



CUPERTINO

# City of Cupertino Emergency Operations Plan Volunteer Management Annex



15 July 2021

# Contents

1	Introduction .....	0
1.1	Purpose.....	0
1.2	Goals .....	0
1.3	Scope.....	0
1.4	Assumptions.....	1
1.5	Roles and Responsibilities .....	2
1.5.1	City Jurisdictional Area .....	2
1.5.2	Volunteer Center.....	2
2	Policies .....	3
2.1	General.....	3
2.2	Fingerprints, Background Checks, and Building Access .....	3
2.3	Code of Conduct .....	3
2.4	Identification .....	3
2.5	Termination of Voluntary Service .....	4
3	Concept of Operations .....	5
3.1	General.....	5
3.2	Annex Activation .....	5
3.3	PLANNING ASSUMPTIONS .....	6
4	Cupertino Citizen Corps (CCC).....	7
4.1	Citizen Corps Steering Committee.....	7
4.2	CARES.....	7
4.3	CERT .....	7
4.4	MRC.....	7
5	Cupertino Volunteer Categories .....	8
5.1	Affiliated.....	8
5.1.1	Citizen Corps .....	8
5.1.2	Block Leaders.....	8
5.1.3	Neighborhood Watch.....	8
5.2	Jurisdiction of Affiliated volunteers.....	9
5.3	Mutual Aid .....	9
5.4	Unaffiliated .....	9
6	Authorities .....	10
6.1	Disaster Council.....	10
6.2	Insurance Coverage.....	10
6.2.1	DSWVP or City Insurance Claims .....	10
6.2.2	DSWVP Requirements .....	10
6.2.3	DSWVP Activities.....	11
6.2.4	DSWVP Authorized Categories .....	11
6.2.5	Volunteer use of personal vehicles .....	12
6.2.6	Volunteer use of City vehicles.....	12
6.3	Memorandum of Understanding (MOU) .....	12
7	Volunteer Recruiting .....	13
7.1	Active Recruiting .....	13
7.2	Passive Recruiting.....	13
7.3	Measurement.....	13
8	Processes for Affiliated and Unaffiliated Volunteers .....	14
8.1	Activation of Volunteer Annex .....	14
8.2	Unaffiliated Volunteers.....	14

8.2.1	Communications.....	14
8.2.2	Mutual Aid.....	15
8.2.3	Risk Management.....	15
8.2.4	Disaster Service Worker Volunteer Program (DSWVP).....	15
8.3	Affiliated Volunteers.....	16
8.3.1	Activation .....	16
8.3.2	ARK Activation Levels .....	16
8.3.3	Notification.....	17
9	CCC Organization Charts .....	18
10	City of Cupertino Reporting Zones (ARKs).....	19
10.1	Access to ARKS .....	19
11	Operations – Capabilities / Competencies .....	20
12	Training Program and Requirements .....	21
12.1	Cupertino Citizen Corp Member Trainings .....	21
13	Evaluation/Measurement of Volunteer Program .....	22
13.1	Affiliated.....	22
13.2	Unaffiliated.....	22
14	Asset/Inventory Management.....	23
15	TERMS.....	24

Appendices:

- A. Capabilities Descriptions
- B. DSWVP form
- C. Code of Conduct
- D. Minors DSWVP usage guidelines
- E. ID Badge, Photo both sides and printing instructions
- F. (Future Use)
- G. Sign-In Documents
- H. Drivers’ skills sign off sheet for 469 Vehicle
- I. Training matrix Citizen Corps, DOC
- J. Citizen Corps managed assets
- K. Handbooks, ARK Activation, Field Responder, others?
- L. Fingerprinting

Revision History

6/21/2021	v1.0	
6/30/2021	v1.1	Updated per 6/29 review with Cupertino ESC, CCC
7/15/2021	v1.2	Changed Cupertino ESC to Cupertino Emergency Manager

# 1 Introduction

Volunteers represent a potential resource to a community affected by a disaster, whether of natural or man-made origin. However, volunteers who respond spontaneously and without appropriate training and qualifications can easily overwhelm the capabilities of local government and other agencies. With a system in place for receiving and referring spontaneous volunteers, local government agencies and relief organizations can capture this valuable resource and thus provide more efficient and cost-effective service to the community.

The volunteer plan is consistent with the state's Standardized Emergency Management System (SEMS). Within the SEMS structure, volunteer management falls under the Personnel Unit of the Logistics Section.

## 1.1 PURPOSE

The Volunteer Management Annex describes the coordinating processes used to ensure the most efficient and effective utilization of affiliated and unaffiliated volunteers during a disaster.

This annex establishes an organizational structure and process by which the City of Cupertino can access and manage volunteer resources for community-wide disaster response, relief and recovery efforts. When managed appropriately, volunteers provide valuable and cost-effective resources to the community.

The purpose of this annex is also to:

- Develop a comprehensive program plan for the continued recruitment, retention, training, exercise, and evaluation of the Citizen Corps Program.
- Provide guidance for the coordination of volunteers responding to an emergency or disaster.
- Establish a consistent framework for coordinating with volunteer organizations supporting the response and recovery.
- Outline a volunteer management program for the City of Cupertino that can be implemented for large-scale, high-visibility disasters, or for smaller scale emergencies that may also generate a flow of unsolicited volunteer services.

## 1.2 GOALS

The goals of this volunteer management annex are:

- To augment, as a supporting plan, the City's emergency operations plan (EOP).
- To enhance resources available to the City and the community-at-large for disaster response and recovery through the involvement of volunteers.
- To establish a means by which volunteers can contribute their time and talents following a disaster.
- To encourage partnerships among governmental agencies and non-governmental organizations (NGO) for the most effective community-wide approach to disaster volunteer coordination.
- To ensure that implementation of the volunteer management annex is in accordance with principles and practices as described in the State Emergency Plan and local emergency plans.

## 1.3 SCOPE

This volunteer management annex is designed for use by the City of Cupertino during the response and recovery phases of emergency management for all hazards. The jurisdiction may take complete responsibility for activating and implementing this plan or it can share responsibility with a volunteer center or other NGO. The volunteer management annex also focuses on the mobilization, coordination, and referral of spontaneous volunteers. Additionally, it addresses other related issues, such as the recruitment and management of affiliated volunteers.

For the purposes of this plan, the following definitions are used:

- A **volunteer** is an individual who willingly provides his or her services without receiving financial compensation.
- A **spontaneous volunteer** is an individual who comes forward following a disaster to assist a governmental agency or NGO with disaster-related activities during the response or recovery phase without pay or other consideration. By definition, spontaneous volunteers are not initially affiliated with a response or relief agency or pre-registered with an accredited disaster council. However, they may possess training, skills and experience that can be useful in the relief effort. Spontaneous volunteers may also be referred to as unaffiliated, spontaneous unaffiliated, and convergent volunteers.
- An **affiliated volunteer** is an individual who is affiliated with either a governmental agency or NGO and who has been trained for a specific role or function in disaster relief or response during the preparedness phase. While spontaneous volunteers may bring needed skills and resources, affiliated volunteers will most likely be used first in a disaster.

Examples of affiliated volunteer groups include Community Emergency Response Teams (CERT), Cupertino Amateur Radio Emergency Service (CARES) and Cupertino Medical Reserve Corps (MRC). The category of affiliated volunteers may be further broken down as follows:

- Volunteers in ongoing programs. Such groups typically meet regularly and have other responsibilities in addition to their disaster response roles; for example, many are engaged in community disaster education, family preparedness and public safety efforts year-round. Many ongoing programs utilize Disaster Service Worker volunteers. Pre-disaster registered volunteers are typically utilized before spontaneous volunteers.
- Volunteers in reserve programs. These volunteers are called up at the time of a disaster. They may participate singly or in teams, depending on the program.
- An **impressed volunteer** is any unregistered person impressed into service during a state of war emergency, a state of emergency, or a local emergency by a person having authority to command the aid of the citizens in the execution of his or her duties. This occurs very rarely and usually involves law enforcement or fire department personnel.
- A **Disaster Service Worker (DSW) volunteer** is any person registered with an accredited Disaster Council, in accordance with prescribed legal procedures, for the purpose of engaging in disaster service without pay or other consideration. All Cupertino Citizen Corps volunteers are DSW volunteers.

## 1.4 ASSUMPTIONS

1. An overwhelming number of spontaneous, unaffiliated volunteers will arrive in the impacted area to assist with the response and recovery efforts.
2. All departments and agencies of the City of Cupertino involved in the management of volunteers may be expected to perform additional duties and responsibilities during disaster and emergency situations.
3. Effective response to a catastrophic incident occurs when local jurisdictions coordinate efforts at the county level.
4. During a disaster affecting the City of Cupertino, local government and local volunteer groups and agencies may be adversely affected and may not be able to cope with a sizable influx of unaffiliated volunteers.
5. Federal and state disaster assistance should supplement, not be a substitute for, the response provided by the City of Cupertino. This assistance is provided only upon request when jurisdictional resources appear insufficient to cope with the effects of the disaster.

6. Management of volunteer services requires a coordinated effort by all involved government entities, voluntary and community-based organizations, the business sector, and the media.
7. When spontaneous volunteer activity is well managed, it has a positive effect on the volunteers and the community and contributes to the healing process of both individuals and the larger community.
8. In a catastrophic event, a Federal Declaration will occur.
9. Citizen Corps will perform preapproved activities when auto-activation criteria are met.
10. Residents will take action to assist others to the best of their ability under the Good Samaritan Law.

## 1.5 ROLES AND RESPONSIBILITIES

### 1.5.1 City Jurisdictional Area

The primary agency responsible for the jurisdiction-wide mobilization and deployment of volunteers and service programs is the City Jurisdictional Area.

Its roles include the following:

- Prepare and maintain this plan and all associated procedures.
- Determine need to activate the spontaneous volunteer management annex at the time of a disaster.
- Coordinate activation, implementation and demobilization of the spontaneous volunteer management annex.
- Coordinate with other agencies and organizations for maximum utilization of limited resources.
- Coordinate spontaneous volunteers and service programs to assist the efforts of both governmental agencies and NGOs throughout the affected communities.

### 1.5.2 Volunteer Center

In the event that a local volunteer center or other NGO is willing to assume the responsibility for volunteer mobilization and coordination, the City Jurisdictional Area may delegate some of the jurisdiction's roles listed above to that organization.

## 2 Policies

### 2.1 GENERAL

1. The City of Cupertino Office of Emergency Management (COEM) supports the Cupertino Citizen Corps (CCC, Section 4) and associated partner agencies in the management of registered volunteers and registration of unaffiliated volunteers and unsolicited donations.
  - Volunteers must be registered Disaster Service Worker Volunteers and City Volunteers to respond to an auto- or requested activation. Volunteers will be given City-issued identification. All records will comply with the City's retention requirements.
  - Registration does not guarantee participation in response and/or recovery efforts.
  - Registration does not guarantee reimbursement for costs incurred for transportation, lodging, food or other expenses related to response and/or recovery efforts.
2. This Annex does not affect the established procedures of any agency or organization regarding their respective procedures for management of volunteers.
3. Any local affiliated organization that has a parent organization responding to a local disaster will fall under the guidance of the parent organization.
4. Requesting agencies may incur expenses associated with the request for volunteer support.
  - Those expenses may be reimbursed if the event is a proclaimed disaster.
  - Requesting agencies are responsible for accurate record keeping and applying for reimbursement.
5. Policies and procedures in this Annex do not supersede any existing policies or procedures that normally apply to non-COEM agencies or organizations.

### 2.2 FINGERPRINTS, BACKGROUND CHECKS, AND BUILDING ACCESS

Live Scan fingerprinting is an ink-less electronic fingerprinting technique that scans fingerprints directly into a system to determine a person's identity, so that a background check can be performed. See Appendix L.

Certain volunteer roles or functions require Live Scan and background checks to allow access to City assets. The Citizen Corps Coordinator will determine the need for fingerprinting and will administer this process, paid for by the City. Human Resources will be notified if the volunteer is convicted of any crime. All notifications will be evaluated by the Cupertino Human Resources to determine if a suspension or removal is required. The Citizen Corps Coordinator will manage this process as needed.

### 2.3 CODE OF CONDUCT

All Citizen Corps volunteers are to follow the Code of Conduct that they sign and that is kept on file with their Disaster Service Worker Volunteer Program (DSWVP) forms. See Appendix C.

### 2.4 IDENTIFICATION

Volunteers will be issued a City identification card and reflective vest. Volunteers may have to produce a second photo identification upon request to gain access to a specific site. This information is printed on the back of every ID badge. See Appendix E.

Each ID badge will include the following information:

- Photo
- Name

- Branch(es)
- Call Sign (CARES only)
- Access
- Expiration Date
- Auto-activation criteria
- Radio stations
- Instructions on presenting ID and that a second form of ID may be required
- Address for returning an ID that is found

## 2.5 TERMINATION OF VOLUNTARY SERVICE

The City of Cupertino Office of Emergency Management may suspend or remove a volunteer from service if the volunteer violates the Code of Conduct, breaks the law or conducts him- or herself in a manner that causes harm to people or the reputation of the Citizen Corps.

Failure to adhere to this Code of Conduct may result in suspension of duties or removal from the Citizen Corps roster, based on the decision of the Emergency Manager. All volunteers must sign the Code of Conduct form.



## 3 Concept of Operations

### 3.1 GENERAL

1. All emergency operations will follow NIMS/SEMS/ICS principles and guidelines.
2. As unaffiliated volunteers arrive at the impacted area or surges in volunteers occur and overwhelm the system, resources may be requested to assist with volunteer management. This could include requests to the next level of government or to a non-governmental entity.
3. This Annex defines the actions and roles necessary to provide a coordinated response by departments and agencies of the City of Cupertino.
4. When the Volunteer Annex is activated, it will be activated at the City level. This plan describes actions taken in the identified jurisdiction.

### 3.2 ANNEX ACTIVATION

1. Before this Annex is activated, a need, or potential need, for volunteer management should be identified. Considerations for activation include, but are not limited to:
  - Individuals who have not previously affiliated with a response organization looking for opportunities to assist with the response and recovery efforts.
  - The arrival of large numbers of out-of-area volunteers.
  - Requests for volunteers from any response agency or organization.
  - Regional requests for volunteers and/or volunteer management from the City of Cupertino.
2. The Emergency Operations Center Manager will determine the need to activate this Volunteer Annex entirely or in part. Size of the activation is dependent upon the scope and impact of the incident.
3. The City of Cupertino Office of Emergency Management (COEM) will work with the Cupertino Citizen Corps (CCC) to help coordinate the volunteer response during an emergency or disaster.
4. The Cupertino Emergency Manager (EM) will notify the CCC Liaison of the need to mobilize resources.
5. The CCC Liaison will report to the EOC Operations Section Chief.
6. The CCC DOC team is comprised of CCC members trained to support EOC activation within the EOC.
  - a. CCC EOC team members are required to have:
    - Valid Cupertino Volunteer ID
    - ICS 100/200/700/SEMS classes
    - EOC Liaison training
  - b. CCC EOC team includes, but is not limited to:
    - Volunteer coordinator
    - Shelter liaisons
    - CCC affiliated member liaisons
7. The CCC DOC is normally co-located within or in close proximity to the EOC.

#### **Citizen Corps Department Operations Center (DOC) mission**

Integrate the Cupertino Amateur Radio Emergency Services (CARES), Community Emergency Response Team (CERT) and Medical Reserve Corps (MRC) into one response organization by:

- Establishing processes to coordinate between CERT, MRC, CARES and the EOC
- Optimizing resource allocation

- Including the Citizen Corps representation in the Cupertino EOC Operations Section along with the other responding agencies
  - Establishing a communication link between field operations and EOC
  - Integrating Citizen Corps with the overall disaster response organization
  - Activating Citizen Corps upon request by EOC, making the Citizen Corps a deployable response organization
8. CCC DOC team responsibilities.
- a. Coordinate all Citizen Corps actions with the EOC through established protocols.
  - b. At the request of the EOC Operations Section Chief, notify, activate and mobilize volunteer personnel and equipment to perform or support assigned functions.
  - c. Act as the primary point of contact for field requests.
  - d. Track requests for volunteers and volunteer availability status.
  - e. Furnish personnel and resources to perform operations as directed by the EOC staff.
  - f. Maintain communication links to the EOC staff, including the Joint Information Center (JIC).
  - g. Maintain records of personnel, money, and time expended in support of the directed operation.
  - h. Provide the conduit for situation status, community information, and resource requests between Citizen Corps field teams and the EOC.
  - i. Coordinate with other responding agencies, as appropriate.

### 3.3 PLANNING ASSUMPTIONS

During a disaster/emergency that requires activation of this plan, the following considerations may affect the City response:

- The City Jurisdictional Area may delegate some of its volunteer coordination responsibilities to a volunteer center or other organization through its Emergency Operations Plan or through the action planning process during response and recovery operations.
- Affiliated volunteers and service program members (e.g., Red Cross) who have pre-disaster training and are affiliated with a government agency or NGO, such as the CCC members, will report to their respective agency or organization at the time of a disaster as previously arranged.
- The first priority in an emergency or disaster is to use volunteers that are affiliated with this jurisdiction.
- All unaffiliated volunteers and unaffiliated service program members will be considered and processed as spontaneous volunteers.
- The City Jurisdictional Area is responsible for interviewing, screening, registering, training and the safe supervision of any volunteers that it involves in its own disaster operations. This is for the protection of both the volunteer and the jurisdiction.
- Likewise, NGOs and National Service Programs that involve volunteers in their own operations are responsible for interviewing, screening, registering, training and the safe supervision of those volunteers.

## 4 Cupertino Citizen Corps (CCC)

The Cupertino Citizen Corps is comprised of three units, Cupertino Amateur Radio Emergency Services (CARES), Community Emergency Response Team (CERT), and Medical Reserve Corps (MRC), all working together to provide the needed specialties to safely manage Cupertino's community emergency response. In order to manage these Citizen Corps resources in an emergency, a Department Operations Center (DOC) will be used and will be the interface to the Emergency Operations Center (EOC), Operations Section or Management Section as a specific emergency evolves. All Citizen Corps training, maintenance, response activities are authorized and follow pre-agreed upon standards and work instructions

This plan provides the Citizen Corps a document defining the organization and authority to effectively maintain trained volunteer residents.

### 4.1 CITIZEN CORPS STEERING COMMITTEE

Citizen Corps leadership meets monthly to plan Citizen Corps activities, trainings, and exercises and to prioritize activities to meet objectives. Standing subcommittees are CARES, CERT, MRC, Marketing, Processes and Data Management, and Tools and Supplies.

### 4.2 CARES

The mission of Cupertino ARES is to recruit, maintain, and train Amateur Radio volunteers capable of providing professional emergency communications, increasing the City's emergency response effectiveness, and speeding the recovery effort.

CARES is a volunteer organization made up of licensed amateur radio operators with ties to Cupertino who have registered their qualifications and equipment for public service.

### 4.3 CERT

Specially administered by the Department of Homeland Security, the CERT program educates the American public about disaster preparedness and sponsors training of basic emergency skills such as fire suppression, search and rescue (SAR), and handling mass casualties with triage and disaster first aid. The CERT program emphasizes working in conjunction with professional responders and community organizations to assist in emergency and event management. CERT programs are typically sponsored by local or county offices of Emergency Management. CERT programs seek to create a mindset shift within the psyche of the American public from a response culture to a preparedness culture through community outreach and education.

### 4.4 MRC

The mission of the MRC Program is to provide basic medical aid and support to the community during disasters, and other times upon request, and promote public health and emergency preparedness throughout the year.

The MRC Program strengthens communities by helping medical, public health and other volunteers offer their expertise throughout the year as well as during local emergencies and other times of community need. MRC volunteers work in coordination with existing local emergency response programs and also supplement existing community public health initiatives, such as outreach and prevention, immunization programs, blood drives, case management, care planning, and other efforts. The MRC program is administered by HHS (U.S. Department of Health and Human Services).

## 5 Cupertino Volunteer Categories

Cupertino volunteers supplement the City Capabilities and act as advisors for future capabilities. Any gaps in the City emergency response is covered by volunteers.

### 5.1 AFFILIATED

Affiliated volunteers are members of the CCC who are well-trained residents willing to take that extra step to become the eyes and ears for the Cupertino in the event of an emergency response.

#### 5.1.1 Citizen Corps

Citizen Corps is the City-recognized organization of trained volunteers comprised of three response units:

- a. CARES – amateur radio and emergency communications
- b. CERT – trained residents for community emergency response
- c. MRC – medical basic life support for the City during an emergency

#### 5.1.2 Block Leaders

The Block Leader Program teaches residents how to get to know neighbors and organize activities to help neighbors prepare for and communicate during emergencies. Block leaders receive updates on neighborhood activities and services and are vital links between City Hall and the neighborhoods.

The City Manager’s welcome letter to new Cupertino residents reads: “Our Community is a special place in which neighbors look out for each other and become first-responders in emergencies.”

Block Leader program activities for neighborhood gatherings include organizing Neighborhood Watch meetings and having Emergency Preparedness Training directly in the neighborhood.

#### **Emergency Role**

The best leaders take personal ownership in a crisis, even though many challenges and factors lie outside their control. Block leaders have developed a neighborhood relationship which during an emergency can:

- Assess their neighborhood
- Render local aid
- Report their neighborhood status
- Request additional aid

#### 5.1.3 Neighborhood Watch

Neighborhood Watch is a crime prevention program that enlists the active participation of residents in cooperation with law enforcement to reduce crime in their communities. It involves neighbors getting to know each other and working together in a program of mutual assistance, citizens being trained to recognize and report suspicious activities in their neighborhoods, and implementation of crime prevention techniques such as home security, Operation Identification, etc.

#### **Emergency Role:**

The neighborhoods without a block leader who are participating in the Neighborhood Watch program should do the following during the emergency:

- Assess their neighborhood
- Report their neighborhood status

- Request additional aid if they are not able to handle it themselves

## 5.2 JURISDICTION OF AFFILIATED VOLUNTEERS

City of Cupertino and Sphere of Influence: The Cupertino jurisdiction is defined as published city boundaries and “Sphere of Influence” which are recognized areas outside of the City boundaries. CCC volunteers will respond to all incorporated areas of Cupertino.

## 5.3 MUTUAL AID

CCC may initiate a Mutual Aid response to any Santa Clara County unincorporated area that is either within or adjacent to the City’s jurisdictional boundaries with the City’s authorization. These areas are considered to be within the City’s Sphere of Influence.

In the event of a CCC response to a surrounded or adjacent unincorporated area, the Citizen Corps responding branch will notify the Citizen Corps Coordinator (before an activation) or DOC (after being activated) of the response scope and the resources responding.

## 5.4 UNAFFILIATED

Unaffiliated volunteers are individuals or organizations that may be called on to be of service to the City’s emergency response or recovery. Special handling of these volunteers is required. The lead city department is Human Resources.

## 6 Authorities

City of Cupertino has developed the Emergency Volunteer role for the first responders who are managed through the Office of Emergency Management. Citizen Corps activities will be authorized through the Disaster Council and covered under the City or State Disaster Service Worker Volunteer Program (DSWVP). All Citizen Corps activities will follow NIMS/SEMS with supervision for activities for which they have been trained to a specific, approved standard.

### 6.1 DISASTER COUNCIL

#### 1. Disaster Council

A disaster council is a public agency established by ordinance (Municipal Code Chapter 2.40) which is empowered to register and direct the activities of disaster service worker volunteers within the county, city, city and county, or any part thereof. In this respect, the disaster council is acting as an instrument of the state in aid of carrying out general state government functions and policy with regard to disaster services

#### 2. Accredited Disaster Council

A disaster council may become accredited through certification by the California Emergency Management Agency when the disaster council agrees to follow and comply with the rules and regulations established by the California Emergency Management Agency pursuant to the provisions of the Emergency Services Act. Upon certification, and not before, the disaster council becomes an accredited disaster council. A disaster council remains accredited only while the certification of the California Emergency Management Agency is in effect and is not revoked.

### 6.2 INSURANCE COVERAGE

Volunteers, affiliated or unaffiliated, performing on behalf of the City will have injury and liability insurance while they operate in authorized activities they have been trained to do and are under supervision. The City has two ways of covering our volunteers—California State DSWVP and City Insurance. No volunteer activity is to be performed without insurance in place.

#### 6.2.1 DSWVP or City Insurance Claims

All injuries and possible exposures are to be reported to the volunteer's supervisor who will contact the Citizen Corps Coordinator. The Citizen Corps Coordinator will follow City incident reporting procedures with the City's Human Resources department, taking the lead in reporting, contact tracking, and claims processing.

#### 6.2.2 DSWVP Requirements

All Citizen Corps Volunteers are registered as DSWVP and as City Volunteers by completing the City's volunteer application and the DSWVP application. See Appendix B. As registered California DSWVP or City volunteer, they are members of the City's emergency response team and "shall have the same degree of responsibility for their actions and enjoy the same immunities as officers and employees of the state and its political subdivisions performing similar work for their respective entities." (Emergency Services Act 8657a) In addition, "No...registered volunteers...acting within the scope of their official duties under this chapter or any local ordinance shall be liable for personal injury or property damage sustained by any duly enrolled or registered volunteer engaged in or training for emergency preparedness or relief activity." (Emergency Services Act 8657b)

Minors less than 18 years may be disaster service workers with a parent's signature. Minors can be used by having the minor's parent/guardian participate and directly supervise the minor. See Appendix D.

### 6.2.3 DSWVP Activities

DSWVP activities are defined and adhered to as defined by California State Law Title 19, Public Safety Division 2, California Emergency Management Agency Chapter 2, Emergency and Major Disasters Subchapter 3. Disaster Service Worker Volunteer Program and Guidelines which are periodically reviewed and updated to assist jurisdictions implement this law.

### 6.2.4 DSWVP Authorized Categories

DSWVP volunteers perform a wide variety of disaster service duties, which are categorized into classifications to comply with the DSWVP registration requirements. Classifications also assist the registering entity in identifying potential gaps in their volunteer resources and help track the different disaster service duties their volunteers are performing.

The approved DSWVP volunteer classifications are listed below.

1. Animal Rescue, Care and Shelter
2. Communications
3. Community Emergency Response Team Member
4. Emergency Operations Center/Incident Command
5. Fire
6. Human Services
7. Laborer
8. Law Enforcement
9. Logistics
10. Medical & Environmental Health
11. Safety Assessment Program Evaluator
12. Search & Rescue
13. Utilities

If an Accredited Disaster Council determines it needs volunteer disaster services not included in one of these classifications, the Council may contact the Cal OES DSW Program Lead.

Individuals may be registered as DSW volunteers in more than one classification depending on the disaster service duties they will perform, as directed and needed by the registering government entity. In this case, the registering party enters the multiple classifications on the same registration form.

DSW volunteers are also protected under the program if a person in authority redirects them to perform different duties (other than the classification he/she is registered in) upon arrival at the disaster site or later in their shift. (Cal. Code Regs., § 2572.2.)

Classifications may further be defined into specialty areas, e.g., Human Services may include providers of food, shelter, registration of evacuees, and religious or spiritual needs. Laborer may include a person under the direction and supervision of the responding agency who is doing general labor services and supporting emergency operations. Medical and Environmental Health may include, doctors, nurses, radiologists, laboratory technicians, etc. Specialty information assists the emergency organization in resource planning and management.

The DSW volunteer registration form will be the same form recommended by the state with a City logo approved by the City Clerk. The original DSW forms will be stored in a secure location and will follow the City's documentation retention policy.

### 6.2.5 Volunteer use of personal vehicles

Cupertino recognizes that affiliated volunteers will use their personal vehicle during exercises, maintenance, and activations. Specific DSW volunteers will also drive the communications vehicle Comm 469. Citizen Corps, under the direct supervision of the Citizen Corps Coordinator, will follow the following processes:

1. Standard Operating Procedures (SOP) will be followed to
  - Track all volunteers traveling and tasks being performed
  - Track maintenance of equipment. Volunteers will notify the Citizen Corps Coordinator prior to accessing asset sites.
2. During activations, as part of signing in (Appendix G), volunteers will provide
  - Their driver's license expiration date
  - An attestation that they have auto insurance
  - The license plate number of the vehicle being used

### 6.2.6 Volunteer use of City vehicles

Volunteers approved as city vehicle drivers will be limited to driving the City's Public Safety Communications Vehicle (Comm 469). They must have completed Comm 469 vehicle training, had a skills assessment, and received a sign-off on these prior to operation. Authorization records are kept by the Citizen Corps Coordinator and recorded in the Volunteer Portal. See Appendix H.

## 6.3 MEMORANDUM OF UNDERSTANDING (MOU)

Citizen Corps has and maintains MOUs to better enable them to respond to City emergencies. The MOUs give Citizen Corps access authorization to information and sites. Additionally, they define what and how the other party will receive from Citizen Corps.

1. Access to ARK sites located on Cupertino Union School District property.
2. Access to ARK sites located on De Anza College property.
3. San Jose Water, assets in Cupertino assessment and reporting
4. Valley Water, assets in Cupertino assessment and reporting
5. Cupertino Sanitary District, assets in Cupertino assessment and reporting



## 7 Volunteer Recruiting

Recruitment is a key component to keeping an active, well-trained corps of volunteers. Everyone has a role in planning, preparedness, response and recovery, and having trained residents helps the individuals as well as the City. Educating the public about the roles needed to safely respond to an emergency and being able to match the residents' interests with opportunities to safely participate is our goal for recruiting volunteers.

### 7.1 ACTIVE RECRUITING

- Outreach, Events, Schools, Faith Based, Fire, Law Enforcement, Businesses, Organizations, Neighborhoods, etc.
- Training, Personal Emergency Preparedness, CERT, ARES/RACES, CPR, First Aid

### 7.2 PASSIVE RECRUITING

- Website (Volunteer Portal), Emergency Services, Responders, Block Leaders, Neighborhood Watch, Federal, County and State OEM, social media
- City publications, Public Information Office, Parks and Recreation, Senior Center

### 7.3 MEASUREMENT

- Volunteer Portal data collection
- Community classes
- Training, Exercises, Activations

## 8 Processes for Affiliated and Unaffiliated Volunteers

### 8.1 ACTIVATION OF VOLUNTEER ANNEX

The volunteer annex will be activated by decision of the Director of Emergency Services. Reasons for activating the spontaneous volunteer management plan may include but are not limited to the following:

- The nature of the disaster and/or media coverage of it makes convergence of spontaneous volunteers likely.
- Shortages of workers require augmentation of staffing support from outside resources.
- Volunteers with particular skills and/or special knowledge of the affected community could enhance relief and recovery efforts.

### 8.2 UNAFFILIATED VOLUNTEERS

When the order to activate the unaffiliated volunteer procedure is given, the Unaffiliated Volunteer Management Coordinator in the Personnel Unit will notify as needed those people, agencies and organizations tasked with specific implementation roles. CADRE is the local VOAD organization and may be utilized to access volunteer services. Its website is at [www.cadressv.org](http://www.cadressv.org).

The chief method for coordinating volunteers is the EVC procedure managed by Human Resources. The EVC can be set up as a walk-in center (sometimes referred to as a volunteer reception center), a phone bank, an online process, or a combination of two or more of these strategies.

Within the geographical confines of a city, several levels of activation are possible.

- **Local activation** is defined as a city establishing an EVC for the mobilization and referral of volunteers within its boundaries. Theoretically, each city within a county could activate a local EVC.
- **Multiple city activation** is defined as the operation of an EVC serving several cities. At this level, neighboring cities combine and leverage resources to serve a sub-area of the county.
- **Jurisdictional Area activation** is defined as the activation of a countywide EVC under the aegis of the Jurisdictional Area.

Because disasters vary in terms of their size, scope, duration, intensity and consequences, the choice of activation levels and sequencing of activation levels should be tailored to the incident, as well as to the resources available.

Through the EVC, each prospective volunteer is referred, based on the volunteer's qualifications and availability, to an appropriate volunteer opportunity in either local government operations or an NGO. Volunteers referred to local government must also visit a Volunteer Registration Station to complete the placement process and, if appropriate, to be registered as a Disaster Service Worker (see the Risk Management and Disaster Service Worker Volunteer Program sections below for more details).

In the event the EVC is a government-run operation, the Volunteer Registration Station is part of the EVC. If the EVC is managed by an outside (non-governmental) organization, the Volunteer Registration Station must be staffed by local government employees, because only authorized local government employees can administer the loyalty oath. It can either be co-located with the EVC or be located at a different site.

#### 8.2.1 Communications

Communications are critical to the successful activation and coordination of responsibilities for managing volunteers. Parties that must communicate include the following:

- Within the jurisdiction, there must be communications between the EVC and the Emergency Operations Center (EOC). Typically, these will be located some distance apart.
- The EVC will need to communicate directly with other government agencies and NGOs regarding their needs for volunteers and any related issues.
- There should be communication between all cities and the Jurisdictional Area in regard to coordination between EVCs activated in various jurisdictions.

In the event that direct communications via telephone is not possible, the EVC will employ other methods of communication, for example:

- Fax
- E-mail
- Digital and voice radios
- Amateur radio operators
- Other radio services
- Runners

A Resource Directory with agency names and contact information will enhance the ability to communicate and should be prepared in advance.

### 8.2.2 Mutual Aid

The City of Cupertino Jurisdictional Area may request mutual aid from other jurisdictions for staffing and other resources to assist with volunteer management operations. Requests should be channeled through the EOC in accordance with this jurisdiction's mutual aid policies and procedures.

### 8.2.3 Risk Management

The City of Cupertino assumes responsibility for any volunteers working under its jurisdiction. Therefore, the role of the Volunteer Registration Station is critical for managing certain inherent risks. Potential volunteers should first be screened for suitability. Professional license verification and Department of Justice background checks may be necessary for some functions. As additional protection for the jurisdiction and the volunteers, it is strongly recommended that all volunteers involved in disaster-related activities under the direction of this jurisdiction be registered as Disaster Service Worker Volunteer Program (DSWVP) volunteers. A DSWVP volunteer must be deployed by his or her registering entity in order to be eligible for workers' compensation benefits if the DSW volunteer is injured while performing disaster-related activities. Under the guidelines of the DSW Volunteer Program, volunteers who are registered as DSWVP volunteers must be provided with adequate training and supervision. (See the Disaster Service Workers Volunteer Program section below for more details.)

Safety is an important component of risk management. Safety of all workers, volunteers and others must be addressed.

Due consideration must be given to the reduction and/or management of stress in the disaster work environment. Stress is an unavoidable component of disaster work. A plan that addresses staff work schedules, breaks, and accessibility to mental health services and Critical Incident Stress Debriefing should be implemented.

### 8.2.4 Disaster Service Worker Volunteer Program (DSWVP)

The DSWVP is a state funded program that provides workers' compensation benefits and medical compensation to registered DSW volunteers who are injured while performing disaster-related activities or

participating in pre-approved training or exercises. It also provides limited immunity from liability to political subdivisions or political entities as well as the DSW volunteer if a civil suit results from an act of good faith while the DSW was providing disaster-related services. Eligibility for the DSWVP is based on a volunteer's registration with an accredited Disaster Council in accordance with state law.

In order to establish eligibility for DSWVP benefits, the DSW must be registered prior to his or her deployment to participate in disaster-related activities, including pre-approved training. The only exception to the pre-registration requirement is an "impressed volunteer" who is directed or ordered to perform disaster-related duties by an authorized government employee. In addition to the pre-registration requirement, the DSW must be deployed or assigned to disaster-related activities by the registering authority. Under no circumstances is a self-deployed volunteer eligible for DSWVP benefits.

The State's laws and regulations governing the DSWVP specify the need to provide DSWs with adequate training and supervision. The registering authority is responsible for ensuring the disaster training is commensurate with the duties of the DSW. The registering authority may require the DSW volunteer to participate in training as a condition of remaining an active DSW volunteer.

### 8.3 AFFILIATED VOLUNTEERS

Citizen Corps has two modes of operation: "Training" and "Activation". When activated it will transition to the Activation mode and use the Incident Command System to operate. During Training mode, it will recruit, train, exercise, and maintain equipment to prepare for an emergency response.

#### 8.3.1 Activation

Auto or requested activation are the only modes in which Citizen Corps is authorized to respond for the City.

- **Auto Activation**  
Whenever a Citizen Corps member detects items falling off a shelf, caused by an earthquake, he or she should consider themselves activated. Citizen Corps is to follow their SOPs, taking care of self, family, and neighborhood and then reporting their status. ARK operations are initially at Level 3, following the ARK Activation Handbook. Specific standing orders and capabilities (see the table in section 11 below) have been approved by the City to facilitate an immediate response under the supervision of the Citizen Corps DOC. See Appendix K.
- **Requested Activations**  
Requested activations will be relayed to OEM or Citizen Corps Coordinator to start the planning process with the Citizen Corps leadership to develop the activation request and the Incident Action Plan (IAP)

Citizen Corps will follow the Requested Activation process to determine if and how Citizen Corps can best respond to the request. When field operations are authorized by the City, the scope and support will be established with the DOC.

#### 8.3.2 ARK Activation Levels

The transition from one activity to another is through three ARK Activation Levels:

- **Level 3–Zone Reporting**  
Responders start zone report collection; they attempt to contact the DOC to pass local status and for instructions either to proceed with Level 2 or an ICP, or to shut down Level 3 activities.
- **Level 2 – Zone Reporting with Communications**  
Responders have established communications with the DOC, continue to collect incident reports, and provide summary reports to the City.

- Level 1 – Full Activation, with DOC approval  
Responders sign in volunteers, continue collecting incident reports, develop an action plan, organize teams for the local zone response, and execute the action plan.

### 8.3.3 Notification

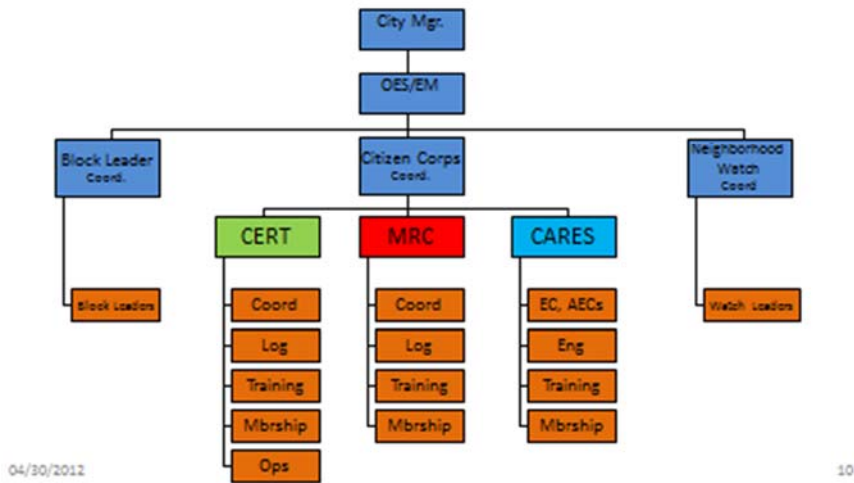
- During auto activation, CARES follows its resource net process. All other Citizen Corps volunteers should tune to 1670 AM if standard wired communications are not available.
- For other activations, Citizen Corps members will be notified per the City’s Crisis Communication Plan. The Citizen Corps Volunteer database is used to notify volunteers through the AlertSCC notification system.
- Upon activation, Citizen Corps members will be given an activation number and specific instructions to be followed while responding or participating in any activity.
- OEM Leadership Planning meeting

## 9 CCC Organization Charts

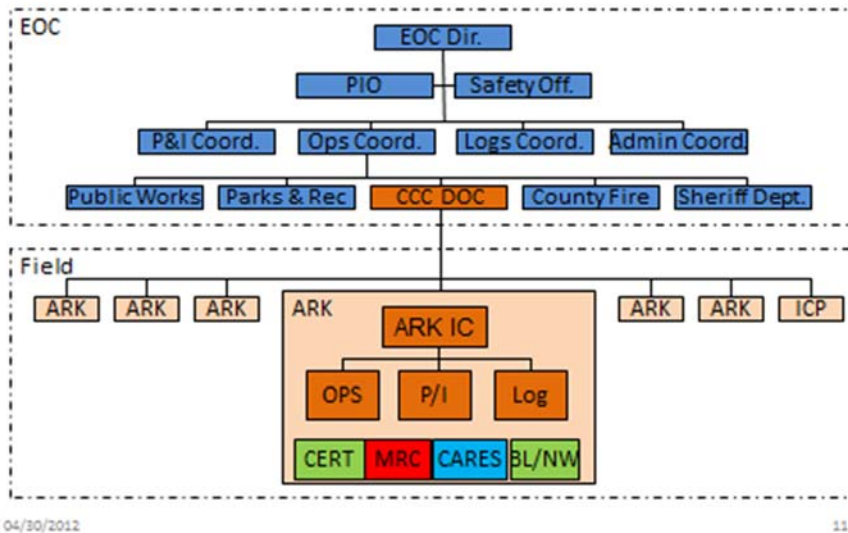
Citizen Corps works in one of two modes: training or activation.



### Citizen Corps Organization Training Mode



### Citizen Corps Organization Activation Mode



## 10 City of Cupertino Reporting Zones (ARKs)

The City is divided into six reporting zones strategically located to give all Cupertino residents, volunteers, and community members a predesignated location to report their status and to be able to receive information about current situation or actions after an emergency. These reporting zones have a specific central location (known as an ARK, which may be, for example a shipping container or a garage) that is pre-staged with supplies used by Citizen Corps Volunteers to support their activities. Staffing for the ARKs is entirely dependent on the availability of trained Citizen Corps members. Citizen Corps' response has three levels based on staffing and explained in the ARK Activation Guide book.

The primary function of an ARK is to be the “disaster communication link” between the local community and the City, acting as an information exchange point about existing local hazards and available disaster services. When authorized by the EOC, the ARK can coordinate the local neighborhood response.

The six (6) Cupertino ARKs support two specific activities:

- *Zone Reporting* is for collecting local status and incident reports, and acting as a conduit for passing information from the City to the community.
- *Incident Command Posts (ICP)* is coordinating and assisting with the local neighborhood response.

The transition from a *Zone Reporting activity* to an *ICP activity* is authorized by the CCC DOC, and depends on the type of the emergency, the needs of the community, and the availability of volunteers. The DOC will determine whether each ARK proceeds with setting up an ICP.

### 10.1 ACCESS TO ARKS

ARKs may be accessed for the following purposes:

- Inventory
- Exercise/Training
- Maintenance
- Authorized emergency response

## 11 Operations – Capabilities / Competencies

Citizen Corps maintains, trains, exercises to City authorized capabilities and competencies. All of these capabilities and competencies are based on best practices and authorized by the Disaster Council. Appendix A describes how and when the City can expect Citizen Corps to perform in an emergency and requested activities.



## 12 Training Program and Requirements

The Citizen Corps Steering Committee is organized to plan Citizen Corps activities, trainings, exercises and prioritize. This Committee meets monthly. See Appendix I.

The Disaster Council meets once every quarter to review and authorize the DSWVP volunteer training and exercise calendar for the upcoming quarter. This calendar includes:

- Exercises
- Training
- Meetings
- Maintenance, etc.

Citizen Corps has developed a training activity so that every volunteer knows their role and how everyone will be trained to be sure they can safely participate with direct supervision.

- Orientation to Citizen Corps
- Branch orientation training
- Operations of each capability as well as Just in Time training

### 12.1 CUPERTINO CITIZEN CORP MEMBER TRAININGS

To maintain a trained Citizen Corps response team, training has been developed for all members, as outlined in Appendix I. Below are the required trainings for all Citizen Corps responders.

## 13 Evaluation/Measurement of Volunteer Program

### 13.1 AFFILIATED

Every quarter the Citizen Corps Presents a report to the Disaster Council. This report provides data measurements, significant activities, activations, calendar of upcoming events.

Steering Committee determines which capabilities need to be developed, updated, trained and exercised. We use a Corrective Action Process to track identified capabilities progress.

Recognition of volunteer activities is very important to the volunteer and to the City management and Council.

- We participate in the annual Emergency Management Association Volunteer Awards
- Periodically, we will use City Proclamations for recognition
- Monthly meetings are used to recognize individual/team contributions

### 13.2 UNAFFILIATED

None

## 14 Asset/Inventory Management

Citizen Corps has a number of assets and inventory to support the Citizen Corps response. Maintenance of emergency supplies has been identified as an essential service. Funding for these supplies has been supported by OEM general fund and any special purchase would be done through a specific approved budget item. See Appendix J.

## 15 TERMS

ARES	Amateur Radio Emergency Service
ARK	City-owned shipping containers located throughout the city that are stocked with emergency supplies to support a field-based ICS field response. ARK is staffed by Citizen Corps.
CAL Fire	The California Department of Forestry and Fire Protection (CAL FIRE) is an emergency response and resource protection department. CAL FIRE protects lives, property and natural resources from fire; responds to emergencies of all types, and protects and preserves timberlands, wildlands, and urban forests.
CARES	Cupertino Amateur Radio Emergency Service; provides backup and emergency communications to the City.
CCC	Cupertino Citizen Corps; the Cupertino OEM designation for the volunteer pool made up of members from Cupertino ARES, CERT, and MRC.
CCNS	Cupertino Community Notification System
CERT	Community Emergency Response Team
CESA	California Emergency Services Association
Comm 469	City of Cupertino Public Safety Communications Vehicle #469
CuSD	Cupertino Sanitary District
CUSD	Cupertino Union School District
DOC	Departmental Operation Center
DPW	Department of Public Works
DSW	Disaster Service Worker
DSWVP	Disaster Service Workers Volunteer Program
EAP	Emergency Action Plan, the City's action plan for each operational period
EAS	Emergency Alert System
EM	Cupertino's Emergency Manager
EOC	Emergency Operations Center; the central command and control facility responsible for carrying out the principles of emergency management, or disaster management functions at a strategic level in an emergency situation, and ensuring the continuity of operation of the City.
EOP	Emergency Operations Plan. The document that describes the methods, procedures, and authority for coordinating resources and personnel of a jurisdiction in responding to disasters.
EVC	Emergency Volunteer Center
FCC	Federal Communication Commission

FEMA	Federal Emergency Management Agency
HHS	U.S. Department of Health and Human Services
IAP	Incident Action Plan, field action plan for each operational period, to be signed off by EOC before Implementation
ICP	Incident Command Post. A temporary physical location used for the purpose of on-scene incident command and management at the tactical level.
ICS	Incident Command System. A people management system with clearly defined roles and functions, and with attributes or system features that are flexible and adaptable to both large and small incidents and events.
ISO	Information Security Officer
MOU	Memorandum of Understanding
MRC	Medical Reserve Corps
NGO	Non-Governmental Organization
NIMS	National Incident Management System; Federally mandated method of managing emergencies adapted from California's SEMS.
NWS	National Weather Service, an organization within the National Oceanic and Atmospheric Administration (NOAA).
OES	Office of Emergency Services
PIO	Public Information Officer. Serves as the coordinator and clearinghouse of information to the public and the media.
SAR	Search and Rescue
SEMS	Standardized Emergency Management System; California's system for managing responses to multi-agency and multi-jurisdictional emergencies which includes the Incident Command System, Unified Command and the OpArea concept.
SJWC	San Jose Water Company
SOP	Standard Operating Procedures
VOAD	Volunteer Organizations Active in Disasters