



Palo Alto

**Block Preparedness
Coordinator**

Field Operating Guide

Edition 2.0 March 2018

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**

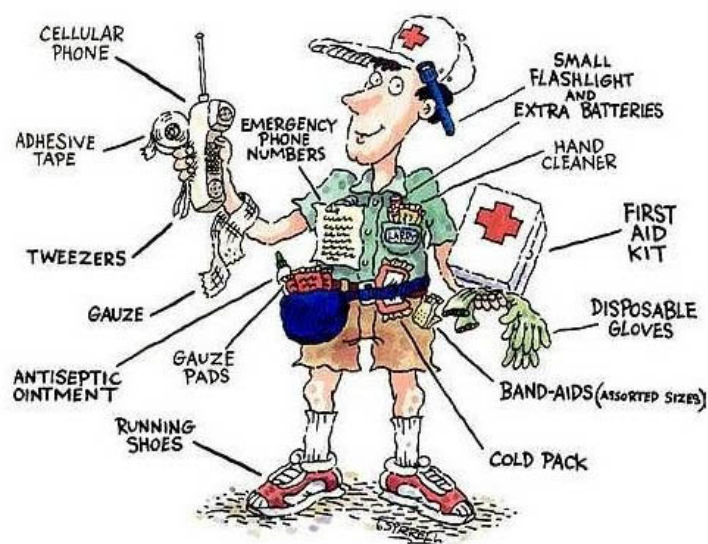
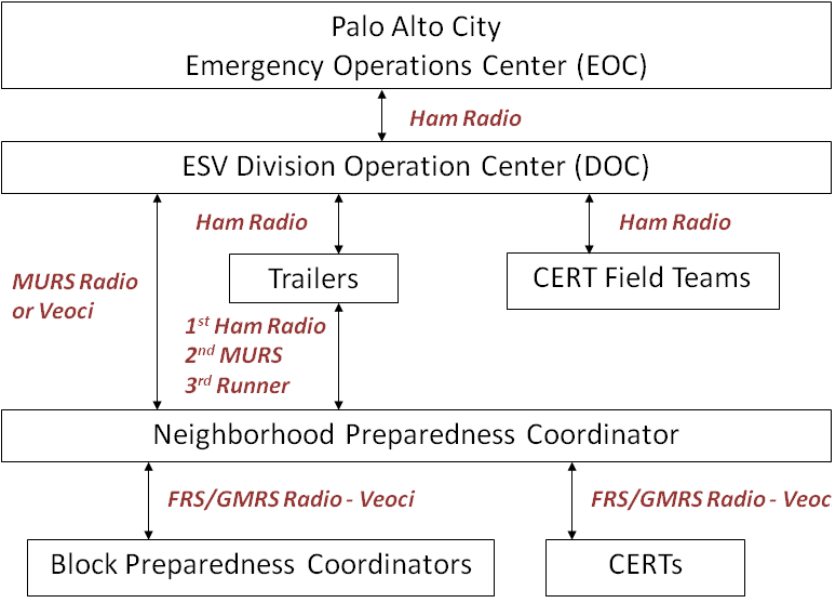


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Communications Links



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).

COMMUNICATIONS PLAN

Your Neighborhood FRS Radio Channel _____; Tone _____

Note: For a full list of neighborhood channel assignments, see Pages 28 and 29.

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/NPC 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

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

Communicating with Other Neighborhood Command Posts

- Switch to the other neighborhood's FRS radio channel.
- Alternatively, send a foot or bike messenger.

Communicating with Neighbors

- Send messages via Block Preparedness Coordinators or,
- Communicate directly - in person, via megaphone or via social media, if available.

BPC ACTIVATION

Check yourself, your family, your home.

Take care of your family's needs first.

If the event is **outside your immediate** area - fire, water or power failure - do **NOT** activate until some authority, i.e. NPC, AlertSCC, VEOCI etc., contacts you.

WHEN AND HOW TO ACTIVATE

- **Self activate** if the situation is known to you (you see, feel, hear, smell, etc.) without outside advice and affects your **immediate** area or neighborhood.
- If in doubt, call nearest NPC, then **self activate**.
- **Activate** when you get a call from AlertSCC, email, text, runner or FRS from NPC or city telling to activate:
 - Turn on FRS radios, check-in, communicate.
 - Tune AM/FM radio to KZSU, 90.1 FM (city information) or KCBS, 740 AM/106.9 FM (county information).
 - Check on vulnerable neighbors.
- If no communication from AlertSCC, FRS or, KZSU, after 45 minutes NPC may end incident.
Note: To end incident, NPC uses best judgment or connects with the DOC.

METHODS OF ACTIVATION

- Self activation – even if NPC not reachable
- AlertSCC from City
- FRS, TV, internet or AM/FM announcement
- Email, phone call, text or VEOCI notification

BPC SAFETY TIPS

Your safety is the number one priority whether in drills or when responding to disasters. If you are injured, then there is one less person to be part of the solution, and one more person to be taken care of. As a BPC, your role is eyes and ears only.

Before starting, make sure YOU are:

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

During the drill or disaster:

- Remember to be safe. Stay within your training and ability.
- Stay aware of your overall neighborhood situation including warnings and possible dangers by listening to your FRS radio.
- **If you or someone near you needs immediate assistance, call 911 if available and let the Incident Command Post know immediately. Say “REAL WORLD EMERGENCY – STOP”** and describe the situation and action taken, if any.
- The NPC will periodically take Health and Welfare Checks. If we do not hear from you, we will have to send another ESV to check on you.
- **In the case of an actual disaster during a drill, NPCs will notify ESVs via FRS or runner that the drill is terminated.** If this happens, sign out, return home and monitor your FRS radios/cellphones for Real Life Emergency activation.

Always remember to check in and out. Make sure the NPC/Command Post acknowledges your check-in/out.

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 28 -29 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.

FRS RADIO TIPS

After a disaster, your NPC/Net Control might not be available. Learn to change the channel and tone of your FRS radio (see your instruction manual) to communicate with nearby NPCs.

Tips to Improve Reception and Transmission

- Make sure your batteries are fully charged.
- Keep the radio approximately upright and about one thumb's length from your mouth.
- Keep the radio between you and your communication target.
- FRS radios operate by line of sight. Keep in the clear as much as possible.
- Keep the antenna as high as possible (second floors, ladders, etc. can make a difference).
- Keep the radio away from your body.
- Find the hot spot. If you are stationary, move your radio 6-8 inches side-to-side or forward-and-back slowly to find the hot spot where the received signal will be strongest.
- Your transmitted signal will also be strongest from that spot.
- After turning your radio on, listen first to make sure others are not pausing during a conversation.
- Wait to be acknowledged.
- Keep messages short and to the point (read items in the Damage Assessment Form left to right).
- Don't leave the net without checking out and being acknowledged.

Relays: Sometimes an ESV cannot be heard by Net Control (bad location, low power, etc.). If you hear a station that Net Control misses, you should relay the information to Net Control. Or, if Net Control does not seem to hear you, ask for a relay.

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.

1. CHECKING IN/OUT:

NPC: [Your call sign] come in.

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

NPC: [Your call sign] checked in/out.

2. REPORTING INCIDENTS:

BPC: [Neighborhood (NH) name], [Your call sign].

NPC: [Your 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], [Your call sign] request direct to ____.

NPC: [Your call sign] go direct.

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

4. URGENT MESSAGE:

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

NPC: [Your call sign], go ahead.

RADIO SCRIPT - Relay

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

YOU: [NH name], [your call sign].

NPC: [Your call sign], [NH Name]. Go ahead.

YOU: [NH name], [Your call sign] with possible relay from [Block 2].

NPC: [Your call sign], [NH name] will standby for your possible relay from [Block 2].

YOU: [Block 2], [Your call sign] can relay your message to [NH name]. [NH name] does not copy your transmission.

[Block 2]: [Your call sign], [Block 2]. Corner of Middlefield & Seale, car accident, 1 immediate, 1 delayed.

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

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

YOU: [NH name], [Your call sign] will relay [NH name] copies [Block 2] report. [Block 2], did you copy?

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

YOU: [Your call sign]. Relay clear.

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 hard-to-understand words over the radio.

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 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.

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.

DAMAGE ASSESSMENT

Damage Assessment - Reporting Incidents

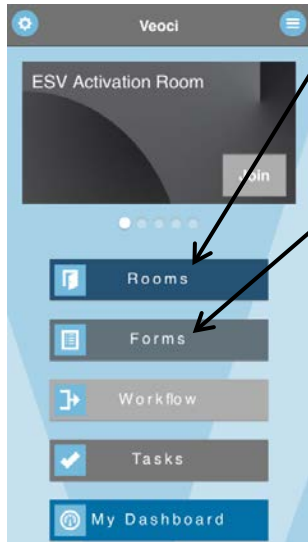
- After signing in, walk your block and assess injuries/damages.
- Record incidents on the Damage Assessment (DA) Form using the Damage Assessment Categories listed on the back of the form.
- Determine what incidents need immediate attention, i.e. are “critical”.
- Ask for help from block neighbors (dentists, 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 relay or runner to communicate critical incidents to 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.
- 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.

CRITICAL INCIDENTS

Critical Incidents include:

- Persons who are trapped
- Persons that have
 - trouble BREATHING
 - severe BLEEDING, severe injuries or need immediate medical attention
 - 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

WORKING WITH CERTs

- Depending on the kind of critical incident you report, an NPC might send a Community Emergency Response Team (CERT) to your incident, if available.
- The NPC will inform you that a CERT team is dispatched and the CERT team will radio you when they have arrived.
- **STOP** your continued block assessment, **MEET AND BRIEF** the CERT team.
- Notify the NPC/ICP when the CERT team arrives unless the CERT team has already done so.
- If CERT does not need your further help, keep assessing your block.
- CERT teams are composed of a minimum of 3 CERT members. If only 2 CERT members are available, the NPC may dispatch the 2-CERT team to your critical incident **ONLY** if you agree to be the “Safety” person for CERTs.

BPC – ACTING AS A SAFETY

If CERTs need you to act as Safety and you agree to do so:

- Stay outside of buildings and away from any unsafe situations.
- CERTS will assess the situation.
- Based on your information and their assessment, CERTS will decide whether they can help or not.
- If they can't help, the CERT team will notify you and the NPC/ICP and depart.
- The NPC/ICP will let you know of any further action being taken.
- If they can help, a CERT will hand you a FRS radio set to channel 5(5).
- Listen and follow any instructions the CERTS might give you as long as it is safe to do so.
- **Inform CERT and Incident Command Post of any unsafe situations.**
- Pay close attention to any communication on radio channel 5(5) and use this channel to communicate with the CERTS.
- Check on the CERT team periodically (CERT [call sign] are you ok?).
- Use your FRS radio set to your neighborhood channel to communicate CERT requests, emergencies, etc. to the NPC/ICP.
- The CERTs will let you know when they finish and might give you further information or instructions.
- Return the radio set at 5(5) to the CERTs.
- CERTs need a break between deployments. Please offer them water, snacks and a place to rest/refresh before they leave.

BPCs WORKING WITH VOLUNTEERS

If neighbors offer to help after a disaster, you can:

- Refer them to the NPC/Command Post or
- Assign them tasks – childcare, comfort neighbor, bring food, track news info, runner, driver, etc.

If you choose to assign them tasks:

- For their safety, track the volunteers:
 - Sign-in, sign-out
 - Contact information
 - Skills
 - Assignment
- For the safety of neighbors needing help, volunteers with professional skills (nurses, doctors, vets, etc.), if not personally known, need to show license or other proof of skill.
- Inform them of volunteer policies:
 - Safety – follow instructions, stay within scope of training and ability.
 - “No expectation of any compensation or protection from danger or any injuries they might sustain.”
 - No contact w/media.
- Briefly orient the volunteer to:
 - Whom they report (you, volunteer coordinator, etc.)
 - The disaster (e.g. 2 children are trapped inside)
 - The mission (e.g. CERTs are trying to extricate them)
 - Their role (e.g. Please stay with the dad while he waits)
- Acknowledge and thank them.

TIPS FOR INTERACTING WITH VULNERABLE POPULATIONS

Vulnerable populations include minor children, frail older adults, non-English speakers, people with physical, mental or emotional disabilities, and people with severe chemical addictions.

If a situation feels unsafe (fire, chemical hazard, angry or threatening person, etc.), leave. Otherwise, time permitting:

- Position yourself at the other person's eye level, introduce yourself, ask the Person's name and repeat it.
- Look and listen for cues to help identify disability-related needs.
- Check for a medic alert on arm or neck.
- Carry & use several different aids that can help you communicate with those who are non-verbal or non-English speaker: 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, 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.

Downed Electrical Wires

Downed electrical power lines are dangerous!

Do not approach downed electrical power lines!

- Treat all downed utility wires (power, cable, phone, etc.) the same.
- Assume they are high voltage and are powered.
- Stay away, 30 feet in dry conditions and 60 feet in wet conditions.
- Set up a perimeter and warn others to stay away.
- Emergency procedures:
 - 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.
 - 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:
 - a) Open the vehicle door as wide as possible.
 - b) Carefully stand up on the bottom of the door frame, holding on to the door to maintain balance.
 - c) When balanced, remove hands from contact with the vehicle and place hands and arms tightly to your sides.
 - d) Making certain not to touch the car again, carefully hop down to the ground landing on both feet simultaneously.
 - e) Walk away slowly using short heel to toe shuffling steps, until at a safe distance from the vehicle.

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 your command post before going or 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.

PREPARING YOUR BPC GO-BAG

Recommended Items

- BPC vest, ID badge and hat
- FRS radio
- Additional batteries
- Flashlight or headlamp for hands free
- Clipboard with the following: NOTE: You can use plastic sleeves to keep papers safe and dry.
 - Blank Disaster Assessment Forms
 - Neighborhood , Block Maps (NOTE: Should include shutoff location for gas, power, water)
 - Hard copy list of neighbors with contact information
 - Hard copy list of other all neighborhood ESVs and nearby NPCs
 - This Field Operating Guide
 - BPC Standard Operating Procedure
 - Blank paper for notes
- Waterproof pens
- Whistle
- Water bottle



Nice to Have

- Poncho
- Emergency blanket
- Gloves
- Sun Screen
- Caution tape
- Small First Aid kit
- Ziplock bags
- Cash
- Flu kit

Optional

- Light sticks
- Medicine you use (inhaler, epi-pen, etc.)
- Dust mask
- Duct tape
- Eye glasses
- Gas/Water shutoff tool
- Set of clothing, long sleeve shirt, long pants & sneakers
- Food Bars

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.



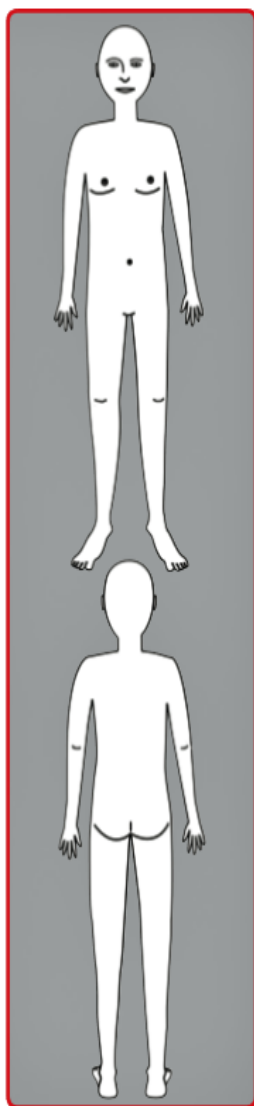
Picture Communication Aid

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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PSYCHOLOGICAL HEALTH

During or after a disaster you or others may witness extremely unpleasant events that can seriously affect mental and physical health. Symptoms may include:

- Irritability, anger or mood swings
- Self-blame, blaming others or denial
- Isolation and withdrawal
- Feeling stunned, numb, helpless or overwhelmed
- Feelings of sadness, depression or grief
- Problems with concentration or memory
- Loss of appetite, headaches or chest pain
- Diarrhea, stomach pain or nausea
- Hyperactivity, nightmares, insomnia
- Fatigue or low energy
- Increase in alcohol or drug usage
- Problems with relationships

Take action:

- Eat and stay hydrated
- Take breaks and rest away from the event
- Stay connected with family and friends
- Be patient with yourself and others
- Debrief with your team leader
- Learn about assistance and resources

If experiencing symptoms after the event:

- Contact your team leader or Palo Alto OES
- Contact the Red Cross Disaster Mental Health or community mental health professional
- National Suicide hotline 1-800-273-8255

ESV ACRONYMS AND ABBREVIATIONS

| | |
|-----------------|--|
| AED | Automated External Defibrillator |
| ARES | Amateur Radio Emergency Services: provides emergency communications using HAM radios |
| BPC | Block Preparedness Coordinator |
| CERT | Community Emergency Response Team |
| DOC | Division Operation Center - located at Cubberley D4 |
| EOC | Emergency Operation Center |
| Eprep | Emergency Preparedness |
| ESV | Emergency Service Volunteer |
| FEMA | Federal Emergency Management Agency |
| FOG | Field Operation Guide |
| FRS | Family Radio Service. Low power, short range, 14 channel hand-held. Channels 1-14 shared with GMRS |
| GMRS | 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 |
| IC / ICC | Incident Commander / Incident Command Center |
| ICP | Incident Command Post: Location that NPC sets up communication hub |
| ICS | Incident Command System |
| MURS | 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. |
| NH | Neighborhood |
| NPC | Neighborhood Preparedness Coordinator |
| OES | Office of Emergency Services |
| PAN | Palo Alto Neighborhoods |
| RACES | Radio Amateur Civil Emergency Services using HAM radios |
| SOP | Standard Operating Procedure |
| SUV | Spontaneous Unaffiliated/Untrained Volunteers |

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 | 14 | 10 | PAO |
| Palo Verde | 16 | 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

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.

- **ReadySCC:** The app for Santa Clara County residents. It sends local disaster alerts and contains information on local resources such as hospitals, fire stations, and housing. Alternative: Hard copies of nearby resources.
- **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

Radio Information KZSU 90.1 FM - KCBS 740 AM

DOC (Division Operation 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

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 St. Bridge (just before a storm)

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.