



Field Operating Guide

Supplement



Edition 3.0, February, 2018

Priorities

Safety First – Self, Family, Others (SFO)

**Perform Within the Limits of Your
Scope of Training and Ability**

Mission

**Do the Greatest Good for the Greatest
Number in the Shortest Time (GGGNST)**

User Notes

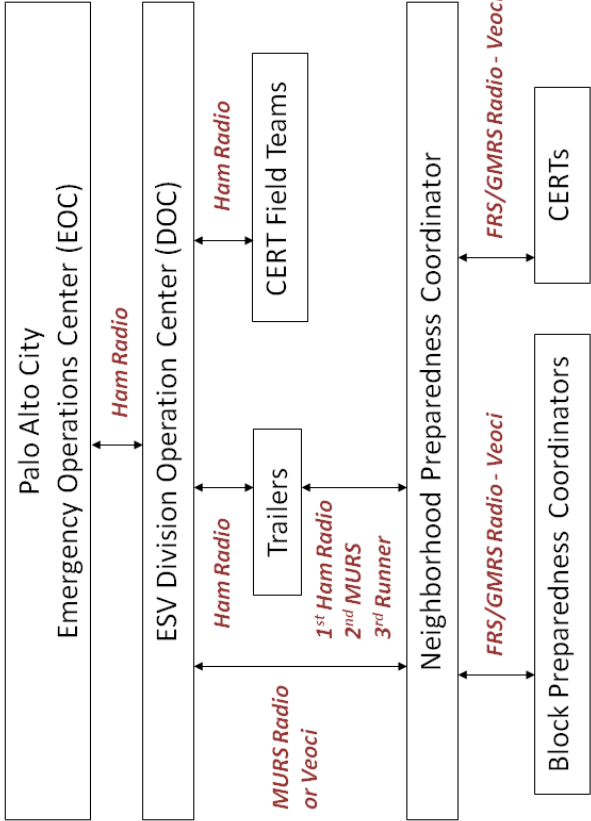
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CERT Deploy Task Order

1. Prepare – Self, Family, Home,
Protective Clothing, PPE, Backpack,
Stretch, Warm up, Hydrate
2. Organize CERT Group
Leader, Member Duties, Scribe
3. Report on Arrival – FRS Radio
4. Size Up – 9 Step Basics – **EPE**
Evaluate – Safety, Risks, Resources
Plan – What to do? Who does it?
Where is Treatment Area?
Execute – Follow the plan.
Reevaluate / Re-plan as you go.
5. Mark Building if Interior Search
6. Follow the second **STaRT**
Search – Locate the Victims
Triage, **T**reat 3 Killers, **T**ag Victims
Report Victim Location, Condition
Rescue – Move Victims to Safety
Treat Injuries. Head-To-Toe Assess
7. Document all as You Go
8. Assure Victim Monitoring
9. Report on Completion – FRS Radio

Communications Links



BASIC CERT ACTIVATION

See CERT SOPs for Full Details

Chain of Command:

- Activated CERTs Report to NPC _____
- NPC FRS Radio Channel ____; Sub-channel ____
- FRS Channel 5-5 only for CERT intra-team communication.
- ESV DOC Ham Radio Frequency 147.540 MHz PL 100

Activation Protocol:

- If event is **outside your immediate area** and no hazard to your neighborhood, **DO NOT ACTIVATE** until instructed by NPC, ESV command, a message from AlertSCC or other official means. Monitor KZSU 90.1 FM, KCBS 740 AM.
- If the situation is known to you without outside advice and affects your **immediate area/neighborhood**, **ACTIVATE**.

Activation and Check in:

- Check in with NPC via FRS. In person if FRS is unavailable.
- NPC is incident commander and dispatches CERT Groups.
- The NPC assigns the CERT Group tactical call sign.
- A deployed Group is assigned / selects a Group Leader (GL).
- GL is supervisor and handles communications with the NPC.
- The GL reports all Group critical actions to NPC.
- Group members stay together and operate under a single Tactical Call Sign. CERT member call signs are used when communicating within the team on Channel 5-5.
- Large Groups: assign assistant GL or become several Groups.
- If only 2 CERT members available, a BPC can be the Safety.
- CERT GL should have 2 FRS radios; one set to NPC Channel and the other set to Channel 5-5 for intra-team use.
- CERT team members each have at least one FRS radio set to Channel 5-5 for inter-team communication.
- At activation conclusion, CERTs check out with NPC.
- CERTs may also be deployed outside of their neighborhood. Refer to CERT Standard Operating Procedures for details.

CERT Operations:

- A CERT Group typically has 3 members including a GL.
- Groups of two CERTs allowed only for damage assessment or if a BPC is available to act as safety during SAR operations.
- CERTs perform within the limits of their training and ability.
- GL or Safety Officer ensures the team is operating safely.
- See CERT Field Operations Guide (FOG) for guidelines.
- Supplemental guidelines may be provided; must be followed.
- NPC IC manages CERT Groups for neighborhood incidents.
- All CERT s must know Standard Operating Procedures.
- NPC decides assignment completion - status to ESV DOC.
- If NPC requests, ESV DOC may assign additional incidents.
- The CERT Group must check out with NPC and report assignment completion and availability for next assignment.
- If CERT Group is assigned to an incident where there is no Neighborhood Incident Command Post, ESV DOC will assign a CERT Group member to be incident commander (IC) until command can be passed to a NPC assigned by ESV DOC.
- CERT IC reports status and requests resources to ESV DOC.
- CERT IC reports assignment completion and availability for a new assignment.

CERT Group Reassignment:

- CERT Groups may 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:

- At Group operational period completion or Group demobilization by ESV DOC, GL must check out with NPC.
- All Group members must be checked out by name.
- All equipment checked out of CERT Trailers must be returned to the Trailers or to an ESV DOC designated location.

FRS QUICK RADIO GUIDE

We suggest that you place a label on the back of your radio with your neighborhood's call sign (e.g., Midtown 2), Channel and Sub Channel (Tone) (see page 22 -23 of this guide).

How to use the FRS Radio

1. Turn it ON.

Turn knob until you feel a click. Also use knob to adjust the volume.

2. Push To Talk (PTT).

Press and hold the PTT button on the side. Pause 1 second and then talk.

3. Release to listen.

When done talking, pause 1 second and release the PTT button so you can listen.



• Hold 2 - 5 inches from your mouth.

This will allow your voice to be heard clearly.

• Set Radio Channel and Sub Channel (Tone) if not already set.

1. Turn radio on.
2. Press **MENU** button once. Channel number will blink.
3. Use + or - to select Channel.
4. Press **PTT** button to save channel setting.
5. Press **MENU** button two or more times until the Sub Channel (Tone) number blinks.
6. Use + or - to select Sub Channel (Tone).
7. Press **PTT** button to save.
8. To lock settings, hold the **MENU** button in until the padlock icon is on. Hold **MENU** button again to unlock.

ESV HAM Frequencies (MHz)

DOC1	147.540 (100)	CERTD5	445.550
DOC2	147.480	CERTD6	445.650
CERTD1	446.000	D2ALT	446.200
CERTD2	445.250	D3ALT	446.300
CERTD3	445.350	D5ALT	446.500
CERTD4	446.400	D6ALT	446.600

NATO Phonetic Alphabet

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

FRS Radio Protocol

- ✦ Check that the correct channel and tone are set.
- ✦ Listen First for a brief period to make sure others are not pausing during a conversation.
- ✦ Key the PTT and pause slightly to avoid clipping.
- ✦ Release PTT as soon as you finish speaking.
- ✦ Emergency Communication: Speak ONLY if necessary.
- ✦ Speak Accurately, Briefly, Clearly, Slowly.
- ✦ Speak in a normal tone of voice. Do not yell.
- ✦ Avoid personal information, sensationalism, slang.
- ✦ Use the NATO phonetic alphabet when necessary.
- ✦ Keep messages short and to the point.
- ✦ Be professional at all times.
- ✦ Be aware that channels are open to all listening.
- ✦ For communication directly with another person,
YOU: "<their ID>, this is <your ID>"
- ✦ **Radio communication Pro-Words** are shorthand used for clear and concise communications.
 - Affirmative = Yes
 - Negative = No
 - Correction = Error has been made in this transmission; make or give the correction.
 - Speak Slower = Reduce speed of transmission.
 - Say Again = Repeat
 - Use of the word "BREAK" for long messages.
 - Speak in groups of about 5 words, pause, say "BREAK" and listen for the receiving station to tell you to continue.

✦ **Net Control** is one station controlling and managing all communication flow.

- Always check in with Net Control, and check out when you leave the Net.
- Net Control is the incident commander (NPC).
- You respond to Net Control when called.
- Communication dialog:
 - **YOU:** *"Net Control, this is <your ID>"*
 - Net Control will decide when you can speak.
 - NET: *"<your ID>, go ahead"*
 - **YOU:** *"<your ID>, your message, <your ID>"*
 - The person who initiated the call ends it.
 - You must call Net Control to get permission to call anyone else directly.

✦ **Urgent Communications:** When saying rapidly **"BREAK BREAK"** (**"PRIORITY MESSAGE"** or **"EMERGENCY"** are ok too) it means that you have an **urgent message**.

- **YOU:** *"Break Break"*.
- Response: *"Break Break station, identify and proceed with your urgent message"*.
- You must wait for receiving station to acknowledge you before you continue.

✦ **Relay** is an intermediate station (maybe you) forwarding a message when two stations trying to communicate are out of range of each other.

Light Search and Rescue Group Organization

Your S&R “Group”

- Group must have 3+ members - one Safety and two on Search Team
- If only 2 CERTs, BPC can function as a Safety, or request additional CERT(s)
- Group leader is either pre-assigned by NPC or selected by Group
- If 4 or more CERTs are available, can break into multiple Teams or assign other tasks

CERT Group Leader

- Is in charge - Manages Teams
- Responsible for size-up, makes the plan
- Usually functions as Safety person
- Communicates with Search Team(s) using FRS Radio or face to face
- Obtains necessary resources for group
- Communicates with Incident Commander (NPC)
- Manages or appoints someone to manage victim collection area
- Manages or appoints someone to manage SUVs
- Documents everything

Search Team Leader

- Defines search method if not determined by GL
- Leads - looks for hazards and victims
- Sweeps the room with flashlight constantly, forward, right, left, across, up, down,
- Looks in individual voids
- Controls pace of the search
- Triage victims and treats victims for “killers”
- Tags victim: IDMD - RYGB
- Confers with other team members on decisions

2nd / 3rd Person on Search Team

- Maintain close contact with person ahead
- Sweeps the room with flashlight constantly, forward, right, left, behind, across, up, down,
- Assists in triage / “3 killers” treatment
- Provides supplies to squad leader
- Communicates with Safety Person using FRS radio or face to face
- Documents victims, conditions, actions
- Confers with other team members on decisions

Additional considerations

- An interior door locked or blocked
- A stairway blocked
- A teen or adult, minor injury, can walk
- A child frightened, injured / not injured
- A baby

Light Search and Rescue Notes

Priority

- Safety first - Self, Family, Others – Act Within Training/Ability

Mission

- Do The Greatest Good for the Greatest Number in the Shortest Time.

SUV

- Usually they are the first to be on-site trying to help.
- May be assigned tasks – See rear cover for limitations.

Radios

- FRS - one with Group Leader / Safety, one with search team.

Building Lap

- Document - ABCD for sides (A is front, AB, etc for corners).
- Look / listen for building damage, alternate ways in, people outside and inside, utilities shut-offs.

Voids

- Structural – May not be obvious from size-up.
- Individual – Hiding places especially for children.

Building Marking

- Mark where visible from the street.
- Recall door opening directions for possible blockage.
- Why victims may be left behind – Trapped or Deceased.
- Search terminated - Unsafe to Enter – X with O around it.

Alternate Entry

- Knock loudly and Shout. Someone inside may open a door or window for you.
- Does a neighbor have a key or tools which may help?
- Look for alternate ways in – other doors, windows.
- Document alternate entry – example - B side, BC corner.
- Try to open the front door after an alternate entry, for easy street access.
- Markings always on front of building, visible from street.

Before Entry

- Stop – Feel door for heat – Open slowly - Look, Listen, Smell.
- Call out - come to me if you can hear me and can walk.
- Uninjured victims may not always come out.
May be aiding family member / child, won't leave – OK.
- 2 CERTs minimum enter, with a safety at the door.
If only 2 CERTs, BPC can be the safety.
- Scribes – one search team member and the safety person.
- What if neighbors (SUVs) are already inside or want to go in?

Search

- Search Team stays together, physical contact if dark.
- Top down or Bottom up. Right wall or Left wall.
- A room has 6 sides.
- Search individual voids for victims.
- Look forward, behind, up, down, across the room as you go.
- Report to safety as you find victims or change location

Triage

- Airway – Not breathing – Do chin lift twice.
- Bleeding – Apply pressure.
Victim or injured (Green) can help.
- Shock – RPM – “30-2-Can Do”
- Use colored ribbon / tape / tag to mark victim.
- Put tape on your leg or ribbon / tag in pocket to keep track.
- Adult / teen - minor injuries, not disoriented,
exit unassisted - OK.
Situation dependent – very dark, lots of debris, risk of injury.
- Child / infant - no / minor injuries.
Escort out or keep with you.

Documentation

- Record victim location and status, hazards, obstacles and
any other pertinent info.
- Victim location - 6:00 is midpoint of room entry door wall.

Cribbing Notes

Cribbing Team Organization and Duties:

- **Team Leader**
 - ✓ Develops and implements the action plan. Does size up.
 - ✓ Calls commands
 - ✓ Maintains safety (or Safety Officer if available)
 - ✓ Monitors stability of heavy objects and crib beds (or Safety Officer if available)
 - ✓ Can terminate any operation deemed unsafe (or Safety Officer, if available).
- **Lever Person (aka Levers or Bars)**
 - ✓ Sets fulcrum and sets and operates lever to raise, hold, and lower heavy objects
- **Crib Persons (aka Cribbers) (2)**
 - ✓ Constructs crib to support and stabilize heavy objects.
- **Victim Removal Person**
 - ✓ Removes trapped person. May need more than 1 person to do this. Once cribbing is stable, a cribber can help.

Cribbing Procedure:

- Wear Your Personal Protective Equipment (PPE)
- Conduct size-up
- Team leader assigns cribbing positions/tasks
- Determine where, how and with what you are going to crib and use as a lever. Note: when cribbing a cylindrical object like a tree or log, place the box crib at about a 45° angle to the cylindrical object so that it does not slip off the crib. You may also need to use a lever on both sides of the object to keep it from sliding or rolling off the crib.
- Determine how you will remove the victim.
- Build fulcrum for lever(s). Note: Fulcrum can be a box crib.
- Everyone takes their positions making sure cribbing materials are within easy reach of cribbers.
- Commence cribbing, Team Leader Commands and Responses:

Leader: Lever ready?	parallel to each other
Lever: Lever ready	under the raised object.
Leader: Cribbers ready?	Leader: Cribbers ready to
Cribbers: Ready	lower?
Leader: Lever, raise	Cribbers: Ready
Lever: Object raised	Leader: Lever ready to
Leader: Lever, hold	lower?
Lever: Holding	Lever: Ready
Leader: Set cribs	Leader: Lower
Cribbers: Cribs set	Lever: Object lowered
(Indicates load is secure)	(Lever lowers object
Note: to form a box crib,	until it is supported
place two pieces of wood	solely by crib beds.)

- Repeat script and corresponding actions until the object is raised high enough so the trapped person can be pulled clear.
- For a box crib (the most common), the second time the object is raised place two more pieces of wood on top of and perpendicular to the first two pieces of wood, forming a square. Each time the object is raised, repeat with each additional layer of wood on top of and perpendicular to the previous level. Note: Never place your fingers or hands under the lifted object. When necessary for safety, use a piece of wood or other object to push crib pieces into position.
- A box crib should be built no higher than 3 times its width.
- Unless you have to evacuate immediately, for safety, disassemble the crib after the victim has been removed by reversing the cribbing process.

Safety Reminders:

- Follow all commands from the Cribbing Leader.
- When using pry bars or other materials as a lever, keep head/face away from the lever. Stand to the side of the lever.
- When placing bracing material, do not put hands/arms under object to be cribbed. You can use other objects to position braces if necessary. Do not kneel unless necessary.
- Lift object gradually, no more than 6" at a time at each step.

DAMAGE ASSESSMENT

CERTs Assess and Report Incidents when Self Activated in your Neighborhood

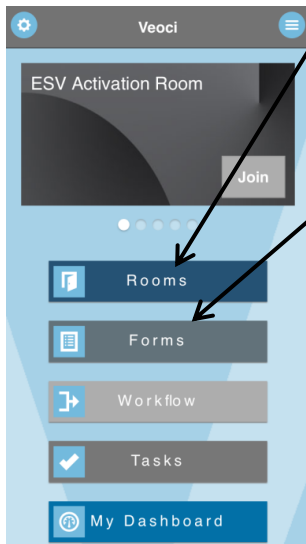
- After signing in, walk your block and assess injuries/damages.
- Record incidents on the Damage Assessment (DA) Form using the Damage Assessment Categories listed on the back of the form.
- Determine what incidents need immediate attention, i.e. are “critical”.
- Ask for help from block neighbors (dentists, nurses, etc.).
- Report the critical incidents that you or your block cannot resolve 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. You may use radio relay or a runner to communicate critical incidents to the NPC.
- When reporting an incident, read the data on your DA Form from left to right. Be concise but include important details.
- Your NPC/Incident Command Post will let you know whether to expect CERTs or First Responders to your unresolved critical incidents.
- **MEET and BRIEF** all Responders to your critical incidents.
- Assist responding CERTs/First Responders as needed.
- Repeat Damage Assessment as conditions may change.
- Report non-critical incidents only when NPC calls for non-critical incidents.
- At end, hand in all documentation to the Command Post.

SUBMIT A DAMAGE ASSESSMENT FORM USING THE VEOCI APP



In addition to reporting critical incidents to your NPC, you may submit a **Critical** Damage Assessment, using the Veoci App on your mobile device. To do so, you must be a registered Veoci user with a Log-in, and you need to download the App to your device.

There are several ways to access the Damage Assessment (DA) Form.

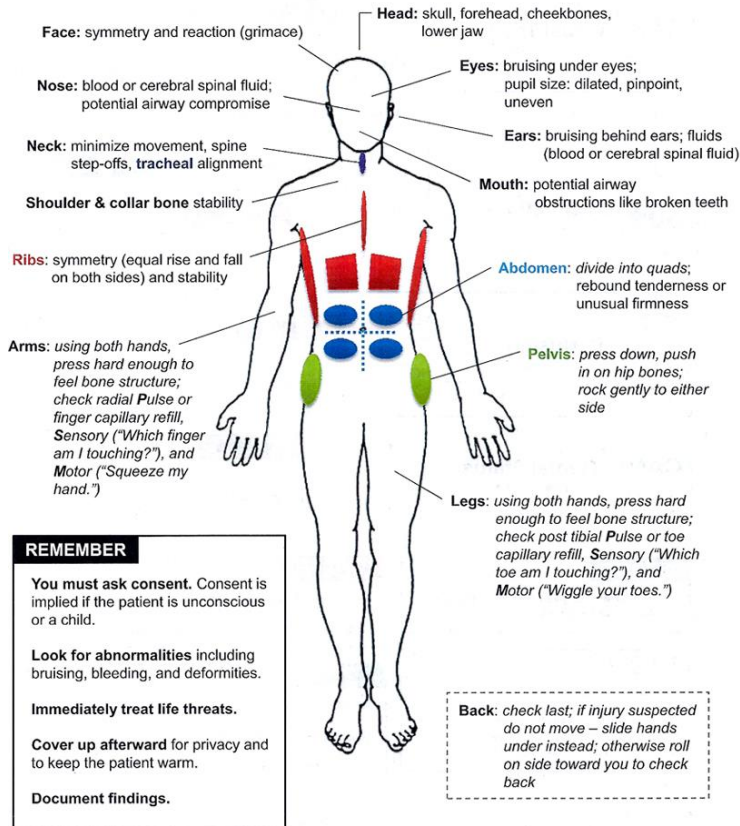


1. Go to **Rooms**. Select the ESV Activation Room. Scroll down to find and open the Neighborhood DA form. Go to Step 3.
2. Or from **Forms**, select the ESV Activation Neighborhood DA Form. A list of previously created DA forms will be shown. Hit **+** at the bottom right to create a new entry.
3. Complete the DA form, adding photos, notes or voice messages, if applicable.
4. Hit **CREATE** at the bottom of the form to send.

NOTE:

- **ONLY CRITICAL INCIDENTS** are reported via Veoci.
- You **MUST REPORT ALL INCIDENTS TO YOUR NPC**, even if you submitted via Veoci.

Head-to-Toe Assessment



Examine for these Injuries

- Deformities
- Burns
- Contusions
- Tenderness
- Abrasions
- Lacerations
- Punctures
- Swelling

CERT Backpack Contents

- ✓ CERT vest and ID
- ✓ CERT helmet (optional LED helmet light)
- ✓ CERT Field Operating Guide No. 573
- ✓ PA CERT Field Operating Guide Supplement
- ✓ Safety glasses / goggles
- ✓ Flashlight with batteries
- ✓ Light sticks (two provided)
- ✓ N95 dust masks (several, two provided)
- ✓ Work gloves
- ✓ Non latex gloves (several pair, two pair provided)
- ✓ Hatchet / gas & water shut-off combination tool
- ✓ Scissors
- ✓ Whistle with neck lanyard
- ✓ Duct tape
- ✓ Water bottle
- ✓ CERT checklists / forms / contact lists (PA CERT website)
- ✓ Palo Alto city map
- FRS and HAM radio with fresh batteries (FRS Required)
- Personal medications
- Energy bars
- Knee pads
- Notebook or tablet with clipboard (Required)
- Ballpoint or Sharpie pens (2 Required)
- Carpenters Crayon or Bold Sharpie marking pen
- R, Y, G, B ribbon / tape, or Triage tags (Required)
- Bandaging supplies (pads, gauze, bandages, etc) (Required)
- Multipurpose knife / tool
- Crescent wrench (non sparking)
- Rope, nylon, 20 ft.
- Laser pointer
- Extra batteries for all battery powered equipment

Checked items are provided in your backpack. Other items are recommended or required if noted. Wear closed toe shoes, long pants, long sleeve shirt and weather related clothing.

TRAILER CONTENTS, PALO ALTO LOGISTICS

Highlighted items need to be tracked and returned	
Medical Supplies	Tools
Backboards, 4 ea	Ax
Bandages, 1 in, 1 box of 100 ea	Bar, Pry, 6ft
Bandages, 3 in x 75 in, 1 box of 12 ea	Broom, Push
Bandages, 8 in x 7.5, 1 box of 20 ea	Cribbing, 4 in x 4 in x3 ft, 1 box of 15
Blankets, 8 boxes of 20 ea.	Cribbing, Lever, Wooden
Blankets, Disposable, yellow, 4 ea	Crowbar, Large, 2 ea
Chair, Stairs, Evacuation	Crowbar, Small, 2 ea
Eye wash, 16 oz	Cutter, Bolt, 18 in
Gloves, Disposable, 1 box of 50 pairs	Ladder, 6 ft.
Hand Cleaner, Antiseptic, 18 fl oz, 2 ea	Rope, 50 ft x ½
Head Brace, Cushioned, 8 ea	Rope, 100 ft x ¼
Irrigation Fluid, 1000 ml, 12 ea	Rope, Throw Bags, 75 ft x 3/8 in, 2 ea
Packs (see additional sheets)	Saw, Hand
Fanny type, Blue. 10 ea	Saw, Hack, w/blades
Backpack, Orange, 5 ea	Saw, Tree, w/blades
Trauma, Blue, 3 ea	Sledgehammer
Splints, Padded	Shovel, Round Nose, 4 ea
Small 2 ea; Medium 2 ea; Large 2 ea	Shovel, Square Nose, 2 ea
Splints, Air, 6 ea	Tester, Battery, AAA thru D & 9 V
Triage Tags, 50 ea	Tester, 120 VAC Receptacle
Triage Tarps	Truck, Hand
Red 1 ea; Yellow 1 ea; Green; 1 ea; Black 1 ea	Winch, Come-Along
Wipes, Disposable (antimicrobial), 2 boxes of	Wrench, Adjustable, 12 in
	Wrench, Pipe, Large
	Wrench, Pipe, Small
Generator System	Fire Extinguishers
Generator, Honda 2000 (no gas)	Water type
Can, Gas, 5 Gal (no gas)	ABC type
Funnel for Gas	
Oil, 10-30, Qt, 1 ea	
Siphon for Gas	
Lights	Apparel
Flashlight, 2 D-cells, 5 ea	Gloves, Work, 5 pair
Lamp, Head, 3 AAA-cells, 2 ea	Goggles, 5 ea
Lantern, 4 D-cells, 6 ea	Hard Hats, 5 ea
Lantern, Stansport, ___ X-cells, 2 ea	Vests, CERT, 5 ea
Light, Tripod, 500 W, 2 ea	
Light, Pelican (will light large area)	
Light, Strobe, Personal, 1 C-cell	

Communications
Amateur Radio, 2 m & 70 cm, 50 watts max, 12 VDC or 120 VAC (trailer use)
Computer, Laptop
MURS Radio, 12 V PS, 8 AA-cells, w/J-pole antenna & 4 ea 5 ft poles (trailer use)
FRS Radios, 3 AA-cells, 5 ea
Receiver, Portable, 4-Band, 4 C-cells
Megaphone, 6 C-cells
Public Announcement System
Speakers & Stand, 2 ea

Miscellaneous
Bags, Trash, 30 gal, 1 box of 28 ea
Cones, Traffic, Orange, 12 ea
Cord, Extension, 50 ft, 4 ea
Cord, Extension, 100 ft, (for powering trailer)
Respirator, Particulate, N 95, 2 boxes of 20 ea
Tape, Caution, 5 rolls
Tape, Duct, 20 rolls
Tarps, Blue, 12 ft x 16 ft, 5 ea

Trailer 3 & 4 only
Winter Storm Activation Kit, 1 ea
Flood Signs, __ ea

Quantity is one each (ea) unless otherwise specified
Trailers do not have gasoline for the Honda generator
Batteries are not listed here although we have some.

ESV Logistics Trailer Locations

University Park Fire Station 1, 301 Alma Street
 Mayfield Fire Station 2, 2675 Hanover Street
 Rinconada Fire Station 3, 799 Embarcadero Road
 Mitchell Park Fire Station 4, 3600 Middlefield Road
 Arastradero Fire Station 5, 600 Arastradero Road

Note: Some NPCs have supplies stored at their home.
 Check with your NPC for availability.

Palo Alto Neighborhoods Brevity Codes and FRS Channels

Note: Neighborhood FRS channels may temporarily change based on the NPC status. Consult the *Neighborhoods FRS Channel* listing online for currently used neighborhood channels.

<u>Name</u>	<u>Code</u>	<u>FRS Ch</u>
Adobe Meadow	ADM	14/27
Altaire/Kehillah/Moldaw	ALT	11/20
Barron Park 1	BP1	8/10
Barron Park 2	BP2	10/10
Barron Park 3	BP3	5/10
Barron Park 4	BP4	2/10
Channing House	CHH	13/5
Charleston Gardens, Village, Greenhouse	CGG	12/31
Charleston Meadows	CMS	14/31
College Terrace	CTC	8/13
Community Center	CMC	10/23
Crescent Park	CRP	12/2
Downtown North	DTN	10/32
Duveneck/St Francis (N & S)	DSF	5/14
Esther Clark Park	ECP	10/27
Evergreen Park	EVP	10/24
Fairmeadow	FMW	12/3
Green Acres I	GA1	12/10
Green Acres II	GA2	11/10

Greendell	GND	4/14
Greenmeadow, Walnut Grove	GWG	7/0
Leland Manor	LMR	6/34
Los Trancos Woods, Vista Verde	LTW	7/11
Lytton Gardens	LYG	12/36
Mayfield & Palo Alto Central	MAY	8/16
Meadow Park	MPK	10/26
Midtown 1	MT1	12/11
Midtown 2	MT2	14/11
Midtown 3	MT3	4/8
Midtown 4	MT4	18/11
Midtown 5	MT5	3/8
Miranda (Greater Miranda)	MGM	5/0
Monroe Park	MRP	10/31
Old Palo Alto OPANA	OPA	14/36
Opportunity Center	OPC	11/21
Palo Alto Hills	PAH	12/13
Palo Alto Orchards	PAO	14/10
Palo Verde	PAV	16/17
Sand Hill Corridor:		
Stanford West, Oak Creek	SHW	14/14
Southgate	SGT	8/19
Stevenson House	SVH	10/35
Triple El	TEL	9/7
University South, Professorville	USP	13/5
Ventura	VNT	10/2

CERT Acronyms

ABS	Airway, Bleeding, Shock
BPC	Block Preparedness Coordinator
DOC	Division Operations Center (Cubberley D4)
EOC (MEOC)	Emergency Operation Center (Mobile EOC)
EPE	Evaluate, Plan, Execute (9 Step Size-Up Groups)
ESV	Emergency Service Volunteer
Fire Triangle	Fuel, Oxygen, Heat
GGGN-ST	Greatest Good for the Greatest Number – Shortest Time
ICS	Incident Command System
ICP	Incident Command Post (NPC Location)
IDMD	Immediate (R), Delayed (Y), Minor (G), Deceased (B)
LIES	Limit, Isolate, Eliminate, Separate
NPC	Neighborhood Preparedness Coordinator (Neighborhood Incident Commander)
OES	Office of Emergency Services
PASS	Pull, Aim, Squeeze, Sweep
PMS	Perfusion (Pulse), Movement, Sensation
PPE	Personal Protective Equipment
RPM	Respiration, Perfusion, Mental Status (30-2-Can Do)
SFO	Self, Family, Others
SOP	Standard Operation Procedure
START	Simple Triage and Rapid Treatment (also - Search, Triage, Rescue, Treat)
SUV	Spontaneous Unaffiliated/Untrained Volunteers

Palo Alto Emergency Contacts

Palo Alto Office of Emergency Services

617-3197 (8am – 5pm)

Palo Alto Fire/Police 911 (emergency-land line)
321-4433 (emergency)
329-2413 (non-emergency)

Gas/water leaks & Sewer Spills 329-2579

Power Out / Electrical Problems 496-6914

Fallen Trees 496-5953 (weekdays 7am – 5pm)
329-2413 (after hours)

Blocked Storm Drains and Mudslides

496-6974 (weekdays 7am – 5pm)
329-2413 (after hours)

Emergency Information Hotline 329-2420

American Red Cross

1-877-727-6771 (Main Toll Free No.)

www.siliconvalley-redcross.org

Radio Information KZSU 90.1 FM - KCBS 740 AM

DOC (Division Operation Center) 329-2462

Flood Information and Resources

Storm Preparedness

www.cityofpaloalto.org/storms

Real-time Creek Level Information

www.cityofpaloalto.org/

(Select Creek Monitor under Quick Links)

FloodSAFE Hotline 1-888-439-6624

Online Weather Information

www.valleywater.org

www.wrh.noaa.gov/Monterey

www.cbs5.com/weather

Sandbag Locations

Palo Alto Airport (Before the Duck Pond)

Mitchell Park (Behind Library)

Rinconada Park (on Hopkins Avenue)

Chaucer Street Bridge (just before a storm)

SUV Task Limitations and Disclaimer Notification

CERT/ESVs may, if necessary, request Spontaneous Unaffiliated / Untrained Volunteers (SUVs) to assist them, with limitations. SUVs **must never** be assigned tasks that exceed the scope of any formal training they may have had or their physical abilities, which could put them at risk of injury or risk injury to a victim or another person. If asked to assist, the following statement must be read to them and acknowledged:

**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.**