frequencies:** The intent of this frequency plan is to provide channels for communications among team members that do not need to be on the PA Tactical net and that may not need a net control operator (NCO). The “Dn” designations (e.g., D6) identify frequencies used in a PA UHF net.

- Logistics team leads: 445.650 MHz (backup; 446.600 MHz) (D6)
- CERT teams: 446.400 MHz (D4). See note below on CERT use of D4.
- Neighborhood Preparedness Coordinators (NPCs) in case of the loss of the ability to use MURS: 445.250 MHz (backup: 446.200 MHz) (D2).

**Talk channels for ESVs:** The following frequencies are available for conversations between ESVs when the conversation does not need to be on the PA Tactical frequency, and a protocol for using these frequencies is recommended below.

- 446.000 MHz (D1)
- 445.350 MHz (backup 446.300 MHz) (D3)
- 445.550 MHz (backup 446.500 MHz) (D5)

**Talk channel Protocol:**

- When a side conversation is desired, the initiator may contact DOC net control on the PA Tactical frequency and ask that another ham (the recipient) be contacted and asked to meet the initiator on a talk channel.
- When net control makes contact with the recipient, the NCO can suggest a talk channel (D1, D3, D5) if it is known that one is free, otherwise the initiator and recipient will follow the next step.
- If net control has not suggested a channel, initiator and recipient will listen on D1, and if it is free, use it. If it is in use, they will switch to D3 and repeat the process until a free channel is found. The backup channels may also be used for this purpose.
- When the conversation is finished, the initiator will announce that the channel is clear.

**CERT team use of D4 Frequency:** It is assumed that this will be an open net or that one of the CERT members will function as D4 net control in a field location. It is anticipated that this channel will be used when FRS radio is not available or is not appropriate for the intended conversation.

**Good operating practices reminder:**

- Use the lowest power setting that will allow communication to reduce interference with other stations.
- No PL tones are used on the 70 cm frequencies.
- Be aware that hand held radios with 5w on 70 cm will not reach everywhere in the City and relays may be needed, which can limit the practical amount of conversation on these frequencies.

**Caveat:** This Plan does not address Packet communications or communications outside the City, such as with the County EOC, which should occur on frequencies designated by the County. This Plan also does not address communication using FRS/GMRS radios.

## RADIO COMMUNICATIONS APPENDIX B: REQUEST FOR ACTIVATION

The following is the information required for RACES activation by the Palo Alto OES. No Activation Request form currently exists. This information may be formatted in an email and submitted electronically for review and disposition. For ARES communication exercises, there should be an email memo of understanding between the city, agency or NGO and the EC covering the communication activities desired, including items 1-5, 7-9.

Field	Description
1. Request date/time:	The date and time that the request is submitted.
2. Requesting Entity:	The Agency or organization that is submitting the request for activation. For activations requested by PALO ALTO ARES, "PALO ALTO ARES" will be the requesting entity.
3. Requested By:	The name, title, and organization of the individual completing this information and submitting it for approval.
4. Operational Area:	The operational area in which the activation will occur. This will usually be "Santa Clara County."
5. Jurisdiction:	The local jurisdiction in which the activities involved with the activation will occur. This will usually be "City of Palo Alto."
6. Type:	The type of activation will either be <ul style="list-style-type: none"> <li>▪ Training (drills, exercises, community events, etc.),</li> <li>▪ City Emergency,</li> <li>▪ For Served Agency, or</li> <li>▪ Mutual Aid (to support another jurisdiction).</li> </ul>
7. Description:	A short description of the nature of the activation. For training activations, include the exercise or event plan. Include the duration of the activation if known.
8. Resource Request:	The types and numbers (estimates) of resources requested. This could include, but not limited to: <ul style="list-style-type: none"> <li>▪ PALO ALTO RACES</li> <li>▪ CERT</li> <li>▪ VIPS/FireCorps</li> <li>▪ Santa Clara County Mutual Aid Responders</li> <li>▪ Other jurisdiction Mutual Aid Responders</li> <li>▪ Other resources</li> </ul>
9. Reporting Location:	The location where responders should report. For training or community events, this will be a specific location. Otherwise, enter N/A.
10. Activation Date, Time:	The date and time of when the activation will occur. For training or community events, this will be a future date/time.
11. Disposition:	Either approved or declined
12. Disposition by:	The name, title, and organization of the person who approved or declined this request
13. Assigned Activation Number:	For PALO ALTO RACES activations, the activation number will be in the form: PAF-YY-##X, where: YY last 2 digits of current year ## Sequential 2 digit number beginning with 01 at the beginning of each new year. X T for Training activation E for Emergency activation

### Declaration of Activation:

The Palo Alto OES is responsible for generating the necessary declaration documentation in accordance with City, County and State OES requirements. In case of an event that is not a RACES activation, the responsible City official will indicate if DSW coverage is included for the event and will generate the appropriate paperwork.

**ESV Standing Radio Communications Plan Appendix C:**

<b>1. Incident Name:</b> ESV Standing Communications Plan	<b>2. Date/Time Prepared:</b> Date: 2015.7.30	<b>3. Operational Period:</b> Date From: TBD Time From:
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**4. Basic Radio Channel Use:**

Zone Grp.	Ch #	Function	Assignment at DOC	RX Freq N or W	RX Tone/NAC	TX Freq N or W	TX Tone/NAC	Mode (A, D, or M)
MURS	Ch 5	NCO	NCO	154.600 MHz W	Code 14	154.600 MHz W	Code 14	A
MURS Alternate	Ch 3	Backup for MURS		151.940 MHz	Code 14	151.940 MHz	Code 14	
PAF tactical	PAF 1	NCO	NCO	147.54 MHz N	100 Hz	147.54 MHz N	100 Hz	A
Logistics Team	D6	Logistics		445.65 MHz N		445.65 MHz N		A
City-Wide CERTs	D4	CityWide CERT		446.400 MHz N		446.400 MHz N		A
PAF tactical backup	PAF 2	Backup for PAF tactical		147.48 MHz N		147.48 MHz N		A
Aux talk channel	D1	Aux talk channel		446.000 MHz N		446.000 MHz N		A

**5. Special Instructions:** Note that these are all simplex frequencies. PAF Tactical NCO to monitor MURS backup in case needed. NPC to DOC on MURS or D2 frequencies. PAF Tactical NCO to assign Aux talk channel when it is requested and only if it is vacant. Logistics team and City-Wide CERTs use their assigned frequencies as they see fit.

**6. Prepared by**  
(Communications Unit Leader):      Name:      Signature:

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## LOGISTICS TEAM LEADER ACTIVATION & STANDARD OPERATING PROCEDURE (SOP)

**Chain of Command:** Day to Day OES; during activation ESV DOC.

**Version:** 8/20/2018

**Purpose:** This document has two parts. The first provides procedural policy and guidance for the Logistic Team Leaders. The second provides procedural policy and guidance to the Trailer Unit Leaders and Trailer Unit Members.

### **Logistics Operations:**

The five trailers normally at the Fire Stations serve as permanent equipment storage for ESV use. They may be opened during an event or drill as directed by the Logistics Team Leaders (LTLs), to provide equipment to ESVs, to support a medical triage station, or any other appropriate use. The Logistics Team Leaders supervise the Trailer Unit Leaders (TULs) and trailer teams, both day-to-day and when activated. Day-to-day, they supervise inventories and keep the trailers fully supplied.

### **Communication:**

- ESV DOC Phone: 650-329-2341 or 650-329-2462
- Palo Alto Tactical (simplex), 147.54 MHz, PL 100 Hz
- CERT D6, 445.650 MHz primary, 446.600 MHz alternate
- MURS channel 5, Sub-channel 14
- The use of Palo Alto Tactical (simplex) or CERT D6 frequency requires a ham radio operator's license (except in extreme emergencies). If you are not a licensed ham use the MURS radio on channel 5 sub-channel 14.
- The LTLs will activate one or more trailers when requested by the OES Director, the ESV Coordinator, or the ESV DOC TLs, using phone, email, Palo Alto Tactical (simplex) frequency, CERT D6 frequency, or MURS channel 4.
- LTLs, when activated, will determine when and who will open the ESV DOC. They will communicate on CERT D6 frequency, or Palo Alto Tactical (simplex) frequency.
- LTLs will use: a phone, Palo Alto Tactical (simplex) frequency, CERT D6 frequency, or MURS channel 5, sub-channel 14 to communicate with the TULs at home and/or at the trailers.
- LTLs may use amateur radios on Palo Alto Tactical (simplex) to communicate with the EOC if the ESV DOC is not open.
- Logistics net control will begin on Palo Alto Tactical (simplex) frequency. Net control may switch logistics communications to CERT D6 frequency.

### **Logistics Team Leader Activation Protocol:**

- If an event does not, in your opinion, pose a hazard to any part of the city, **DO NOT activate any trailers** unless instructed to do so by the ESV DOC or the ESV chain of command. Monitor KZSU 90.1 FM for local information; KCBS 740 AM for Bay Area Information. If you are an amateur radio operator, monitor the Palo Alto Tactical (simplex) frequency.
- If you are in doubt, contact the city OES or the ESV chain of command immediately, using a phone or Palo Alto Tactical (simplex) frequency.
- If the situation is immediately obvious and affects the City of Palo Alto, **ACTIVATE and report** to the ESV DOC.

### **Personal Checklist before reporting to the ESV DOC:**

- Check self and family.
- Check house structure and components, gas, water, electrical, foundation, etc.
- Situate family (if your home is unsafe, move your family to safe location).
- If you are unable to report to the ESV DOC, arrange alternate LTL staffing for ESV DOC via CERT D6 frequency.

**Activate:**

- Report to the ESV DOC. If you have extra radio equipment or batteries with power pole connectors and are able, bring them with you.
- Open the ESV DOC if you are first to arrive. Follow the ESV DOC SOP, located in the binder near the door, to activate the ESV DOC.
- Start a check-in sheet for ESV DOC personnel.
- Start a check-out sheet for trailer equipment. Remember that certain critical equipment may be in high demand and require rationing.
- Once assembled with other ESV DOC personnel select an ESV DOC Coordinator.
- Establish Palo Alto Tactical (simplex) CERT D6, and MURS channel 5, sub-channel 14.
- Activate one or more trailers if directed to do so by the OES Director or the ESV chain of command.
- Maintain communication and relay instructions to trailers using Palo Alto Tactical (simplex) frequency, CERT D6 frequency, or MURS channel 5, sub-channel 14.
- Monitor traffic with the TULs and TUMs. Record the availability and location of all trailer team members.
- Instruct TULs to release any unit members that are not needed. Notify ESV DOC Coordinator of members available for reassignment.
- Allow TUM to issue equipment to a non-ESV courier. The requesting ESV must advise the DOC and/or the TUM that a courier has been sent.
- Follow instruction of IC and cooperate with other team leaders.
- Maintain communication with the EOC, through ESV DOC radio operators
- Oversee the organization of staffing shifts for trailer teams
- Maintain a record of activated personnel and the length of their activation, note if they are assigned to non-logistic task and/or teams.
- Arrange for your replacement by new LTL or acting LTL as required.
- Observe Chain of Command at all times.
- Arrange for shift changes. Pass all relevant information over to new LTL at the DOC.

**Deactivation:**

- When notified by the OES Director or the ESV chain of command to begin deactivation: direct the trailer teams to deactivate.
- The teams may not leave their trailer until LTL/DOC/EOC acknowledges their deactivation.
- The LTL or acting LTL may not leave the DOC until directed by OES or the ESV chain of command and all open trailers have acknowledged their deactivation.
- The LTL participates in debriefing after the event.
- As soon as feasible after city deactivation, collect activated trailer inventories. The documentation shall include copies of all forms created during the activation.

**Other Duties:**

- Recruit, train, and maintain a crew of Trailer Unit Leaders, Deputies, and Members.
- Supervise the Trailer Units day-to-day and when activated.
- Maintain and update as needed all relevant documentation and furnish copies to the ES Coordinator.
- Keep track of keys to the trailers and furnish the list of key holders to the ES Coordinator.
- Before the complete inventory, usually in May, update *Taking Trailer Inventory* and the *Inventory Check Lists* and distribute copies to the Trailer Units. Set a date for completion of the inventory.
- After inventory, collect and collate the results and have the new version of the inventory prepared and placed in the trailer Office Boxes.
- Combine the requests for expired or missing items and place an order with the ES Coordinator.
- When items have been purchased, distribute to Trailer Units and have them placed in the trailers.
- Maintain a notebook at the ESV DOC with all relevant Logistics documents.
- Work with the other ESV Team Leaders and attend necessary monthly meetings. Develop a WHERE IN THE TRAILER CHART to help TUMS find items.
- Maintain a roster listing all trailer team members: contact information, amateur license, availability, and location. Keep this roster in the Logistics binder.

+++ End +++

## TRAILER UNIT LEADERS AND TRAILER UNIT MEMBERS ACTIVATION & STANDARD OPERATING PROCEDURE (SOP)

### Chain of Command:

Trailer Unit Leaders report to: LTLs (Logistic Team Leaders) at the ESV DOC (Emergency Services Volunteers Division Operations Center) at Room D4, Cubberley Community Center.

Trailer Unit Members report to: TULs (Trailer Unit Leaders), or to the LTLs at ESV DOC if they cannot reach their TUL.

### Purpose:

This document provides procedural policy and guidance for the Trailer Unit Leaders and the Trailer Unit Members.

### Trailer Operations:

The five trailers normally at the Fire Stations serve as permanent equipment storage for ESVs use, as directed by the Logistics Team Leaders. They may also be used to support a medical triage station or other appropriate uses.

### Trailer Communication:

- ESV DOC Phone: 650-329-2341 or 650-329-2462
- Palo Alto Tactical (simplex), 147.54 MHz, PL 100 Hz
- CERT D6, 445.650 MHz primary, 446.600 MHz alternate
- MURS channel 5, Sub-channel 14
- The use of Palo Alto Tactical (simplex) or CERT D6 frequency requires a ham radio operator's license (except in extreme emergencies). If you are not a licensed ham use the trailer's MURS radio on channel 5.
- TULs and TUMs, use Palo Alto Tactical (simplex) frequency, CERT D6 frequency, or MURS channel 5, sub-channel 14 to communicate with the LTLs at ESV DOC.
- Logistics net control will begin on Palo Alto Tactical (simplex). Net control may switch logistics communications to CERT D6.
- TULs and TUMs may use CERT D6 frequency to communicate with ESV DOC among themselves.
- If no amateur radio operator is present, communicate with the ESV DOC and the NPCs by MURS channel 5, sub-channel 14.

### Trailer Activation Protocol:

- If the event *is outside your immediate area* and does not, in your opinion, pose a hazard to your neighborhood, **DO NOT activate your trailer** until you are instructed to do so by the LTL or the OES or the ESV chain of command. You should monitor KZSU 90.1 FM for local information; KCBS 740 AM for Bay Area,
- Monitor Palo Alto Tactical (simplex) and CERT D6 frequencies.
- If you are in doubt about activation, TUMs contact your TUL, TULs contact a LTL, or ESV DOC; if you are not an amateur radio operator you may be able to make contact through your BPC or NPC. If you have a neighborhood amateur radio operator, ask him/her to contact ESV DOC on Palo Alto Tactical (simplex), or CERT D6 frequency.
- If the situation is immediately obvious to you, and significantly affects your neighborhood or the City of Palo Alto, **ACTIVATE your trailer**.
- Not all trailers may be activated. You may be given a different assignment.

### **Personal Checklist before reporting to your trailer:**

- Check self and family.
- Check house structure and components, gas, water, electrical, foundation, etc.
- Situate family (if your home is unsafe, move your family to safe location).
- Contact TUL/LTL/DOC/EOC for instructions

### **Activate:**

- Gather/muster at your assigned trailer. If you have a 12V battery with power pole connectors and/or a ham radio, take them to the trailer.
- Announce your presence to the firefighters if you are the first ESV at the trailer.
- Open the trailer.
- Start a check-in sheet for personnel.
- Once assembled, if your Unit Leader and Assistant Unit Leader are not present, select a leader.
- Connect the trailer power cord to fire station power outlet, or operate by 12V battery.
- Check in with the Logistics Team Leader (LTL) at the ESV DOC, or if the ESV DOC is not operational, check in at the EOC, using Palo Alto Tactical (simplex). Inform the LTL of the list of personnel currently checked in at the trailer.
- Get the amateur and MURS radios up and running.
- Arrange shifts if you have sufficient TUMs and inform the LTL at ESV DOC.
- Release TUMs who are not needed. Advise ESV DOC of available released ESVs if they are willing to serve elsewhere.
- Set up Easy-ups or tents, tables, stationary boxes, white board, markers, etc. as needed.
- Start equipment checkout sheet (could use white board and have scribe transfer later if necessary).
- Trailer Teams may issue equipment in the following manners:
  - To any ESV that has an ESV ID Card issued by OES. Ideally this has been coordinated with an NPC so that the request supports an actual need.
  - To any person with a “Palo Alto ESV Logistics Request Form” from an NPC.
  - An ESV may send a courier to pick up supplies if necessary. The requesting ESV must advise the ESV DOC and/or the TUM that a non-ESV has been sent for equipment pickup.
  - If a Palo Alto resident with no ESV association requests item(s) from the trailer and the trailer members believe there is a valid need for the item, they may, at their discretion, issue equipment. In this situation trailer members should do the following:
    1. Confirm the neighborhood and connect the individual with the NPC if one is available,
    2. Get name, address, phone or email of the person (check ID),
    3. Notify the ESV DOC of the request by amateur radio.
    4. NOTE: Equipment on the List should only be issued when there is an immediate need as those items are in short supply. Do not checkout equipment on the Trailer Critical Equipment List until authorized by a LTL at DOC use previous wording
- TUMs or non-ESV volunteers may deliver items to field ESVs, other trailers, etc. The decision to deliver depends on staffing and the critically of the situation.
- Observe Chain of Command at all times.
- Record shift changes. Pass all relevant information over to new shift personnel and notify LTL at ESV DOC of personnel changes.

**Deactivation:**

- When notified by the LTL or ESV DOC to deactivate:
  - Replace items in trailer.
  - Record TUMs as checked out on the log sheet.
  - Report trailer closure to ESV DOC.
  - Lock the trailer.
- The LTL/ESV DOC must acknowledge your trailer closure.
- As soon as feasible after city deactivation, inventory the trailer and forward the results to the LTL. Include copies of all forms created during the activation.

**Inventories and Other Tasks:**

- Annually, usually in May, conduct a full inventory, using *Taking CERT Trailer Inventory* and *Inventory Check Lists* provided by the LTLs. There is a copy of the last inventory in the office box in the trailer.
- Based on the inventory, prepare a list of needed items and expiration dates.
- Keep copies and provide both the list and the annual inventory form to the LTL.
- When supplies are available, pick them up as directed and replenish the trailer, correcting the copy of the inventory in the office box at the same time.
- Quarterly visit the trailer, perform a general inspection, and perform the maintenance tasks noted in the *Inventory Document*, which includes:
  - Shake the ABC fire extinguishers four times per year.
  - Twice a year remove the Pelican lantern and recharge it.
  - See that electrical panel breaker is in OFF position.
  - Check the pens and markers in the office and map boxes.
  - Inform the LTL of any problems with the trailer and the date when these tasks were completed.
- When directed to do so by the LTL or the ESV leadership, open your trailer for a drill.

+++ End +++

## ANNEX A: ESV ANNUAL TRAINING SUPPORT REQUIREMENTS

1. All ESVs have minimum training requirements in order to maintain an “active” membership status. As described previously in this Policy Manual, ongoing training maintains skills that are otherwise perishable and that increase risk to the ESV, to those they are assisting, and to the program at large.
2. General guidance: ESV’s are required to participate in a minimum of two events annually. One of these events should be a training event such as a training class, drill, or exercise. Otherwise, ESV support events (Sandbag day, May Fete, Fourth of July, or other County events) may count toward participation. Examples of events that apply for each team are included below:
  - a. BPC: communications drills, neighborhood drills, spring or fall ESV drill, ESV related community events (4<sup>th</sup> of July Chili Cook off, block party with EPREP theme, etc.), training classes (FRS radio, Red Cross First Aid, psychological first aid)
  - b. NPC: NPC Meeting, communications drill, spring or fall drill, ESV related community events (block party with EPREP theme, 4<sup>th</sup> of July Chili Cook off, EPrep Safety Faire, etc.), training classes (FRS radio, Red Cross First Aid, psychological first aid)
  - c. CERT members: training classes, communications drills, spring or fall drill, ESV related community events (Sandbag Day, May Fete Parade, 4<sup>th</sup> of July Safety Watch).
  - d. Logistics/trailer unit members: logistics training class, communications drill, spring or fall drill, ESV related community event, trailer inventory
  - e. ACS (ARES/RACES): training classes, communications drills, spring or fall drill, County wide or Palo Alto ESV related community events (Garlic Festival, Sandbag Day, May Fete Parade, 4<sup>th</sup> of July Safety Watch). Monday night check-ins are an important part of ham operator participation and all hams are strongly encouraged to participate once a month.
3. OES encourages all ESVs to review the [ESV Training and Event Calendar](https://calendar.google.com/calendar/embed?src=vaq0q8rfnvm0f8v4d63kocu8h0@group.calendar.google.com&ctz=America/Los_Angeles) at the link below. and save the dates on your calendars early on. OES can make exceptions or give credit for optional events or training ESV members take outside of this program. Inform your team leaders when this situation arises.

[https://calendar.google.com/calendar/embed?src=vaq0q8rfnvm0f8v4d63kocu8h0@group.calendar.google.com&ctz=America/Los\\_Angeles](https://calendar.google.com/calendar/embed?src=vaq0q8rfnvm0f8v4d63kocu8h0@group.calendar.google.com&ctz=America/Los_Angeles)