Skilled Nursing Facility (SNF) Communications Exercise Drill Prep

May 1, 2025
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CARES mission

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

Topics for tonight

1. Earthquake Response Plan, Day 2

2. SCC PHD Process Recap

3. Drill introduction – what's the plan?
   - Our 17 May scenario
   - Process
   - Message Passing

Earthquake Response Plan, Day 1

The day an earthquake occurs, what's our plan?

1. Take care of yourself, family, surroundings

2. Determine your Mike-Mike report number

3. Check into the CARES net, pass your Mike-Mike results, available?

4. Windshield Survey Area (WSA) assessment

5. Infrastructure Safety Assessment

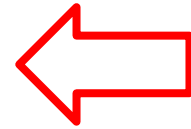6. ARK L2 activation, Fire Stations, Incident Reporting (911)

Earthquake Response Plan, Day 2

The day after an earthquake occurs, what's our plan?

1. It depends:

    1. More ARK L2 activation, Fire Stations, Field Incident Reporting (911)?

    2. CCC requests support for ARK L1 ICP activation?

    3. SCC requests support for Skilled Nursing Facilities?

SCC PHD Surge Process Recap

- **SNF – Skilled Nursing Facilities:** provides inpatient rehabilitation and medical treatment for individuals recovering from illness, injury, or surgery.

- **AHF – Allied Health Facilities:** a term used by SCC PHD to describe the Skilled Nursing Facilities (SNFs) with whom they coordinate.

- **Surge – Healthcare Surge:** an overwhelming increase in demand for medical care arising out of an emergency event… (*and patients "surge" to hospitals*).

- **Surge Strategy:** the intent is to free up hospital beds by transferring less-critical hospital patients to available beds at Skilled Nursing Facilities.

How the PHD process works

1. A Healthcare Surge occurs.

2. Hospitals monitor capacity and identifies transfer candidates.

3. SNFs assess bed availability.

4. Hospitals and SNFs coordinate patient transfers to SNFs.

5. Ensures compliance with regulatory requirements.

6. Post-transfer follow-up.

All this while maintaining quality care for those transferred to SNFs.

PHD Coordination & Communications Plan

- If commercial communications methods are working, then use conference calls and teleconferences.

- If commercial communications methods fail, then use amateur radio.

For ARES/RACES, this is where we come in

Cupertino ARES/RACES

Drill Prep

1. What's the plan?

2. Our 17 May scenario

3. Drill Objectives

4. Message Passing

Cupertino ARES/RACES

SNF Communications Exercise
The Scenario

*** THIS IS DRILL TRAFFIC ***

Day 1, Friday 16-May , 12:25. 7.2 earthquake occurs on the Hayward Fault, about 2 miles south of Fremont, and shakes the Bay Area. There is considerable damage, moderate to heavy damage.

Friday, 13:00. CARES Opens the emergency net, reports a MM 6 to the city and County, deploys C469 to the EOC, Initiates the ISA and Windshield Survey. Due to rush-hour traffic, it takes the rest of the day to complete.

Friday, 18:00. Commercial communications is expected to be unreliable or unavailable for the next 2 days. County EOC requests all city ARES/ RACES teams to staff local Skilled Nursing Facilities tomorrow.

Friday, 20:00. CCC DOC directs us to stand down for the night.

Day 2, Saturday 17-May, 08:30. CARES opens the emergency net, opens staging, and readies the day's assignments.

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Earthquake Response Plan, Day 2

The day after an earthquake occurs, what's our plan?

1. It depends:

    1. More ARK L2 activation, Fire Stations, Field Incident Reporting (911)

    2. CCC requests support for ARK L1 ICP activation

    3. SCC requests support for Skilled Nursing Facilities

Cupertino ARES/RACES

SNF Communications Exercise
17 May 2025

Objectives

1. The CARES Emergency net is managed per our standard operating procedures.

2. Pass voice messages from CARES field teams to the Cupertino EOC.

3. Pass PackItForms from CARES field teams to County and Cupertino EOC.

4. The CARES Demob Process is performed for all responders.

SNF Communications Exercise
17 May 2025

Concept

1. This drill will occur over 3- to 4-hours on Saturday 17-May-2025.

2. CARES field assignments are based on the IAP/ICS 204 Assignment List and CARES resource availability.

3. CARES responders deploy to the four SNFs in Cupertino.

4. CARES responders will also deploy to 'simulated' SNF locations to ensure all CARES members have this message-passing opportunity.

5. Field message traffic will be based on time-triggered scripted messages and simulated interactions with the outside world.

6. Messages will include a variety of SCC PackItForms including the DEOC-9 Allied Health Facility Status, and informal messages.

7. County RACES will send messages to Cupertino SNF stations.

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The details

1. Where are the assignments?

2. What are the teams?

3. Messages by packet

4. Messages by voice

5. Working with County EOC

6. Working with your Skilled Nursing Facility

Where are the assignments?

Actual Skilled Nursing Facilities

1. The Forum at Rancho San Antonio
2. Sunny View Retirement Community
3. Cupertino Healthcare and Wellness
4. Marianist Center Retirement

Simulated Skilled Nursing Facilities

5. Bedside Manor Senior Care (Cupertino Senior Center)
6. Green Acres Retirement Community (Quinlan Center)
7. Harmony Haven Senior Living (Creekside Park)
8. Golden Years Senior Residence (City Hall breezeway?)
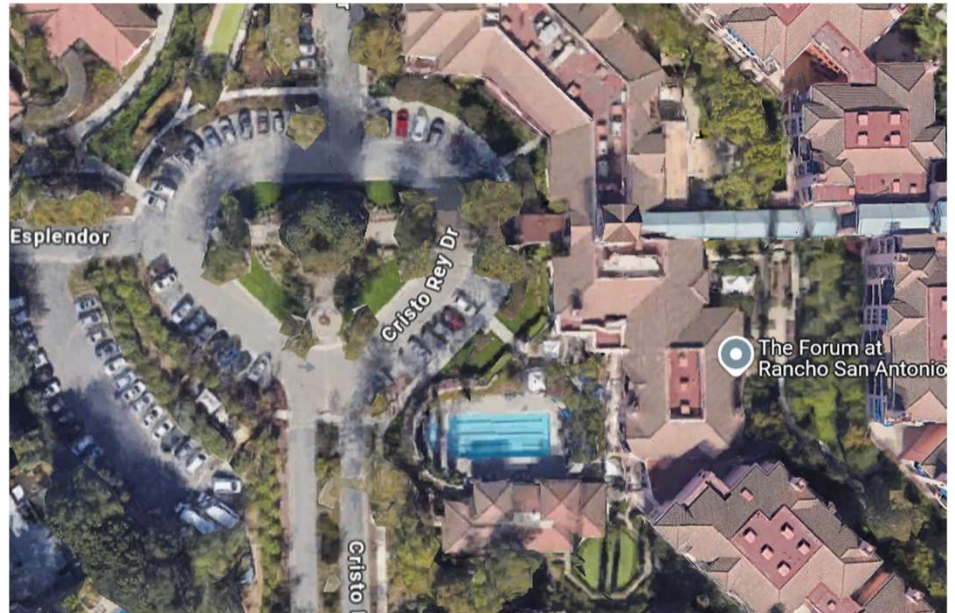9. Others to be added as needed

Cupertino ARES/RACES

Cupertino SNF Site

The Forum at Rancho San Antonio

- Over 500 residents made up of
  - Independent Living
  - Assisted Living
  - Memory Care
  - Skilled Nursing
  - Rehab

- Response Plan
  - Resident CARES on-site members will cover this assignment.
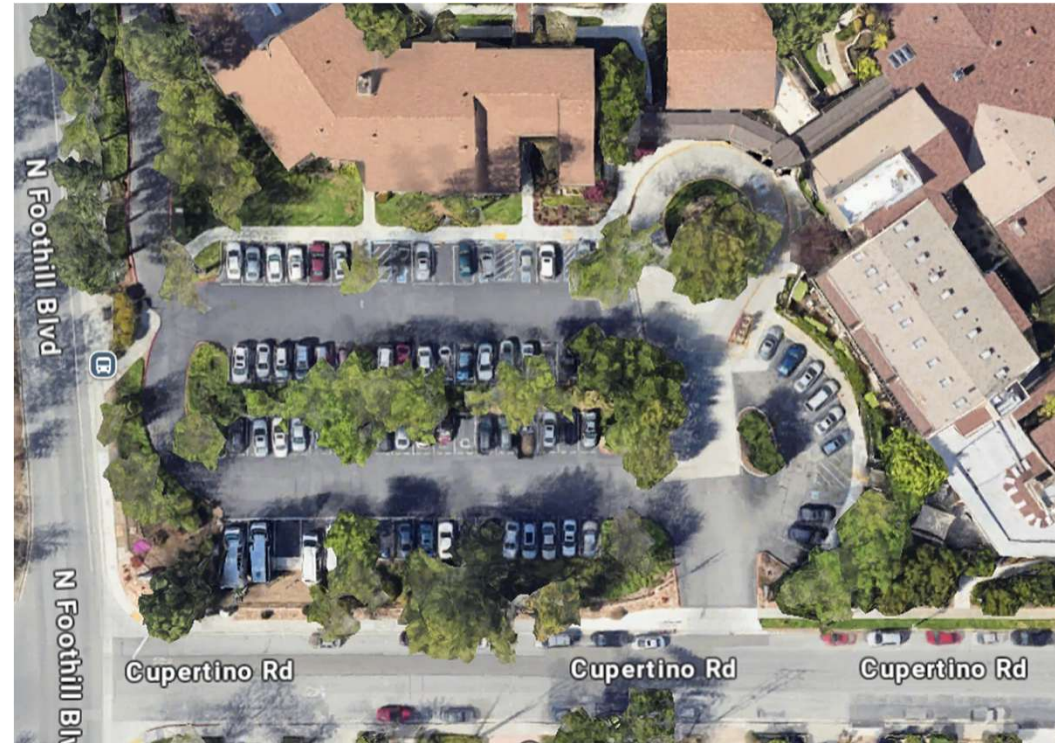 - CARES members operate from a station set up in a common room off the main lobby.

Cupertino SNF Site
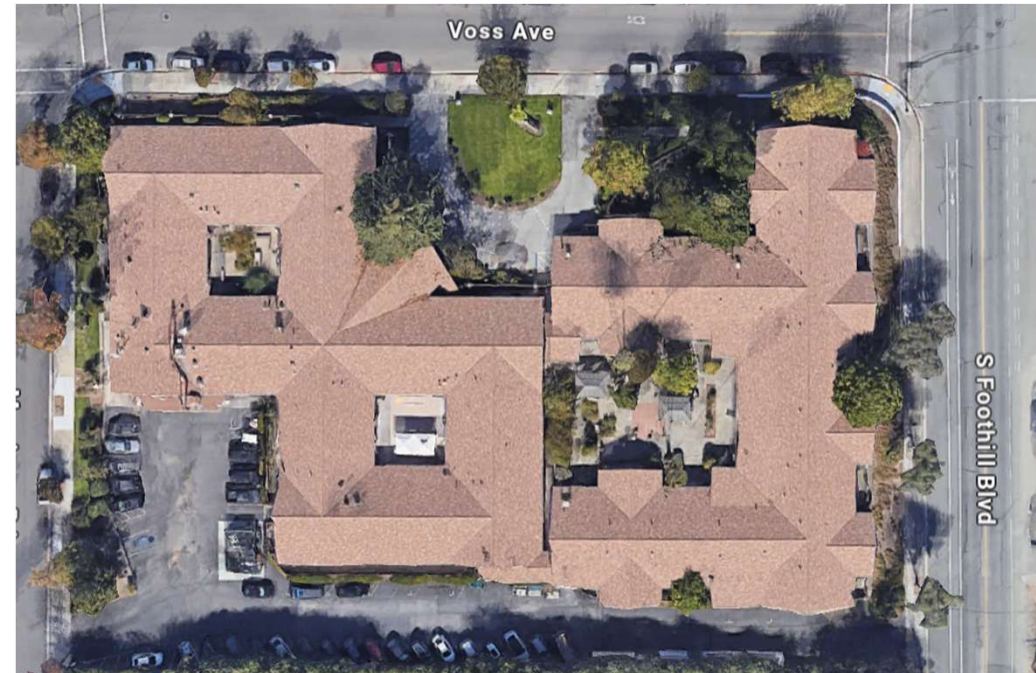
Sunny View Retirement Community

- Over 200 residents made up of
  - Independent Living
  - Assisted Living
  - Memory Care
  - Skilled Nursing

- Response Plan:
  - Resident CARES on-site members will cover this assignment.
  - CARES responders will deploy with their own equipment to support the facility.

Cupertino SNF Site

Cupertino Healthcare and Wellness

- 170 licensed beds

- A long-term care facility providing skilled nursing, rehabilitation, and other specialized care.

- 22590 Voss Ave
  Cupertino, CA 95014

- Response Plan
  - Currently UNDEFINED.
  - May need to set up at Monta Vista Park across the street.
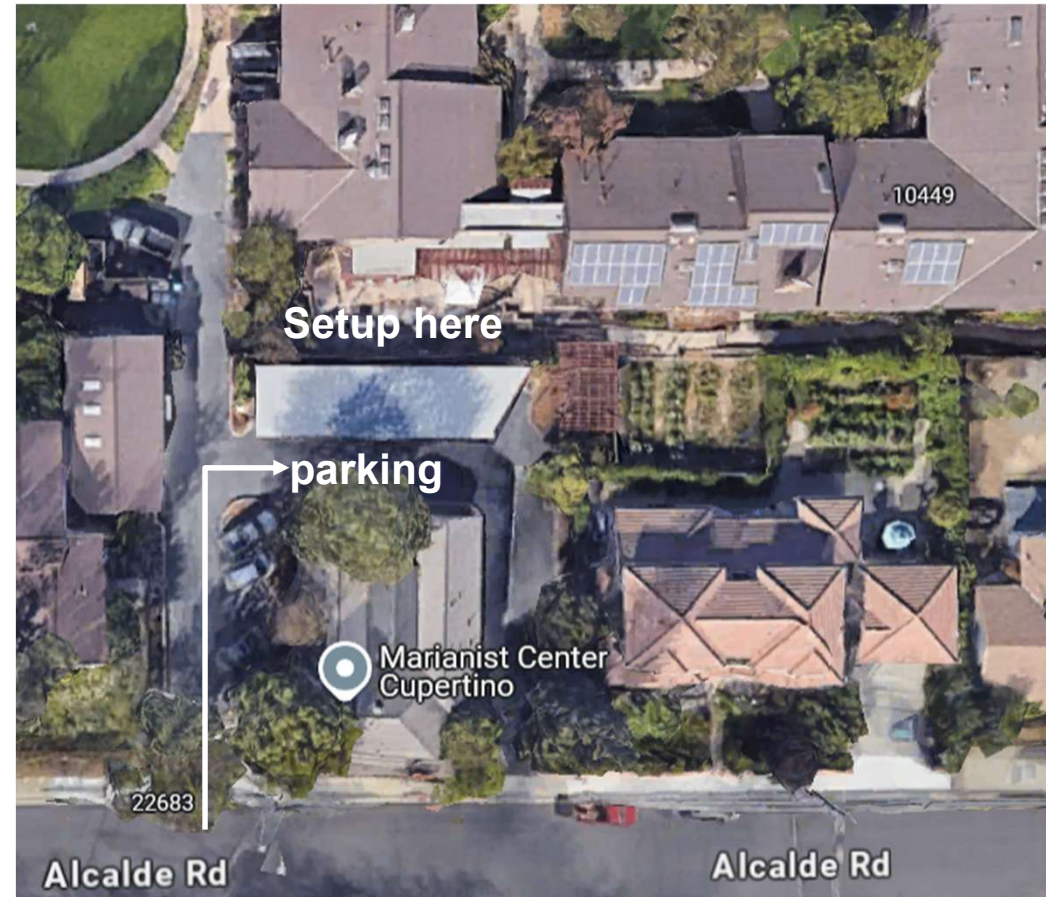 - Details on TABLE AND CHAIR support is pending.

Cupertino SNF Site

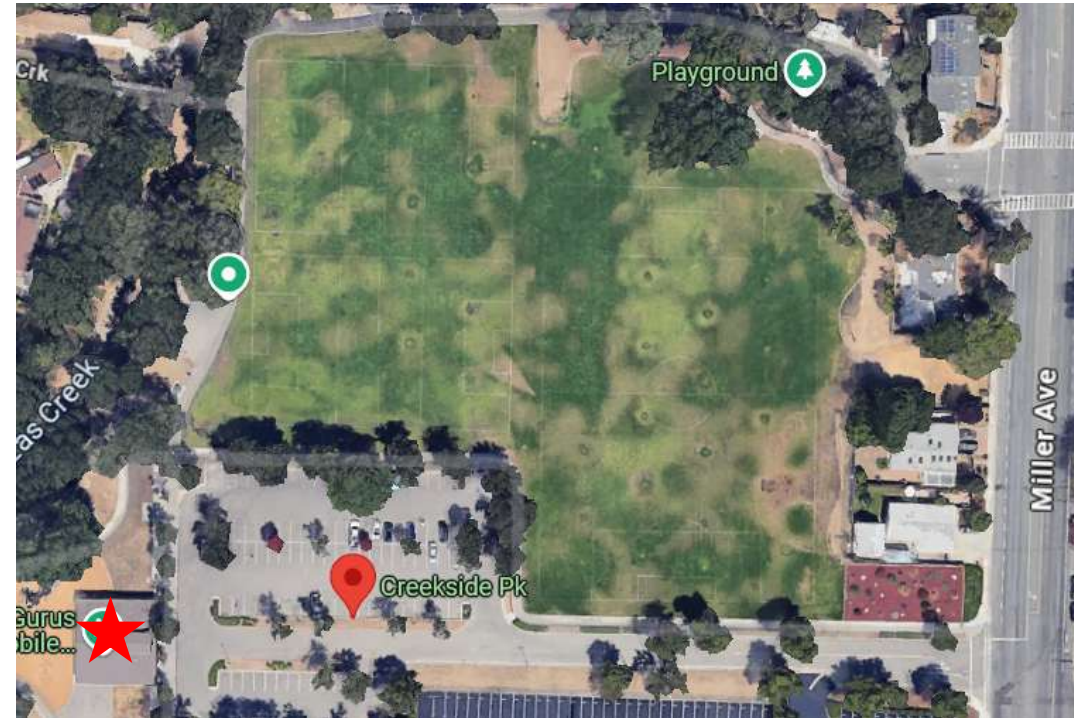**Marianist Center Retirement**

- provides care for about 40 retired Marianists (a religious order) includes

  - Independent living

  - Assisted living

  - Hospice care

  - Physical therapy

- 22683 Alcalde Rd Cupertino, CA 95014

- Response Plan:

  - CARES deploys field team, sets up outside on the patio.

Cupertino SNF Site (Simulated)

Bedside Manor Senior Care (Sim…)

- Over 200 residents made up of
  - Assisted Living
  - Skilled Nursing

- Creekside Park
  10455 Miller Ave
  Cupertino, CA 95014

- Response Plan:
  - Field responders will deploy to set up at the open pavilion (⭐) at the end of the parking lot.
  - Details on TABLE AND CHAIR support is pending.

Cupertino SNF Site (Simulated)

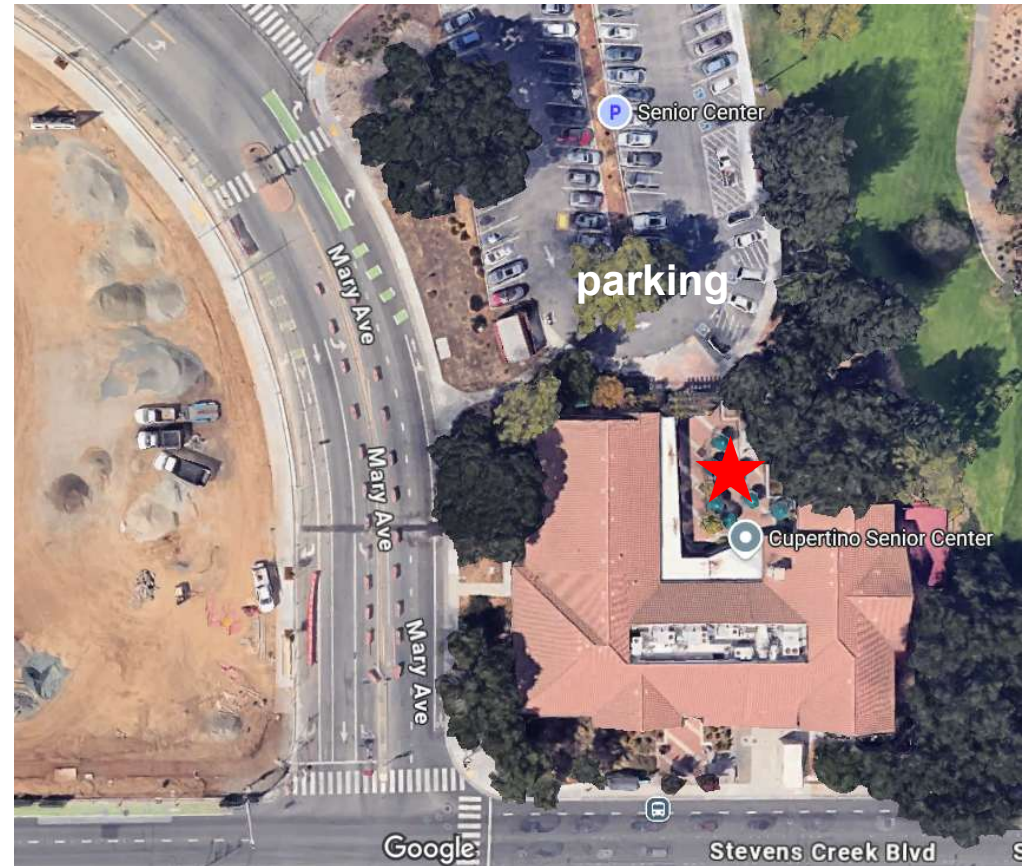**Green Acres Retirement (Sim…)**

- Over 175 residents made up of
  - Assisted Living
  - Skilled Nursing

- Quinlan Center
  10185 N Stelling Rd
  Cupertino, CA 95014

- Response Plan:
  - Park behind Quinlan Center
  - Setup under the trees (★) next to the parking lot.
  - Details on TABLE AND CHAIR support is pending.

Cupertino SNF Site (Simulated)

Harmony Haven Senior Care (Sim…)

- Over 125 residents made up of
  - Assisted Living
  - Skilled Nursing

- Cupertino Senior Center
  21251 Stevens Creek Blvd
  Cupertino, CA 95014

- Response Plan:
  - Entrance is off Mary Ave.
  - Park behind the Senior Center.
  - Setup at the tables (⭐) outside of the Senior Center.
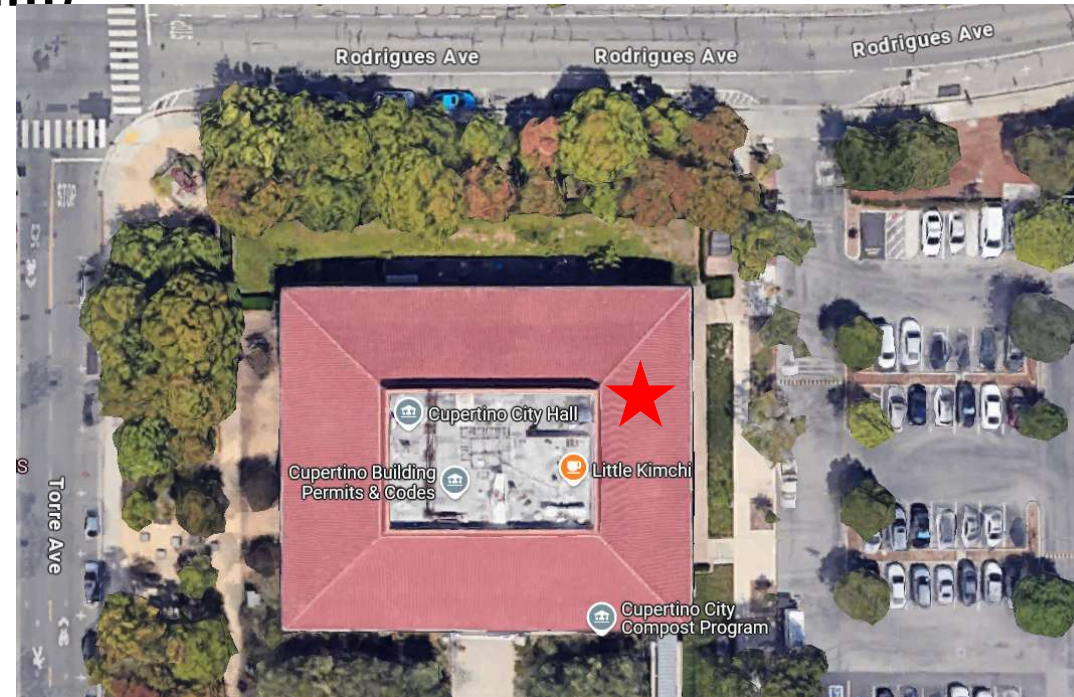
Cupertino ARES/RACES

Cupertino SNF Site (Simulated)

Golden Years Senior Residence (Sim...)

- Over 225 residents made up of
  - Assisted Living
  - Skilled Nursing

- City Hall Porch
  10300 Torre Ave
  Cupertino, CA 95014

- Response Plan:
  - This is at City Hall on the patio.
  - Set up outside on the porch walkway around the building.
  - See the C469 staff for tables and chairs.

Field Teams at SNFs

Each field team will consist of the following:

1. **Packet Operator**

   - Standard field deployment and packet Go-kit.

   - Full packet kit with power for 2 hours of operation.

   - Latest SCC Packet Installer with all packet forms.

2. **Voice Operator**

   - Standard field deployment Go-kit.

   - HT or mobile radio programmed for TAC 3.

   - External antenna (mag mount, mast antenna, or roll-up j-pole).

Packet Message Passing

Messages

1. Standard Check-in, Check-out messages

2. DEOC-9 Allied Health Facility Status form

3. SCC ICS 213RR Resource Request form

4. ICS 213 Message form

5. Possibly other plain text messages

6. Possibly receive some inquiries or status messages from Cupertino EOC

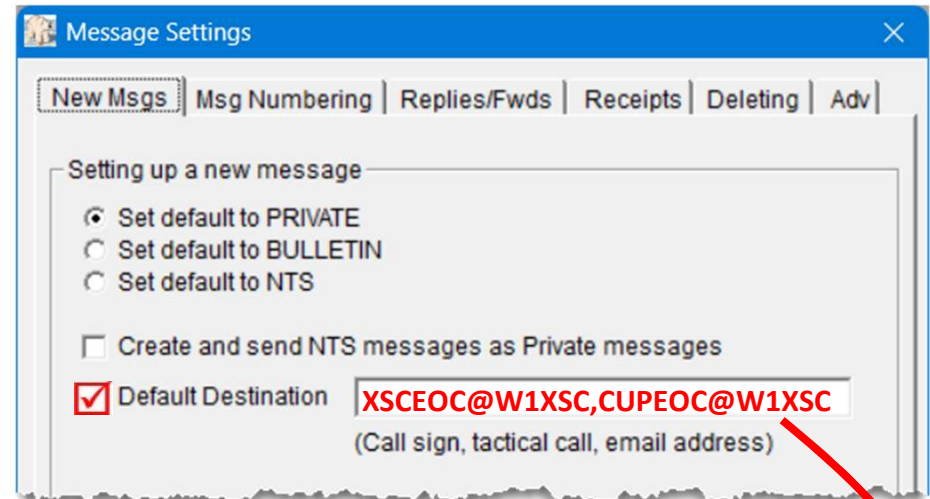7. *All packet messages from the field should be sent to both <u>County EOC</u> and <u>Cupertino EOC</u>*

Cupertino ARES/RACES

Packet Message Addressing

hint!

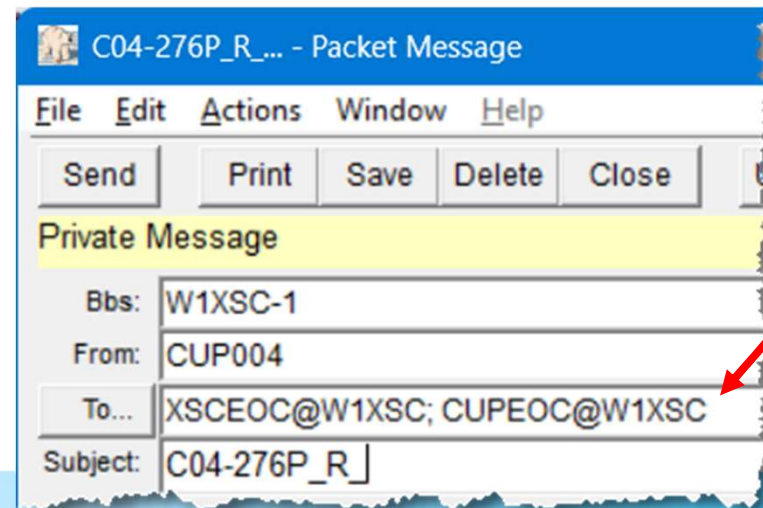## Auto-set the *Destination Address*

1. In Outpost: **Tools** > **Message Settings**

2. Check the "Default Destination" box

3. Fill in the 2 addresses…
   XSCEOC@W1XSC,CUPEOC@W1XSC

4. Press **OK** to save.

Message Settings ✕

| New Msgs | Msg Numbering | Replies/Fwds | Receipts | Deleting | Adv |

Setting up a new message
- ⦿ Set default to PRIVATE
- ○ Set default to BULLETIN
- ○ Set default to NTS

☐ Create and send NTS messages as Private messages

☑ Default Destination XSCEOC@W1XSC,CUPEOC@W1XSC
(Call sign, tactical call, email address)

Use the Default Destination Addresses

1. For PackItForm and Plain Text:
   the **To:** addresses are automatically added when the message is created

NOTE: The **To:** field can be updated any time before sending.

C04-276P_R_... - Packet Message

File Edit Actions Window Help

Send   Print   Save   Delete   Close

Private Message

Bbs: W1XSC-1
From: CUP004
To... XSCEOC@W1XSC; CUPEOC@W1XSC
Subject: C04-276P_R_

Cupertino ARES/RACES

Where will packet messages come from?

1. During an activation, a staff member should hand you a message send. Before they walk away, check all forms for completeness and correctness.

2. For this exercise, you will have an inject message package that includes:

    i.   General situation

    ii. Packet station instructions

    iii. Scenario injects with messages and forms, and timing guidelines.

    iv. You set the message timing!

5. Respond to all other packet message
6. Note the Time now (HH:MM). Next to e the time of the last message to identify

TIME NOW: _____09:43_____

SEND TIME	Message
09:43	1. Check in now!
+20m _10:03_	2. The AHF Supply Manager ha it.
+20m _10:23_	3. The AHF Care Center Directo form with her Damage Asses send it.
+20m _10:43_	4. The AHF Head Nurse drops o the SCC PHD. She says she w it and send it.

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Voice Message Passing

Messages

1. All messages will be passed as Informal Messages.

2. *All voice messages from the field should be sent to <u>Cupertino EOC</u>.*

3. Standard Check-in, Check-out

4. Plain text messages

5. Receive "all station" messages from Cupertino EOC.

6. What is Informal Messages?
   - info to send to a 3rd party that we originate or are informal inquires from others
   - some may not need to be written if short and simple and can be sent immediately
   - the message basics of composing and sending the message are the same
   - must be logged on your ICS-309. Even the oral messages.

Where will voice messages come from?

1. During an activation, "someone" may walk to you and ask you a simple question or tell you something that is worth sharing with the EOC.

2. For this exercise, you will have an inject message packet that includes:

   i. General situation

   ii. Your operational details

   iii. Scenario injects with messages and forms, and timing guidelines.

   iv. You set the message timing!

TIME NOW: ___09:44___	
SEND TIME	Message
09:44	1. Check in now!
+20m __10:04__	2. **N08:** Staff report the parking but security has increased p broader outage.
+20m __10:24__	3. **N31:** A non-staff individual clai access to the facility. Staff turr Can we get the sheriff out here
10:44	4. **N40:** Staff asking about update still required for visitors?

Cupertino ARES/RACES

Voice Message Passing

Field Communications Handbook

Cupertino ARES/RACES

April 2025

The Field Communications Handbook
is updated, on the CARES Website, here…

https://www.cupertinoares.org
> Docs and References
> Field References
> Message Handling

Big changes:

1. Updates to county repeater frequencies

2. Updates to field responder process

3. Updates to informal message passing

4. Replaces ALT911 with Incident Reporting (911) form

5. Replaces COES ICS 213 Short Form with SCC ICS 213 Message form

6. Other general updates and corrections

Voice Message Passing
Informal Message Passing

Taking a look…

- Pg 7: Checklist – Field Responder

- Pg 15: Message Passing – Informal message

- Pg 26: Informal Ad Hoc Message Forms (Form "1")

Field Communications Handbook

Cupertino ARES/RACES

April 2025

Interacting with County RACES

- County RACES is running a quarterly drill on 17-May from 10:00a to 12:00p

- Packet

  - All packet message traffic goes to both XSCEOC and CUPEOC

  - XSCEOC will receive your SCC PHD-related packet messages

  - XSCEOC will send to SNFs all SCC PHD-related packet messages

- Voice

  - No Cupertino Field to County voice traffic is expected

  - All voice message traffic is to the Cupertino EOC

Interacting with your local SNF

- *"Real"* Skilled Nursing Facilities
    - Interactions will be minimum of any.
    - But Care Center Staff has been invited to stop by to check out what you are doing.
    - Weekend staffing levels will limit their participation.
    - They have been invited to fill out ICS 213RR, DEOC-9 a head of time so you get to pass real traffic.
    - If you have a printer, share with them the submitted and received messages.

- Simulated
    - Your message script is the extent of your interaction.

Cupertino ARES/RACES

Timeline
Earthquake Exercise

Saturday, 17 May

- 07:30 Retrieve C469, proceed to EOC, set up

- 08:15 CARES members show up and check-in at the EOC

- 08:30 Safety Briefing

- 08:50 All field assignments are made
  CARES Net is opened, responders check in

- 09:45 All field responders are at their assignments

- 11:15 Secure all Field Teams, return to the EOC

- 11:45 Demob complete, end of exercise

- 13:00 C469 is secured

- Timing to be finalized as we get closer to the event.

Cupertino ARES/RACES

Get Ready! What you can do now

1. Review the 2025 ***CARES Field Communicator Handbook*** for passing voice messages
   …ebook version: https://www.cupertinoares.org/docs/FieldCommOps-ebook.pdf

2. Brush up on your Packet skills:

   ✓ Weekly Packet practice, https://wpp.scc-ares-races.org/

   ✓ Run through the Packet Refresher from 3-May thru 12-May
     https://www.cupertinoares.org/docs/SCCo_Packet_3A_Exercises.pdf

3. Sign up on the SCC RACES Website for
   Cupertino Skilled Nursing Facility Communications Exercise

Thank you

Any Questions?