



Field Operating Guide

Supplement



Edition 7 April 2023

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 (GGNST)**

User Notes

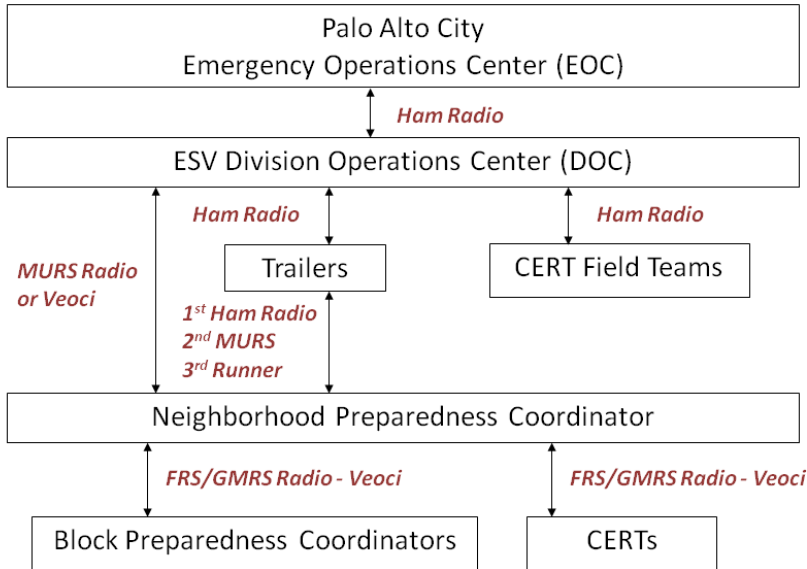
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CERT DEPLOYMENT TASK ORDER

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/GMRS Radio
4. Size Up – 9 Step Basics – **EPE**
Evaluate – Safety, Risks, Resources
Plan – What to do? Who does it?
Where is the 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/GMRS Radio

Communications Links



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).

BASIC CERT ACTIVATION

See CERT SOPs for Full Details

Chain of Command:

- Activated CERTs Report to NPC _____
- NPC FRS/GMRS Radio Channel _____ Priv. Code (PC) _____
- FRS/GMRS Channel 11/0 only for CERT intra-team comm.
- ESV DOC Ham Radio Frequency 147.540 MHz, CTCSS Tone 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/GMRS. In person if radio communication is unavailable.
- NPC is incident commander and dispatches CERT Groups.
- The NPC assigns the CERT Group tactical call sign.
- A deployed Group is assigned or selects a Group Leader (GL).
- GL is supervisor and handles communications with the NPC.
- The GL reports all Group critical actions to the 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 11/0.
- 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/GMRS radios; one on the NPC Channel and the other on Channel 11/0 for intra-team use.
- CERT search team members each have at least one FRS/GMRS radio set to Channel 11/0 for inter-team comm.
- At activation conclusion, CERTs check out with the 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 an 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.

COMMUNICATING WHEN THERE IS NO NPC

Your neighborhood (NH) may have no NPC, or your NPC is not available and can't open the Incident Command Post (ICP).

To stay involved and participate as an ESV:

Prepare ahead:

- 1) Identify your adjacent/nearest neighborhoods. Go to web page **City of Palo Alto / Departments / Emergency Services / Emergency Volunteers** and scroll down to the NH map.
- 2) Prepare a list of adjacent/nearby NH NPC contacts with contact details and addresses. For quick reference, put a mark next to those NHs in this FOG on the **FRS/GMRS Channels** pages.

When ESVs are activated, here are some suggestions:

- 1) Any ESV can start your NH FRS/GMRS net (see next page for instructions). Return net control to your NPC or a more experienced ESV when possible.
- 2) Check in with ESV members in your NH and let them know if you are a ham. **Report critical incidents to your NH net.**
- 3) Periodically recheck (FRS/GMRS) with your NPC to determine if your ICP is open.
- 4) Check in (FRS/GMRS) with your adjacent/nearest NH NPCs but also continue to monitor your NH net.
- 5) CERTs can contact (FRS/GMRS) NH CERT teammates and meet at your ICP or a mutually agreeable location for incident deployment.
- 6) If you are a ham, check in with the ESV Division Operations Center (DOC) on 147.540 (VHF). Also monitor your NH net.
- 7) If you are not a ham, contact hams in your NH (FRS/GMRS, phone, text) and arrange for incident relays.
- 8) Survey your block/NH for critical incidents and report them.
- 9) Submit a Veoci Damage Assessment Report.

STARTING THE RADIO NET WHEN THERE IS NO NPC

If no one answers when you call in, you can start the radio net:

YOU: This is [your call sign], has the [Your Neighborhood] Net been established?

Wait 5 seconds, if no response, start the net.

YOU: This is [your call sign]; [Your Neighborhood] Net is now open for [Your Neighborhood] check-ins.

Acknowledge each check-in by repeating their call sign and keep a list of check-ins.

YOU: [their call sign] you are checked in.

When it seems that there are no more check-ins, ask for relays.

YOU: Are there any relays for [Your Neighborhood] ESVs who have not been acknowledged?

Acknowledge relay check-ins or if no answer,

YOU: *No relay check-ins.*

YOU: Are there any late or missed check-ins?

Acknowledge late check-ins or, if no answer,

YOU: *No late check-ins.*

Note: If NPC never shows up

YOU (if you're not a CERT): **Is there any CERT who can be Incident Commander?** If no CERT is available, continue to be Net Control and contact a neighboring NPC to transmit critical messages to the DOC.

FRS/GMRS 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 Privacy Code (Sub Channel) (see page 26 -27 of this guide).

How to use the FRS/GMRS 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 Privacy Code, 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.

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

Used for clear communication and hard-to-understand words.

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 – An error has been made in this transmission.
Will retransmit 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.

FRS/GMRS RADIO PROTOCOL

- 1) Check that the correct channel and tone are set.
- 2) Listen First for a brief period to make sure others are not pausing during a conversation.
- 3) Key the PTT and pause slightly to avoid clipping.
- 4) Release PTT as soon as you finish speaking.
- 5) Emergency Communication: Speak ONLY if necessary.
- 6) Speak Accurately, Briefly, Clearly, Slowly.
- 7) Speak in a normal tone of voice. Do not yell.
- 8) Avoid personal information, sensationalism, slang.
- 9) Use the NATO phonetic alphabet when necessary.
- 10) Keep messages short and to the point.
- 11) Be professional at all times.
- 12) Be aware that channels are open to all listening.
- 13) For communication directly with another person,
YOU: "*<their ID>, this is <your ID>*"
- 14) **Radio communication Pro-Words** are shorthand and are used for clear and concise communications.

See previous page for detailed definitions of Pro-Words

- 15) **Net Control** is one station controlling and managing all communication flow.
- a. Always check in with Net Control and check out when you leave the Net.
 - b. Net Control is the incident commander (NPC).
 - c. You respond to Net Control when called.
 - d. Communication dialog:
 - i. **YOU**: *"Net Control, this is <your ID>"*
 - ii. Net Control will decide when you can speak.
 - iii. NET: *"<your ID>, go ahead"*
 - iv. **YOU**: *"<your ID>, your message, <your ID>"*
 - v. The person who initiated the call ends it.
 - e. You must call Net Control to get permission to call anyone else directly.
- 16) **Urgent Communications**: When saying rapidly **"BREAK BREAK"** (**"PRIORITY MESSAGE"** or **"EMERGENCY"** are ok too) it means that you have an **urgent message**.
- a. **YOU**: *"Break Break"*.
 - b. Response: *"Break Break station, identify and proceed with your urgent message"*.
 - c. You must wait for the receiving station to acknowledge you before you continue.
- 17) **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”

- A SAR Group must have 3+ members - one Safety and two on Search Team.
- If only 2 CERTs, a BPC can function as a Safety, or request additional CERT(s).
- Group leader is either pre-assigned by NPC or selected by the 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/GMRS Radio or face to face.
- Obtains necessary resources for group.
- Communicates with Incident Commander (NPC)
- Manages or appoints someone to manage the victim collection area.
- Manages or appoints someone to manage the SUVs.
- Documents everything

Search Team Leader

- Defines the 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 the 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 the person ahead.
- Sweeps the room with flashlight constantly, forward, right, left, behind, across, up, down.
- Assists in triage / “3 killers” treatment.
- Provides supplies to the search team leader.
- Communicates with the Safety Person using FRS/GMRS 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 are always on front of the 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 the victim location and status, hazards, obstacles and any other pertinent info.
- Victim location – The “A” wall is the entry door wall. B, C, D walls follow clockwise.

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. Is the area safe?
- 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?	each other under the raised object.
Lever: Lever ready	
Leader: Cribbers ready?	Leader: Cribbers ready to lower?
Cribbers: Ready	
Leader: Lever, raise	Cribbers: Ready
Lever: Object raised	Leader: Lever ready to lower?
Leader: Lever, hold	
Lever: Holding	Lever: Ready
Leader: Set cribs	Leader: Lower
Cribbers: Cribs set (Indicates load is secure) Note: to form a box crib, place two pieces of wood parallel to	Lever: Object lowered (Lever lowers object until it is supported 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 position crib pieces.
- A box crib should be built no higher than 3 times its width.
- Unless you must 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.

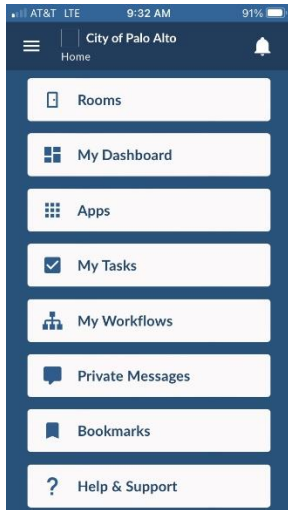
- After signing in, walk your block and assess injuries/damages.
- Record incidents on the Damage Assessment (DA) Form using Damage Assessment Categories from the back of the form.
- Determine what incidents need immediate attention, i.e., are they “**critical**”.
- Ask for help from block neighbors (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 (ICP) 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 the end, hand in all documentation to the Command Post.

SUBMIT A DAMAGE ASSESSMENT FORM USING THE VEOCI APP

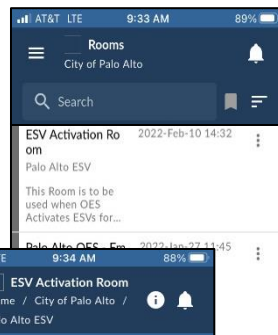


In addition to reporting critical incidents to your NPC, you may submit a **Critical** Damage Assessment, using the Veoci App on your mobile device. To do so, you must be a registered Veoci user with a Log-in, and you need to download the App to your device. To access the Damage Assessment (DA) Form.

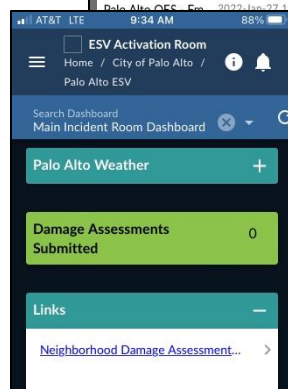
1. Select **Rooms**



2. Select **ESV Activation Room**



3. Select **Neighborhood Damage Assessment Form**



4. Complete the DA form, adding photos, notes or voice messages, if applicable. **Select SUBMIT.**

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

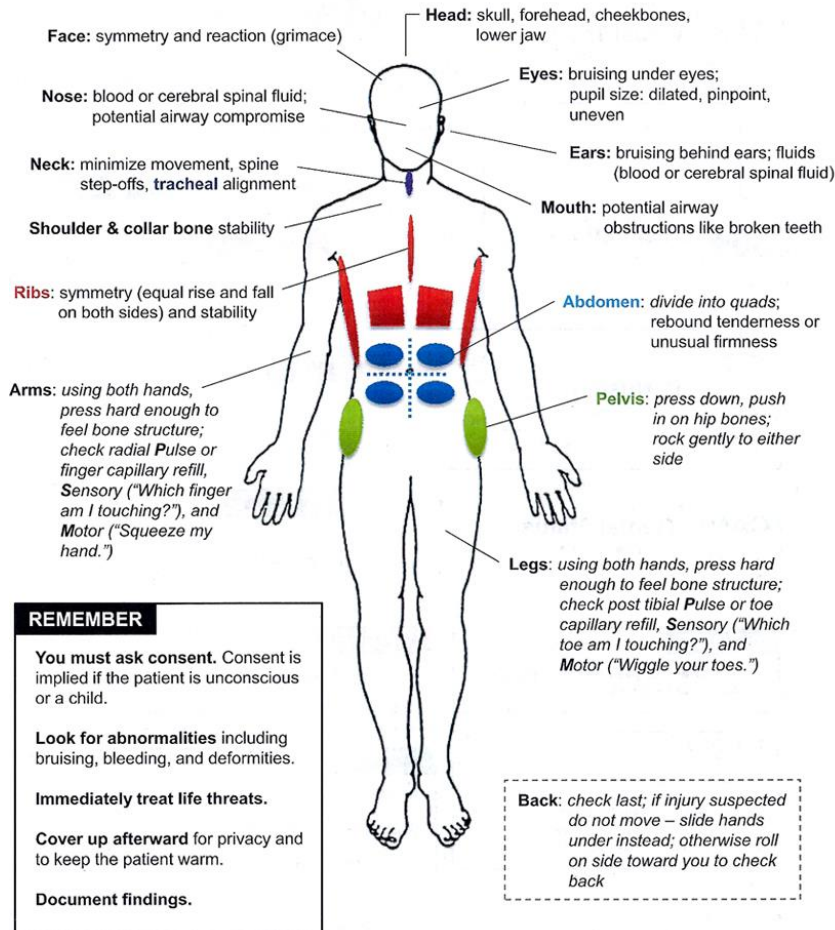
DOWNED ELECTRICAL WIRES

Downed electrical power lines are dangerous!

Do not approach downed electrical power lines!

- 1) Treat all downed utility wires (power, cable, phone, etc.) the same.
- 2) Assume they are high voltage and are powered.
- 3) Stay away, 30 feet in dry conditions and 60 feet in wet conditions.
- 4) Set up a perimeter and warn others to stay away.
- 5) Emergency procedures:
 - a) People near to or trapped by downed power lines should stay where they are until power is turned off by the utilities company. If there is another imminent life-threatening danger and they must move, they should walk slowly, using short heel to toe shuffling steps, until at a safe distance from the power lines.
 - b) If power lines are down on a vehicle, people inside the vehicle should stay there until power is turned off. Do not approach the vehicle. If there is another imminent life-threatening danger (fire, flooding, etc.), instruct people in the vehicle how to safely get out, as follows:
 - i. Open the vehicle door as wide as possible.
 - ii. Carefully stand up on the bottom of the door frame, holding on to the door to maintain balance.
 - iii. When balanced, remove hands from contact with the vehicle and place hands and arms tightly to your sides.
 - iv. Making certain not to touch the car again, carefully hop down to the ground landing on both feet simultaneously.
 - v. Walk away slowly using short heel to toe shuffling steps, until at a safe distance from the vehicle.

Head-to-Toe Assessment



Examine for these Injuries

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

TRAILER CONTENTS, PALO ALTO LOGISTICS

Highlighted items need to be tracked and returned	
Medical Supplies	Tools
Backboards, 4 ea Bandages, 1 in, 1 box of 100 ea Bandages, 3 in x 75 in, 1 box of 12 ea Bandages, 8 in x 7.5, 1 box of 20 ea Blankets, 8 boxes of 20 ea. Blankets, Disposable, yellow, 4 ea Chair, Stairs, Evacuation Gloves, Disposable, 1 box of 50 pairs Head Brace, Cushioned, 8 ea Packs (see additional sheets) Fanny type, Blue, 10 ea Backpack, Orange, 5 ea Trauma, Blue, 3 ea Splints, Padded Small 2 ea; Medium 2 ea; Large 2 ea Splints, Air, 6 ea Triage Tags, 50 ea Triage Tarps Red, Yellow, Green, Black; 1 ea	Ax Bar, Pry, 6ft Broom, Push Cribbing, 4 in x 4 in x3 ft, 1 box of 15 Cribbing, Lever, Wooden Crowbar, Large, 2 ea Crowbar, Small, 2 ea Cutter, Bolt, 18 in Ladder, 6 ft. Rope, 50 ft x ½ Rope, 100 ft x ½ Rope, Throw Bags, 75 ft x 3/8 in, 2 ea Saw, Hand Saw, Hack, w/blades Saw, Tree, w/blades Sledgehammer Shovel, Round Nose, 4 ea Shovel, Square Nose, 2 ea Tester, Battery, AAA thru D & 9 V Tester, 120 VAC Receptacle Truck, Hand Winch, Come-Along Wrench, Adjustable, 12 in Wrench, Pipe, Large Wrench, Pipe, Small
Generator System	
Battery Power Pack Accessory cables, box Solar Panels, Flexible , 2 ea	
	Fire Extinguishers
	Water type ABC type
	Apparel
Lights	Gloves, Work, 5 pair Goggles, 5 ea Hard Hats, 5 ea Vests, CERT, 5 ea
Flashlight, AA, 5 ea Lamp, Head, 3 AAA-cells, 2 ea Lantern, 4 D-cells, 6 ea Lantern, Stansport, _X-cells, 2 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) 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

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
Canopy Tent, EZ up, 10 ft x 10 ft, 2 ea

Quantity is one each (ea) unless otherwise specified.
Batteries are not listed here but we have AA and AAA in each trailer.

ESV Logistics Trailer Locations

University Park Fire Station 1, 301 Alma Street
 Mayfield Fire Station 2, 2675 Hanover Street
 Rinconada Library, 1213 Newell 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

CERT BACKPACK CONTENTS

- ✓ CERT vest and ID
- ✓ CERT helmet with LED Headlamp and Batteries
- ✓ CERT Field Operating Guide
- ✓ PA CERT Field Operating Guide Supplement
- ✓ PG&E Handling Gas and Electrical Emergencies Guide
- ✓ Safety glasses / goggles
- ✓ Light sticks (two provided)
- ✓ N95 dust masks (need several, two provided)
- ✓ Work gloves
- ✓ Non latex gloves (need many pairs, two pairs provided)
- ✓ Hatchet / gas & water shut-off combination tool
- ✓ Scissors
- ✓ Space Blanket
- ✓ Sharpie Marking Pen and Carpenters Crayon
- ✓ Small Basic Bandaging Kit
- ✓ Sam Splint
- ✓ Whistle with neck lanyard
- ✓ Duct tape
- ✓ Water bottle
- ✓ CERT checklists / forms / contact lists (From 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 pens (2 Required)
- 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 (green) items are recommended or required if noted. Wear closed toe shoes, long pants, long sleeve shirt and weather-related clothing.

PALO ALTO NEIGHBORHOODS FRS/GMRS CHANNELS

For updates, go to the web page at City of Palo Alto/
Departments/Emergency Services/Emergency Volunteers.

NEIGHBORHOOD	Chan	Priv. Code*	CTCSS Tone	Brevity Code
Adobe Meadow	15	33	210.7	ADM
Altaire / Kehillah / Moldaw	13	20	131.8	ALT
Barron Park 1	8	10	94.8	BP1
Barron Park 2	5	10	94.8	BP2
Barron Park 3	10	10	94.8	BP3
Barron Park 4	2	10	94.8	BP4
Channing House	13	5	79.7	CHH
Charleston Gardens, Village, Greenhouse	12	31	192.8	CGG
Charleston Meadows	14	31	192.8	CMS
College Terrace	6	13	103.5	CTC
Community Center	10	23	146.2	CMC
Crescent Park	2	2	71.9	CRP
Downtown North	7	32	203.5	DTN
Duveneck / St Francis	5	14	107.2	DSF
Esther Clark Park	10	27	167.9	ECP
Evergreen Park	9	24	151.4	EVP
Fairmeadow	12	3	74.4	FMW
Green Acres I	12	10	94.8	GA1
Green Acres II	13	10	94.8	GA2
Greendell	4	14	107.2	GND
Greenmeadow, Walnut Gr.	7	0	none	GWG
Leland Manor	6	34	218.1	LMR
Mayfield / Palo Alto Central	13	16	114.8	MAY
Meadow Park	9	26	161.2	MPK

NEIGHBORHOOD	Chan	Priv. Code*	CTCSS Tone	Brevity Code
Midtown 1	1	11	97.4	MT1
Midtown 2	14	11	97.4	MT2
Midtown 3	4	8	88.5	MT3
Midtown 4	18	11	97.4	MT4
Midtown 5	3	8	88.5	MT5
Miranda (Greater Miranda)	5	0	none	MGM
Monroe Park	10	31	192.8	MRP
Old Palo Alto OPANA	19	36	233.6	OPA
Palo Alto Hills	12	13	103.5	PAH
Palo Alto Orchards	14	10	94.8	PAO
Palo Verde	16	17	118.8	PAV
Sand Hill Corridor: Stanford West, Oak Creek	14	14	107.2	SHW
Southgate	8	19	127.3	SGT
Triple El	9	7	85.4	TEL
University South, Professorville	16	5	79.7	USP
Ventura	1	2	71.9	VNT

* "Privacy code (PC)" is also called "interference eliminator code"

Amateur Radio Frequencies:

CMD A: 147.540 (100)

CMD Alt: 443.825 (100)

CMD B: 442.000 (151.4)

W6EI Repeater, +5 MHz

WW6HP Repeater, +5 MHz

PAD1: 441.000

PAD3: 147.525 (100)

PAD2: 440.200 (123)

PAD4: 147.480

N6BDE Repeater, + 5 MHz

PAD5: 446.500

MURS Channel: 5/Sub-ch14; Alt 1: 3/14; Alt 2: 2/14; Alt 3: 1/14

Emergency Communication 4 All - Picture Aid

For use with those who don't speak english, young children, and those with autism or aphasia



I can't speak but I can hear and understand you.

My technology needs to be charged.

Please contact my family.



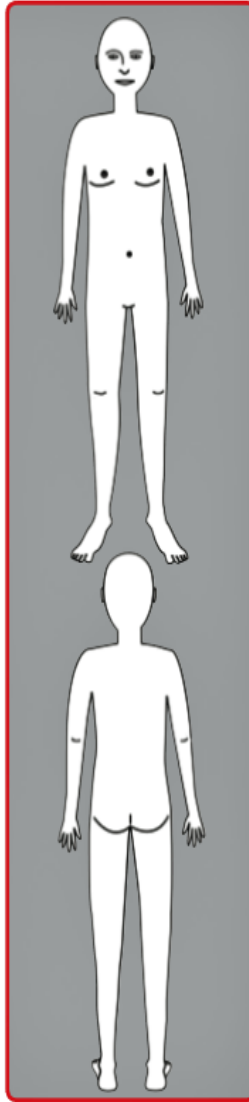
Picture Communication Aid

Ask me questions if you need to,
but please wait patiently for my replies.

I will point to where I hurt.



0	1	2	3	4
5	6	7	8	9
A	B	C	D	E
F	G	H	I	J
K	L	M	N	O
P	Q	R	S	T
U	V	W	X	Y
Z	?	.	!!	SPACE



The Picture Communication Symbols
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CERT ACRONYMS and ABBREVIATIONS

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

NOTES

PALO ALTO EMERGENCY CONTACTS

Palo Alto Office of Emergency Services

(650) 617-3197 (8am - 5pm)

Palo Alto Fire/Police 911 (emergency-land line)

(650) 321-4433 (emergency)

(650) 329-2413 (non-emergency)

Gas/water leaks & Sewer Spills (650) 329-2579

Power Out / Electrical Problems (650) 496-6914

Fallen Trees (650) 496-5953 (weekdays 7am - 5pm)

(650) 329-2413 (after hours)

Blocked Storm Drains and Mudslides

(650) 496-6974 (weekdays 7am - 5pm)

(650) 329-2413 (after hours)

Emergency Information Hotline (650) 329-2420

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

<https://www.redcross.org/siliconvalley>

Radio Information KZSU 90.1 FM - KCBS 740 AM

DOC (Division Operations Center) 329-2462

FLOOD INFORMATION & 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

<https://www.weather.gov/mtr/>

www.cbs5.com/weather

Sandbag Locations Palo Alto Airport (Before the Duck Pond)
Mitchell Park (Parking lot behind ballfield)
Rinconada Park (on Hopkins Avenue)
Chaucer St. Bridge (just before a storm)

SUV TASK LIMITATIONS and DISCLAIMER NOTIFICATIONS

ESVs (NPCs, CERTs, BPCs) 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.**