



**Palo Alto**

**Neighborhood  
Preparedness Coordinator**

**Field Operating Guide**

**Edition 1.0 July 2017**

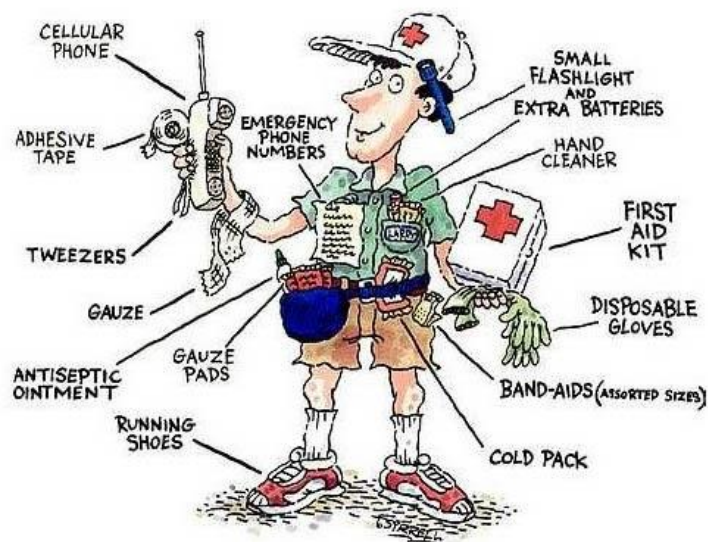
# Priorities

**Safety First - Self, Family, Others**

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

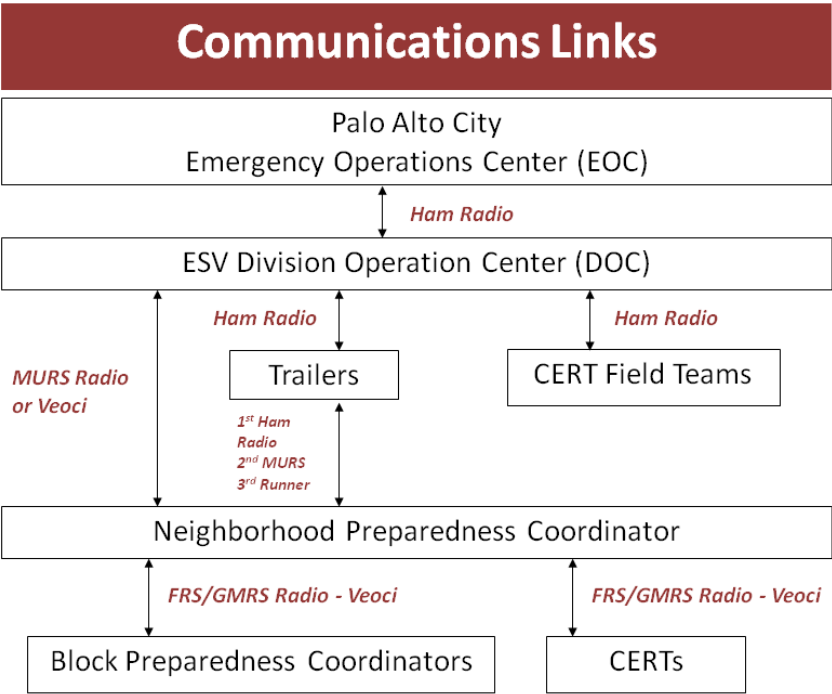
# Mission

**Do the Greatest Good for the Greatest  
Number in the Shortest Time**



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The City needs information from the neighborhoods to know the big picture and focus on getting resources to where the need is greatest.

This flow diagram shows the primary and alternative radio/other systems used by the City of Palo Alto Emergency Services Volunteers (ESV) organization for communication within the ESV organization, with the Division Operations Center (DOC) and with the Palo Alto Office of Emergency Services Emergency Operations Center (OES).

## NPC ACTIVATION

Check yourself, your family, your home.

Take care of your family's needs first.

If the event is **outside immediate** area, fire, water or power failure, do **NOT** activate until you are contacted by some authority, i.e. DOC/MURS, AlertSCC, VEOCI, etc.

## WHEN AND HOW TO ACTIVATE

- If the situation is known to you [you see, feel, hear, smell, etc.] without outside advice and affects your **immediate** area or neighborhood then **self activate**.
- If in doubt, **self activate**.
- Set up Incident Command Post
  - Turn on FRS and MURS radios
  - Tune AM/FM radio to KZSU (90.1 FM) and/or KCBS (740 AM/106.9 FM)
  - If Ham, monitor Ham radio channel 147.540 simplex
  - Open neighborhood Net Control
  - Check-in ESVs
  - Accept Critical Incidents from ESVs
  - Deploy CERTS as necessary
  - Notify DOC as appropriate, relay DOC messages
- If no communication from AlertSCC, DOC/MURS, KZSU, after 45 minutes, NPC makes decision whether to end incident.  
Note: To end incident, NPC uses best judgment or connects with the DOC.

## METHODS OF ACTIVATION

- Self activation
- AlertSCC broadcast to NPC
- DOC/MURS announcement
- Email or Phone notification from OES/DOC

# COMMUNICATIONS PLAN

**Your Neighborhood FRS Radio Channel \_\_\_\_\_; Tone \_\_\_\_\_**

**MURS Radio Channel 5; Sub-channel 14**

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

Ham radio: 147.540 MHz, PL 100 kHz

## **Communicating with the City**

The Neighborhood Incident Command Post communicates with the City's Division Operations Center (DOC) or with the Emergency Operations Center (EOC).

- Via MURs radio
- HAM radio 147.540 MHz, PL 100 kHz
- Veoci
- Sneaker net to Room D4, 4000 Middlefield Road

## **Communicating with Neighborhood ESVs**

- Using the assigned neighborhood FRS radio channel
- Other possibilities include group texting, emailing, phoning, bikers and/or runners

## **Communicating with Other Neighborhood Command Posts**

- Via MURs, if allowed by net control at the DOC
- By switching to the other neighborhood's FRS radio channel
- Via foot or bike messenger

## **Communicating with Neighbors**

- Via Block Preparedness Coordinators
- Directly (personally, via megaphone or social media if available)

# RADIO SCRIPTS – GENERAL

## COMMUNICATION TIPS:

- Always identify yourself.
- First, name the person you're addressing, then yourself.
- When reporting incidents, always start with the address.
- Note: An NPC's call sign is the neighborhood [NH] name. Neighborhood ESV call signs are assigned by the NPC.

## 1. CHECKING IN/OUT:

**NPC:** [BPC call sign] come in.

**BPC:** [BPC call sign] checking-in/out.

**NPC:** [BPC call sign] checked in/out.

## 2. REPORTING INCIDENTS:

**BPC:** [NH name], [BPC call sign].

**NPC:** [BPC call sign] go ahead.

**BPC:** 777 Rose Lane, fire burning, 1 trapped.

**NPC:** Copy, assign Incident number [x], 777 Rose Lane, fire burning, 1 trapped.

## 3. PERMISSION TO TALK DIRECTLY WITH ANOTHER ESV:

**BPC:** [NH name], [BPC call sign] request direct to \_\_\_\_.

**NPC:** [BPC call sign] go direct.

**BPC:** *after finishing direct conversation with other ESV:*  
[NH name], back to you.

## 4. URGENT MESSAGE:

**BPC:** [NH name], [BPC call sign] BREAK, BREAK.

**NPC:** [BPC call sign] go ahead.

## RADIO SCRIPTS CONTINUED

### 5. RELAY:

*Assuming you can hear another ESV whose call sign is [Block 2] repeatedly calling NPC and NPC has not responded.*

**BPC:** [NH name], [BPC call sign].

**NPC:** [BPC call sign]. NPC go ahead.

**BPC:** [NH name], [BPC call sign] with possible relay from [Block 2].

**NPC:** [BPC call sign]. NPC will standby for your possible relay from [Block 2].

**BPC:** [Block 2], [BPC call sign] can relay your message to NPC. NPC does not copy your transmission.

**[Block 2]:** [BPC call sign], [Block 2], corner of Middlefield & Seale, car accident, 1 immediate, 1 delayed.

**BPC:** Relaying, corner of Middlefield and Seale, car accident, 1 immediate, 1 delayed. [NH name], do you copy?

**NPC:** [BPC call sign], NPC. Relay to [Block2] NPC copies report of corner of Middlefield and Seale, car accident, 1 immediate, 1 delayed.

**BPC:** [NH name], [BPC call sign]. Will relay NPC copies. [Block 2] report. [Block 2], did you copy?

**[Block 2]:** [Your call sign]. I copy. Thank you.

**BPC:** [BPC call sign]. Relay clear.



# RADIO SCRIPTS FOR NET CONTROL

## STARTING THE RADIO NET:

**NPC:** [Neighborhood name] starting [NH name] emergency net. We will do sequential check-ins. After the sequential check-ins, I will call for any other check-ins. Starting check-ins now.

## HEALTH & WELFARE CHECK

**NPC:** All stations standby. We will now conduct a health and welfare check in sequential order. Please answer “ok” if you’re ok or “not okay” if you are not, when you hear your call sign.

**NPC:** [Block 1].

**Block 1:** “OK” Block 1.

**NPC:** [Block 2].

**Block 2:** “Not OK” Block 2; need break.

**NPC:** Block 2 you are checked out. Please check in when ready.

## OPEN FOR EMERGENCY TRAFFIC:

**NPC:** Stations with emergency traffic come in.

## STOPPING NET TRAFFIC:

**NPC:** All traffic standby.

## RESUMING NET TRAFFIC:

**NPC:** All standby traffic, resume.

## NON-CRITICAL INCIDENTS:

**NPC:** Ready for non-critical incidents. We’ll receive non-critical incidents in sequential order.

## CLOSING THE NET:

**NPC:** There appears to be no more radio traffic. [NH name] is closing the net. *Do individual check-outs.* Thank you for joining.

## NATO PHONETIC ALPHABET

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

Radio communication Pro-Words  
Shorthand for clear and concise communications

**Affirmative** - Yes

**Break, Break** - Emergency (when this is said, there must be radio silence)

**Break or More To Follow** - Use when your transmission is long, more than 5 words.

**Copy** - Understood

**Correction** - Error has been made in this transmission; make or give the correction.

**Go Ahead** - Transmit

**Negative** - No

**Say Again/Come again** - Repeat

**Stand By** - Stop speaking and wait.

**Status** - Request for description of injury or physical damage.

**Out** - This is the end of my transmission to you. No answer is required or expected.

**Over** - This is the end of my transmission to you, and a response is necessary.

## **INCIDENT COMMAND POST**

### **When you, the NPC, are the only one at the Command Post:**

Provide leadership, structure and communications to the neighborhood. Maximize safety of neighbors:

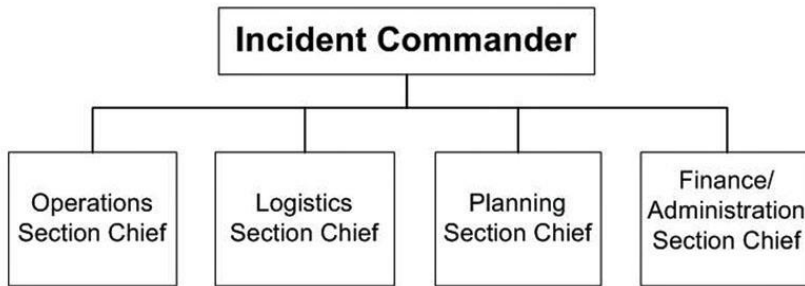
- 1) Provide safety reminders and communications from City.
  - If someone is injured provide, or ask neighbors to provide First Aid
  - Call 911 if necessary and available
  - Otherwise contact DOC
- 2) Identify the scope of the incident – What are the problems?
- 3) Report to DOC

### **Once you have helpers at the Incident Command Post and volunteers in the field, in addition to above:**

- 4) Determine an overall strategy – What are we going to do and how are we going to do it?
- 5) Use available resources effectively – Who is going to do what?
- 6) Include safety for volunteers:
  - Conduct safety briefings
  - Conduct periodic Health and Welfare (H&W) volunteer checks
  - Schedule volunteer breaks
  - Assure all volunteers are accounted for; do check ins and check outs

# THE INCIDENT COMMAND SYSTEM (ICS)

At the neighborhood level, the ICS looks like this:



## WHO DOES WHAT

### **Neighborhood Incident Commander (usually the NPC)**

- Provides overall leadership for incident response
- Ensures incident safety
- Establishes incident objectives
- Establishes a command post and staging area
- Assigns functions and delegates authority to others
- Establishes & maintains communications with other Responders
- Takes direction from First Responders and/or DOC

**Operations:** Usually the FRS radio operator in the ICP

**Planning:** Usually does mapping, gets the “big picture”

**Logistics:** Anticipates, locates and provides resources

**Finance:** Not used at the neighborhood level

## NPC SAFETY TIPS

ESV safety is the number one priority whether in drills or when responding to disasters. If you or any ESV is injured, then there is one less person to be part of the solution and one more person to be taken care of.

Before starting, make sure YOU are:

- Rested, hydrated and well nourished.
- Mentally focused & know that your family, pets and possessions are safe.
- Dressed appropriately for the weather. Closed toe shoes are required for all activations.

You are responsible for the safety of your neighborhood ESVs and SUVs. Always confirm INDIVIDUAL check-in and check-out of all your volunteers. Remind volunteers to:

- Stay within the scope of their training and abilities and not do anything to risk injury.
- Call 911 immediately for any personal emergency, if available, AND inform you/the Command Post about the emergency.

During the drill or disaster, the NPC as Incident Commander will periodically conduct Health and Safety Checks. Sample script:

**NPC:** All stations standby. We will now conduct a Health & Welfare Check in sequential order. Answer "OK" if you're ok, or "not OK" if you are not, when you hear your call sign.

**NPC:** [Block 1].

**Block 1:** "OK" Block 1.

**NPC:** [Block 2].

**Block 2:** "Not OK" Block 2, need break.

**NPC:** Block 2 you are checked out. Please check in when ready.

**In case of a real disaster during a drill, terminate the drill.**

Notify ESVs via FRS radio or runner that the drill is terminated and sign them out individually. Advise all to monitor their cellphones/KZSU/FRS radios for Real Life Emergency activation.

## **NPC SUPPLIES, DOCUMENTS, EQUIPMENT**

### **Supplies:**

- Water and snacks
- Radios: FRS, MURs, ham, AM/FM
- Batteries and other power sources, power cords
- Cellphone, computer and/or tablet (if service is available)
- Writing supplies including 4 dry erase pens for mapping

### **Documents:** (both hard and electronic copies if possible)

- Maps, neighborhood and city
- Contact lists: neighborhood ESVs, NPCs, other resources such as nearby faith-based organizations, daycares, etc.
- SOPs, Field Operating Guides, First Aid Manual
- Forms (Find forms in the NPC Folder in Dropbox - <http://tinyurl.com/y8kt3klq>)
  - ESV check-in and Health and Welfare Form
  - Damage Assessment Forms
  - CERT tracking form
  - Equipment Inventory Form
  - Personnel Resources (SUVs)
  - Resource Request Form
  - Incident Briefing Form, ICS Form 201
- Radio Instructions
- Visual translator, pictograms, translator app
- List of neighbors with special needs and locations, if known
- List(s) of neighborhood resources and location, if known

### **Other equipment needed:**

- MURs antenna
- Power sources
- Tables and chairs
- Possibly shade and/or light source

## USING YOUR NEIGHBORHOOD MAP

Need:

- One volunteer to act as Map Recorder
- Laminated Neighborhood Map
- 4 Dry erase makers, preferably 4 different colors

### SUGGESTED MAP SYMBOLS

Incidents	Black	<b>I</b> for Immediate, <b>T</b> for trapped, <b>H</b> for heavy damage
Hazards	Red	<b>F E G W X</b> Fire Electric Gas Water No Access
Resources	Blue	<b>R</b>
Team Assignments	Green	<b>A, B, C, ...</b>

For a clear picture of the immediate situation, map only critical incidents and erase when they are resolved.

VERY IMPORTANT: The map helps to get “the big picture” at one point in time. Be sure to properly document (Damage Assessment Form and other forms as needed) all incidents reported and actions taken.

**For the safety of our CERTs please be sure to track your deployed CERT Teams using the CERT Assignment Tracking Form.**

Use one form per team and clearly highlight the team's name on the form for easier tracking.

# INCIDENT RESPONSE AND COMMUNICATING WITH THE DOC

## General:

- Organize your Incident Command Post to efficiently receive, record, dispatch and track information.
- When asked by the ESV DOC, report the number of neighborhood ESV resources (BPCs, CERT members) that have checked in.

## Responding to Critical Incidents:

- Receive, record, dispatch, and track information about incidents reported by BPCs and CERT teams
- Triage reports of what you determine are critical incidents:
  - Support BPCs in using block resources (e.g. doctors)
  - Determine where to dispatch CERTs (see Deploying CERTs in this guide)
  - Determine what needs to go to the ESV DOC – i.e.,  
**Critical Incidents that you cannot resolve at the neighborhood level**

## Critical Incidents include:

- Persons who are trapped
- Persons who have:
  - Trouble BREATHING
  - Severe BLEEDING, severe injuries or immediate medical incidents
  - SHOCK (symptoms include: rapid and shallow breathing, failure to follow simple commands, pallor, profuse sweating)
- Fires, gas, water, electrical and chemical hazards, heavy damage to buildings and blocked roads



## **COMMUNICATING WITH THE DOC**

### **CONTINUED**

#### **Roll Up**

- From time to time, the DOC will call for a rollup.
- When the DOC requests a “Damage Assessment Rollup” or “Critical Incident 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.
- Critical incidents that have been resolved are no longer active.

#### **Non Critical Incidents**

- Report non-critical incidents only when the DOC asks you to do so. Examples of non-critical incidents include locations of gas meters that have been shut-off, people with minor injuries or non-urgent medical problems, etc.

#### **Deactivation**

- Notify the DOC, if you close your neighborhood Command Post for any reason.

## DEPLOYING CERTS

### **CERTs are trained to do**

- Size-Up
- Hazard Mitigation
- Small Fire Suppression
- Search and Rescue
- Extrication of trapped people
- First Aid and Medical Triage
- Psychological First Aid
- Incident Command Staff Roles

### **CERTs May NOT Be Deployed to**

- Fight large fires
- Enter heavily damaged buildings
- Handle terrorist incidents
- Deal with hazardous materials

### **But, if safe to do so, they should**

- Alert authorities
- Secure perimeter
- Evacuate People

### **Recommended sizes for CERT Team Assignments:**

- In general, teams of at least 3 CERTs are required.
- Teams of 2 are allowed only if a BPC will be present who can act as "safety".
- CERTs may work alone to do damage assessment, if BPCs are not available, or to assist BPCs.
- Teams of 4 or more are necessary in more complex situations, such as rescues needing cribbing and treatment of multiple victims. Try to analyze each incident based on its specifics.

## **TIPS FOR MANAGING SPONTANEOUS VOLUNTEERS**

The Volunteer Intake Coordinator (may be another SUV) introduces him or herself and welcomes the new volunteer.

- Use Volunteer/Personal Resources Sign-in Sheets for volunteer sign in and assignment.
- Have a “List of General Needs” at the Volunteer Table, e.g. scribes, mappers, AM/FM listener, TV, other news sources, tracking social media, reassuring others, data entry, runners, drivers, providing food/water for other volunteers.
- Volunteers with non-specific skills can choose or be assigned a task from this list.
- Volunteers with critical professional skills (if not personally known) need to show license or other proof of skill.
- Volunteers with critical professional skills can:
  - Be assigned immediately if needed.
  - Return home and “be on call”.
  - Sign up for general tasks.
- Inform Volunteer about Policies regarding:
  - Safety - stay within scope of knowledge and ability.
  - No contact with the media.
  - No expectation of any compensation or protection from danger or any injuries they might sustain.
- Briefly orient the volunteer to:
  - The disaster (e.g. 2 children are trapped inside).
  - Your mission (e.g. we are trying to extricate them).
  - Their role (e.g. please stay with the dad while he waits).
  - Whom they report.
- Track - make sure volunteers check in and check-out.

## **TIPS FOR INTERACTING WITH VULNERABLE POPULATIONS**

People who are most vulnerable after a disaster include minor children, frail older adults, non-English speakers, people with physical, mental or emotional disabilities, people with severe chemical addictions, and the poor. Remember, if a situation feels unsafe (fire, chemical hazard, angry or threatening person, etc.), leave.

Some emergency situations will require immediate action.

But, as much as possible:

- Position yourself at the other person's eye level, introduce yourself, ask the Person's name and repeat it.
- Look and listen for cues that help you identify disability-related needs.
- Check for a medic alert on arm or neck.
- Carry & use different aids to help you communicate with those who are non-verbal or non-English speakers: paper and pen, picture board, translator app.
- Speak slowly and clearly, directly to the person you are helping and not to a caregiver.
- Give the person time to respond.
- If you need to touch a person to help, ask for permission.
- People know their abilities/limitations better than you do.
  - Time permitting, ask how you can assist.
- Keep a person's medications and aids (cane, wheelchair, oxygen tank, dog, etc.) with him/her.
- Avoid sirens and flashing lights as these can over stimulate some people with disabilities.
- Never leave a minor or a person with a disability alone after a rescue. Stay with them or get another responsible person to stay with them.

## REQUESTING SUPPLIES FROM THE LOGISTICS TRAILERS

Trailer locations and items that may be obtained from the Trailers are listed in this Field Operating Guide. All trailers will not necessarily be opened for all incidents. If the DOC has not confirmed that a trailer is opened, check with the DOC before sending someone to the trailer.

The Logistics Trailers may issue equipment:

- 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 Resource Request Form from an NPC.
- If a **Palo Alto resident** with no ESV association requests item(s) from the trailer **and trailer members believe there is a valid need for the item** they may, at their discretion, issue equipment.

In this last case Trailer members will do the following:

- Confirm the neighborhood and connect the individual with the NPC if one is available for that neighborhood.
- Get name, address, email (check for an ID) of the person.
- Notify the DOC of the request by amateur radio.

## 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 ½
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.

## NEIGHBORHOOD MEDICAL CACHE

Item	Amt
Abdominal pads trauma dressing, 7.5"x8"	36
ACE elastic bandage, 3"	10
Adhesive bandages, 1"x3", box of 100	1
Adhesive bandages, children, box of 50	2
All purpose gauze, non-sterile, 4"x4" (bag-200)	1
All purpose gauze, sterile, 2"x2" (box-25)	4
All purpose gauze, sterile, 4"x4" (box-25)	4
Antiseptic towelettes, Vionex	50
Biohazard bags	50
Blood pressure cuff	1
Burn dressing face mask	6
Burn dressing sheet, 12"x12"	6
Conforming Stretch gauze roll, 3"	10
Conforming Stretch gauze roll, 4.5"	10
Emergency survival wrap, silver	25
Gloves, nitrile, box	1
Hand warmers, disposable	10
Instant ice pack	24
N95 respirator mask, box of 20	1
Pen lights	6
Petrolatum gauze bandages, 3"x9"	12
Safety glasses	5
Saline eye wash, individual	24
SAM splints, standard	6
Splinter forceps	5
Stethoscope	1
Tape, 3"	4
Tape, transpore, 1"	12
Trauma Dressing, sterile, large, 12"x30"	25
Trauma shears	12
Triangular bandages	12
Triple antibiotic ointment, individual, box of 144	1



## **CLOSING THE COMMAND POST DEMOBILIZATION**

- Check if DOC could use available neighborhood resources: personnel, tools, etc.
- Ask ESVs to report non-resolved non-critical incidents
- Check out all ESVs and other volunteers
- Close the Net
- Check out with DOC (usually during roll call of ICPs)
- **Inform DOC if you initiate demobilization due to lack of incidents or lack of resources.**
- Return borrowed equipment
- Replenish Supplies if used
- Determine if ESVs Need Crisis Counseling
- Conduct an Incident Debrief
- Complete and turn-in all paperwork including After Action Report (ICS Form 201) to Team Lead

## PALO ALTO NEIGHBORHOODS FRS CHANNELS

Note: Consult the Neighborhoods FRS Channel listing online for currently used neighborhood channels.

NEIGHBORHOOD	FRS Chan	FRS Tone	Brevity Code
Adobe Meadow	14	27	ADM
Altaire/Kehillah/Moldaw	11	20	ALT
Barron Park 1	8	10	BP1
Barron Park 2	10	10	BP2
Barron Park 3	5	10	BP3
Barron Park 4	2	10	BP4
Channing House	13	5	CHH
Charleston Gardens, Village, Greenhouse	12	31	CGG
Charleston Meadows	14	31	CMS
College Terrace	8	13	CTC
Community Center	10	23	CMC
Crescent Park	12	2	CRP
Downtown North	10	32	DTN
Duveneck/St Francis	5	14	DSF
Esther Clark Park	10	27	ECP
Evergreen Park	10	24	EVP
Fairmeadow	12	3	FMW
Green Acres I	12	10	GA1
Green Acres II	11	10	GA2
Greendell	4	14	GND
Greenmeadow, Walnut Grove	7	0	GWG
Leland Manor	6	34	LMR

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

**HAM Frequency: 147.540 MHz, PI 100**

**MURS Radio Channel 5; Sub-channel 14**

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

## ESV ACRONYMS AND ABBREVIATIONS

<b>AED</b>	<b>Automated External Defibrillator</b>
<b>ARES</b>	<b>Amateur Radio Emergency Services: provides emergency communications using HAM radios</b>
<b>BPC</b>	<b>Block Preparedness Coordinator</b>
<b>CERT</b>	<b>Community Emergency Response Team</b>
<b>DOC</b>	<b>Division Operation Center - located at Cubberley D4</b>
<b>EOC</b>	<b>Emergency Operation Center</b>
<b>Eprep</b>	<b>Emergency Preparedness</b>
<b>ESV</b>	<b>Emergency Service Volunteer</b>
<b>FEMA</b>	<b>Federal Emergency Management Agency</b>
<b>FOG</b>	<b>Field Operation Guide</b>
<b>FRS</b>	<b>Family Radio Service. Low power, short range, 14 channel hand-held. Channels 1-14 shared with GMRS</b>
<b>GMRS</b>	<b>General Mobile Radio Service. Most often sold as 22 channel hybrid GMRS/FRS low power, short range, hand-held, operating in the 462-467 MHz range</b>
<b>IC / ICC</b>	<b>Incident Commander / Incident Command Center</b>
<b>ICP</b>	<b>Incident Command Post: Location that NPC sets up communication hub</b>
<b>ICS</b>	<b>Incident Command System</b>
<b>MURS</b>	<b>Multi-Use Radio Service is a license-free two-way radio consisting of five channels in the 151-154 MHz range with a power limit of 2 watts.</b>
<b>NH</b>	<b>Neighborhood</b>
<b>NPC</b>	<b>Neighborhood Preparedness Coordinator</b>
<b>OES</b>	<b>Office of Emergency Services</b>
<b>PAN</b>	<b>Palo Alto Neighborhoods</b>
<b>RACES</b>	<b>Radio Amateur Civil Emergency Services using HAM radios</b>
<b>SOP</b>	<b>Standard Operating Procedure</b>
<b>SUV</b>	<b>Spontaneous Unaffiliated/Untrained Volunteers</b>

## HANDY EMERGENCY PREPAREDNESS APPS

The following free apps are convenient to have, but the information is also generally available by other means. Download to tablet or smart phone before a drill or disaster.

- **Emergency!** From the American Red Cross: This all-inclusive app includes first aid, provides real-time severe weather alerts and safety information for various hazards. Alternative: Printed First Aid Manual
- **FEMA:** This app provides a customizable checklist of emergency supplies, maps of open shelters and Disaster Recovery Centers, and tips on how to survive natural and manmade disasters. It includes a “Disaster Reporter” feature. Users can upload and share photos of disaster damage. Alternative: Checklists & AM/FM radio
- **Google Maps:** This app allows you to download offline maps of specific areas. Alternative: printed maps
- **Google Translator:** This app might be useful when trying to communicate with non-English speakers. Works offline for 52 languages. Alternatives: Pictograms, gestures, pen and paper
- **VEOCI:** (Virtual Emergency Operations Center Interface). The City of Palo Alto has chosen this all-in-one emergency and operations management platform for sharing information in real-time with Emergency Services Volunteers during emergencies and day-to-day operations. Alternatives: FRS Radio, email, text, paper and pen, runners

## **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](http://www.siliconvalley-redcross.org)

**Radio Information** KZSU 90.1 FM - KCBS 740 AM

**DOC (Division Operation Center)** 329-2462

## **FLOOD INFORMATION & RESOURCES**

**Storm Preparedness** [www.cityofpaloalto.org/storms](http://www.cityofpaloalto.org/storms)

**Real-time Creek Level Information** [www.cityofpaloalto.org/](http://www.cityofpaloalto.org/)

(Select Creek Monitor under Quick Links)

**FloodSAFE Hotline** 1-888-439-6624

**Online Weather Information** [www.valleywater.org](http://www.valleywater.org)

[www.wrh.noaa.gov/Monterey](http://www.wrh.noaa.gov/Monterey)

[www.cbs5.com/weather](http://www.cbs5.com/weather)

**Sandbag Locations** Palo Alto Airport (Before the Duck Pond)

Mitchell Park (Behind Library)

Rinconada Park (on Hopkins Avenue)

Chaucer St. Bridge (just before a storm)

## NOTES

C3

## **SUV Task Limitations and Disclaimer Notification**

NPCs / BPCs / 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.**