LOGO Here if Applicable

[Neighborhood Name]

EMERGENCY PREPARATION AND RESPONSE

STANDARD OPERATING PROCEDURES

[Date of Publication]

1 Purpose

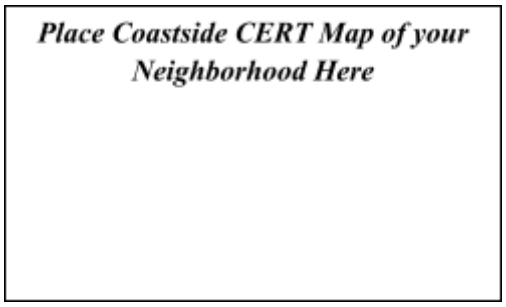
This document provides procedural guidance for the [Neighborhood Name] neighborhood preparedness group of the Coastside Community Emergency Response Team ("Coastside CERT") during an emergency or in advance of an imminent event that has the potential to become an emergency.

The purpose of the Coastside CERT program is to teach local persons a positive and realistic approach to preparing for and responding to emergency and disaster situations so they can assist themselves, their families and others in their neighborhood or workplace, with an emphasis on their own safety first, when professional responders are not immediately available. All CERT activities will be performed in accordance with CERT training and the Coastside CERT Standard Operating Procedures.

For questions or comments, please contact your [Zone Lead, Block Captain or other designation] (see Exhibit A) or email the [Neighborhood Lead(s) at appropriate email address].

Scope

[Neighborhood Group] is comprised of your neighbors, some of whom are CERTs, HAMs, Walkie-Talkie operators, or health care providers. If available, these folks will be activated or will volunteer to respond to the event. However, anyone and everyone in the neighborhood can be of assistance in the event of a disaster. This neighborhood group serves the [Neighborhood Name] subdivision.



2 Roles

- **CERT**: A certificated CERT is a member who has satisfactorily completed the entire CERT Basic Training Academy, in-person or hybrid, as defined by FEMA (classroom + skills demonstration + disaster simulation) and possesses a certificate of completion.
- **Neighborhood Lead**: Leads/Co-Leads typically manage the neighborhood program, work with the other designated Captains/Leads to determine the goals for the neighborhood's preparedness efforts (training, practice drills, radio nets, etc.) Leads may have Zone or Block roles as well
- **Block Captain**: Block Captains get to know the residents in their jurisdiction, answer questions about CERT and preparedness when asked, and invite neighbors to events

put on by their neighborhood preparedness organization. Other duties may include checking in periodically on vulnerable neighbors during non-urgent events and assisting neighbors in the event of a disaster. For the avoidance of doubt, neighbors should be prepared to look after themselves, as there is no guarantee that CERTs or Block Captains will be present in the neighborhood at the time of a disaster.

- **Community Member**: Any member of the [Neighborhood Name] community, regardless of CERT status.
- **HAM**: Radio operator licensed by the FCC for the Amateur Radio Service and trained by the Amateur Radio Emergency Service® (ARES®). This role is to provide a radio communications bridge from [Neighborhood Name] to the overall Incident Commander and other emergency personnel. Licensing and ARES training are provided by the Half Moon Bay Amateur Radio Club and Half Moon Bay ARES.

3 Preparedness

The primary goal for [Neighborhood Group] is to provide information, training and practice related to emergency preparedness.

Each household is responsible for its own preparations for emergencies or natural disasters. Each household should be prepared to shelter in place or evacuate as the situation dictates. The folks in [Neighborhood Group] will not do these things for you but will be happy to provide guidance and training on many aspects of how to prepare for and respond to an event.

See Exhibits B & C (appended to this SOP) for information and resources, or consider attending one of the trainings or drills that [Neighborhood Group] periodically offers the neighborhood.

4 Full Activation Procedures

In the event of a major regional disaster or emergency, Coastside CERT may receive instructions for a Full Activation at the command of CFPD. Unless evacuation is mandated, Coastside CERTs are trained to remain in their own neighborhoods and if activated, conduct operations locally. This has the added benefit of keeping traffic off Highway 1, leaving it open for first responders, public works crews, and telecom/utility crews. This [Neighborhood Group] SOP will only apply to operations conducted locally within the [Neighborhood Name] subdivision.

When an incident occurs, secure your family, pets and property. Once satisfied with everyone's safety, head to the [Neighborhood Name] Rally Point, if you are willing and able to do so.

CERT ACTIVATION: Determine the nature of the incident and seek information about the event.

- Turn your Walkie-Talkie radio to Channel [Channel Assigned to your Neighborhood] and listen for traffic. Announce your call sign and name.
- If you are a licensed HAM radio operator, tune to your designated frequency. Refer to the ICS-205 Radio Communications Plan for a full list of frequencies to monitor in the event your default frequency is not available and monitor for information.

- If you have registered with www.smcalert.info turn on your mobile phone and look for text messages regarding the incident.
- Tune in to KHMB Radio 100.9 FM or AM 1710 for information.

IMPORTANT INFORMATION FOR CERTS

- If CERT has been activated, you will need your CERT backpack, vest, helmet and PPE.
- If CERT has not been activated, do not wear your CERT vest, but do bring it to the Neighborhood Rally Point.
- If not activated, you may nonetheless choose, if it is safe to do so, to assemble at your Neighborhood Rally Point in support of your neighborhood.

4.1 Neighborhood Rally Point and Command Post

[Neighborhood Group]'s Rally Point and preferred location for its Neighborhood Command Post is [Describe location or give address and other pertinent information].

Place a map or picture of your neighborhood's Rally Point here.

This will be the location of the Neighborhood Command Post ("NCP") assuming the location is safe and accessible. If it is not safe, proceed to the secondary assembly area at [Describe location or give address and other pertinent information].

Place a map or picture of your neighborhood's Secondary Rally Point here.

Check in at the designated Neighborhood Command Post to share and gather information or seek assistance. If you are able and willing, volunteer for an assignment. The first CERT to arrive at the Rally Point shall be the Neighborhood Incident Commander, who will initiate activities, such as setting up the Neighborhood Command Post, in accordance with CERT training. Any community member who wishes to assist, should meet at the Rally Point **after securing the safety of yourself, your family, and your home/property.**

4.2 Walkie-Talkie Plan

The use of Walkie-Talkie radios during an Emergency Response will be a critical need and skill. Neighbors and CERT members may use the Walkie-Talkie radios to gather information and situational awareness and to provide it to CERT Neighborhood Incident Commander ("NIC"). The walkie-talkie radios will be the primary method for the Neighborhood Incident Commander to communicate with field teams and residents during a Full Activation

The NIC will use the Ham Operators in our Neighborhood Command Post to provide vital information to the Coastside Fire Department Operations Center ("DOC").

If you choose to come to the Neighborhood Command Post and have a Walkie-Talkie, please bring it with you, along with your headset if you have one and extra batteries. Bring pen/paper to be able to take notes.

CHANNELS: The Walkie-Talkie channels for [Neighborhood Group] are:

- PRIMARY CHANNEL**:** Channel [Channel Number]
- BACK-UP CHANNEL**:** Channel [Channel Number]

CALL SIGNS: The call signs for [Neighborhood Name] Walkie-Talkies are as follows:

- NCP - "[Neighborhood Name] Net Control" or "Net Control"
- Team – field teams will be assigned a number by the NIC, "[Neighborhood] Team 4" or "Team 4"
- Individual – use your personal call sign (as described below) until you check in and are assigned to a team.

[NEIGHBORHOOD] : Walkie-Talkie Personal Call Signs

Street abbreviation, house number, first name

Example: [Example for your Neighborhood]

STREET ABBREVIATIONS

[Call sign Schema for your neighborhood here]

The first person to check in on Walkie-Talkie channel [neighborhood's channel] will assume the position of Net Control Operator until a qualified individual arrives at the Neighborhood Command Post and is assigned to take over by the NIC.

Keep your walkie-talkie charged and be familiar with its use. [Neighborhood Group] holds a monthly practice net at [time/day/frequency]. All [Neighborhood Name] Community Members are welcome and encouraged to regularly participate.

4.3 Neighborhood Size-Up

Absent alternate instructions from the Incident Commander at the Coastside Fire Department Operations Center (DOC), the most likely first assignment for CERT/Neighborhood teams will be

a size-up of the entire neighborhood providing situational awareness to the NIC and in turn to the Incident Commander at the DOC. This assessment can be accomplished by teams assigned to bike or walk the neighborhood to get an idea of the overall condition of the neighborhood.

SAFETY IS A PRIORITY!

- The minimum number of members on a field team is three (3)
- Each team should have at least one CERT member to lead the team
- Always perform a radio check before leaving the NCP

Once a complete overview is obtained that information will be transmitted by a HAM operator at the NCP to the DOC. If there is no HAM operator available then the information should be relayed via other means until a HAM operator arrives.

PLEASE NOTE

Documentation: As teams are deployed to make assessments or to take action, each team must maintain a log, ideally on an ICS form 214 (Unit Log).

- List all of your activities while on duty:
  - Assignment
  - What you find at that assignment
  - What actions you take
  - Times you leave the NCP, arrive at assignment, return to the NCP
- Radio ***important*** information to the NCP as it becomes known.

If we receive specific instructions from the DOC, we will proceed with those directives/requests, and if not, the NIC will set the objectives for the First Operating Period. These objectives will be based upon the neighborhood overview and most likely will consist of search and rescue and first aid.

4.4 Subsequent Operating Periods

As mentioned above, if we've received specific instructions from the DOC, we will proceed with those directives/requests. Absent communications from the DOC, it will be the duty of the NIC to set the objectives for the subsequent operating period(s). These objectives will still be based upon the neighborhood overview and may consist of search and rescue, disaster medical/first-aid, transport or other activities deemed safe and within scope.

5 Limited Activation by Protocol (LAP) Procedures

Absent a formal, Full Activation, but assuming the incident is severe and widespread, and a well-trained CERT would assume they would be asked to fully activate if communications allowed. In such situations, [Neighborhood Group] CERTs may report to the Neighborhood Rally Point and begin a Limited Activation by Protocol and undertake a limited neighborhood response (as outlined below). Once the Neighborhood Command Post ("NCP") is set up at the rally point (or other safe location) and radio communications are established with the DOC, the Neighborhood Incident Commander ("NIC") contacts the CFPD Incident Commander at the DOC to seek formal, Full Activation and to receive instructions.

[Neighborhood Group] will treat a Limited Activation by Protocol as a Full Activation while seeking instruction from CFPD or other authorities.

6 Non-Activation Neighborhood Activities and Hazard-Specific Responses

Certain situations may not initially call for an activation but warrant increased communication and monitoring by the [Neighborhood Name] community. The remainder of this Section 6 provides guidance and procedures for addressing specific hazards prior to or in the absence of a CERT activation.

For questions or comments, please contact your Block Captain (see Exhibit A) or email the [Neighborhood Group] Leads at [appropriate email for Neighborhood Lead(s)]

6.1 Earthquake

A significant earthquake that affects a wide geographic area or is local and severe will likely lead to the activation of CERT and will be responded to by [Neighborhood Group] personnel and neighbors as outlined in the main body of the SOP. Each resident should be prepared to shelter-in-place for a significant amount of time (potentially measured in weeks). Having a robust understanding of the basic needs, with water, shelter, food being the primary ones, is vital. Knowing how to safely store or procure these resources is of the utmost importance and the responsibility of each household. [Neighborhood Group] will periodically provide training on these basics in our neighborhood, and resources are available below and on the Coastside CERT website.

6.2 Wildfire

The San Mateo County Department of Emergency Management has an excellent section that outlines wildfire hazards and describes ways to be aware, prepared and proactive. The section that describes evacuation uses the acronym *PLEASE* : Plan to Leave Early and Save Everyone.

https://www.smcgov.org/dem/alert-and-warning-san-mateo-county

Here in [Neighborhood Name], if you have waited longer than recommended to evacuate, you may find Highway 1 impassable. If that is the case, heading to the beach/ocean may be your best option.

Additional resources are available at: https://readyforwildfire.org/prepare-for-wildfire/go-evacuation-guide/

6.3 Winter Storms

Due to the [outline topography and hazards/conditions of your neighborhood] in the [Neighborhood Name] neighborhood, the impacts of winter storms typically are [your experience here].

- Prior to a storm:
- Prepare for the possibility of a power-loss: charge cell phones and other electronics, park your car in the driveway if your garage door opener doesn't have backup power, check batteries in flashlights and lanterns, have nonperishable foods that don't require cooking if you have an all-electric kitchen, etc.
- If your home is located near a storm drain, we recommend that you clear leaves and other debris from the drain prior to the storm event. Keeping these drains clear will help avoid localized flooding.
- You are responsible for securing your own safety during a storm. [Neighborhood Group] will not meet at the Rally Point or send members to monitor the [topographical item] or fallen trees during a storm event.
- If cell phone, telephone and internet/power fail, resulting in loss of long-range communication, [Neighborhood Group] **may** set up a walkie-talkie net or otherwise monitor communications on Channel [Neighborhood Channel]. Specifics regarding hours or operation and duration are dictated by the requirements of the incident. Emergency communications will be handled in accordance with HMB ARES protocols. **If phones are functioning, emergencies should be reported to 9-1-1.**
- A Virtual Neighborhood Command Post (VNCP) **may** be set up at the home of a Neighborhood Lead or the Lead's designee. Communications with this VNCP will primarily be via walkie-talkie. The primary purpose of the VNCP is to gather information and provide a designate channel for requesting assistance.

6.4 Tsunami

The State of California has compiled Tsunami Hazard Maps with the best currently available scientific information and represent areas that could be exposed to hazards during a tsunami event. These "worst case scenario" maps are based on the State of California 2009 Tsunami Inundation Maps for Emergency Planning and enhanced high-resolution, 975-year return period probabilistic tsunami inundation model results. These maps are also accessible from the Department of Conservation and the San Mateo County Dept. of Emergency Management.

Put Tsunami Hazard map for your neighborhood here.

[List areas in your neighborhood that might be affected by a Tsunami and include a close up of the area affected if applicable]

Put Close-up Tsunami Hazard map for your neighborhood here.

Then describe the correct actions for the whole neighborhood or specific areas.]

- [Neighborhood Group] will not instruct you to evacuate or not to evacuate. During an emergent event, such as a tsunami, members of [Neighborhood Group] will be securing their own and their families' safety. It is your responsibility to be informed, to be prepared and to take responsibility for yourself and your family.
- If you have reason to suspect a tsunami may occur (e.g. after a strong earthquake), monitor standard communication channels, such as SMC-Alert, local radio or television, cell phone alerts, and the like.
- Warnings may say "evacuate" or "head to higher ground". In either case, for residents of the [Neighborhood Name] subdivision, that would mean moving to [put appropriate path to higher ground for your neighborhood].
- All of us should be alert and get prepared to move uphill. Know where your go-bag, important papers, pet supplies, etc. are, and even consider loading up your car, wagon or back-pack. Good practice!
- If you will need assistance to move to higher ground, let your block captain know that in advance. A current list of block captains for [Neighborhood Name] is appended as Exhibit A.
- During an event like the latest tsunami, Block Captains will monitor our walkie-talkie channel [Neighborhood Channel], if they are available.
- It would be wise to know the Tsunami Inundation Zone for other areas you frequent. The goal is to stay away from the beaches, stay off Highway 1 and head directly inland - far enough to be out of harm's way.

If there is a significant tsunami event on the Coastside, CERT may be fully activated after the wave event, in which case [Neighborhood Group] will follow its Full Activation procedures.

7 Definitions

- **ARES**: The Amateur Radio Emergency Service® (ARES®) is a national program of ARRL, The National Association for Amateur Radio®. ARES consists of licensed amateur radio operators who provide communications services in the public service when disaster strikes. ARES is a national program organized and managed by and for volunteers at the local level.
- **CEOC**: Coastside Emergency Operations Center – located in Half Moon Bay and used by agencies to coordinate emergency operations on the Coastside.
- **DOC**: Fire Department Operations Center - Station 40 – 1191 Main Street, Half Moon Bay (or other location specified by authorities).
- **CFPD**: Coastside Fire Protection District, the fiscal sponsoring agency for Coastside CERT.
- **CERT Full Activation:** In the event of a major regional disaster, Coastside CERT will expect to be fully activated by the CFPD via a variety of methods including SMC Alerts, broadcast radio, and direct call/email/text if those systems are working.

- **CERT Limited Activation by Protocol**: In the absence of receiving notification of a Full Activation, a reasonable person trained in CERT protocols may (1) determine a “Full Activation” would be in place if communications allowed and (2) deem there is an immediate need for CERTs to respond in their neighborhood. Under such circumstances, certificated CERT members can engage in a limited response within their neighborhoods.
- **CERT Non-Activation Neighborhood Activities**: If a weather event, distant but moving wildland fire, or other emergent event is nearing a Coastside neighborhood, that neighborhood can engage in “Non-Activation Neighborhood Activities” to prepare for the event.
- **HMB ARES**: Consists of FCC licensed amateur radio operators who have voluntarily registered their qualifications and equipment with their local ARES leadership for communications duty. The Emergency Coordinator is appointed by ARRL and reports to a District Emergency Coordinator for the Santa Clara Valley Section. HMB ARES provides emergency communication training to area hams. ARES trained hams who meet the necessary qualifications will staff the ham station(s) in the DOC and CEOC.

8 Exhibits

- **Exhibit A**: List of [Neighborhood Group] Neighborhood Lead(s) and Block Captains [Internal Neighborhood Use Only]
- **Exhibit B**: Go Bag Recommended Items (3 Days)
- **Exhibit C**: Preparedness Resource Links

EXHIBIT A

[Neighborhood Group] Block Captains

(as of Date)

For internal use by neighbors in [Neighborhood Name]

Go Bag Recommended Items (3 days)

Clothing

- Full change of clothing, including underwear & sturdy shoes
- Long sleeve shirt and pants (100% cotton or wool)
- Boots & leather gloves
- Cotton hat
- N95/KN95 face mask
- Goggles / Eye Protection

Food & Water

- Food (non-perishable, easy prep, diet-customized)
- Refillable Water bottle
- Utensils & Cups (plastic or re-usable)
- Paper towels
- Can opener (manual)

Hygiene & First Aid

- Eye drops, eyeglasses, contacts, hearing aids.
- Prescription medications, medical devices, records of Rx
- First Aid Kit
- Toilet paper & Garbage Bags
- Feminine hygiene products
- Soap & disinfectant wipes

Safety Essentials

- Paper map marked with 2+ evacuation routes
- Flashlight & spare batteries
- Headlamp & spare batteries
- Waterproof matches / Lighter
- Whistle & pocket knife
- Emergency blanket
- **Keep gas tank ½ full**

Papers

- Extra home keys
- Flash drive copies of ID, birth certificate, passport, insurance cards, etc.
- Cash in small bills

Ready.gov Emergency Supply Kit Checklist

Communication

- Cell phone charger & cable (extra)
- Portable radio + batteries
- Pen & notepad
- Laptop / Computer



Each individual (including pets) should have their own Go Bag

Child & Pet Supplies

- Diapers & diaper rash cream
- Pet/Child medications
- Pet/Baby food, formula
- Disposable bibs/wipes
- Medical records
- Extra Leash, collar, or harness
- Water bowl (travel type)
- Litter box (travel), and baggie filled with Litter

If Extra Time & Space

- Books & hobby items
- Pet/child toys & comfort items
- Easily carried valuables
- Pet/baby carrier
- Sentimental items (photos, awards, jewelry, letters, etc.)

Source: Tulane University, KQED

EXHIBIT C

Preparedness Resource Links

Coastside CERT: https://www.coastsidecert.com

General Preparedness:

CalOES

- https://myhazards.caloes.ca.gov/

Ready.gov

- https://www.ready.gov/kit
- https://www.ready.gov/earthquakes

Tails (secure thumb drive)

- https://tails.net/about/index.en.html
- https://tails.net/install/index.en.html

Wildfire:

SMCO Department of Emergency Management

- https://www.smcgov.org/dem/wildfire-preparedness
- https://protect.genasys.com/download

CalFire

- https://readyforwildfire.org/prepare-for-wildfire/emergency-supply-kit/
- https://readyforwildfire.org/prepare-for-wildfire/go-evacuation-guide/
- https://plan.readyforwildfire.org/en
- https://readyforwildfire.org/prepare-for-wildfire/wildfire-action-plan/

Tsunami

- https://maps.conservation.ca.gov/cgs/informationwarehouse/ts_evacuation/

Communications:

- Half Moon Bay Amateur Radio Emergency Services: https://www.hmbarc.org/ares

- Recommended FRS/GMRS Radios
  - Midland – LXT600VP3 FRS - Low power FRS radio does not require a license.
  - Midland – GXT1000VP4 GMRS - Higher power GMRS radio requires an FCC license.