



Cupertino Citizen Corps Department Operations Center Standard Operating Guidelines



CUPERTINO



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1 Purpose

This document provides the Citizen Corps Department Operations Center (DOC) operations document defining the organization, authority to effectively manage and supervise Citizen Corps all field operations during an emergency or requested activation. Trained affiliated DSWVP volunteers are the eyes and ears for Cupertino in the event of an emergency response.

The Citizen Corps is comprised of three units, Cupertino Armature Radio Emergency Services (CARES), Community Emergency Response Team (CERT), Medical Reserve Corps (MRC) working together to provide the needed specialties to safely manage Cupertino's community emergency response.

To manage these Citizen Corps resources in an emergency, we will use a Department Operations Center (D.O.C.) which will be the interface to the Emergency Operations Center, Operations Section or Management Section as specific emergency evolves. All Citizen Corps training, maintenance, response activities are all authorized and follow pre-agreed upon standards and work instructions.

2 Citizen Corps Mission Statements

2.1 Citizen Corps

"The Cupertino Citizen Corps (CCC) maintains readiness by recruiting volunteers, undergoing continued training and providing outreach to the community regarding disaster preparedness.

During a disaster, the primary function of the CCC is to provide information about existing hazards within the community and the disaster impact on critical infrastructure, key resources and neighborhoods. The CCC will provide trained volunteers to assist in public safety by communicating situation status, administering first aid, keeping people out of unsafe areas and performing light search and rescue, in coordination with other public safety agencies."

2.2 Department Operations Center (D.O.C.)

Work with in the Volunteer Management Annex

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

- Establish processes to coordinate between CERT, MRC, CARES, following State DSWVP guidelines and City Emergency Action Plan (EAP)
- Optimize resource allocation, logistics support with field units

Point of contact for field situation status Coordinate with other responding agencies

- Have the Citizen Corps represented in the Cupertino EOC Operations Section, along with the other responding agencies
- Establish a communication link between field operations and EOC
- Make the Citizen Corps compatible with the overall disaster response organization
- Activation upon request by EOC, making the Citizen Corps a deployable response organization

2.3 Cupertino Amateur Radio Emergency Service

The purpose of the Cupertino Amateur Radio Emergency Service (CARES) Standard Operating Procedure (SOP) is to describe how CARES will operate in an emergency to support the City of Cupertino, other identified local agencies, and city neighborhoods.

2.4 Community Emergency Response Team

Community Emergency Response Team (CERT) volunteers are trained and drilled in basic disaster response skills, such as fire safety, light search and rescue, team organization and disaster medical response which may impact Cupertino.

CERT members can assist others in the neighborhood or workplace immediately following an event when emergency responders may not be immediately available to help. CERT also helps educate the public about disaster preparedness for hazards through outreach events

2.5 Medical Reserve Corps

The mission of the Medical Reserve Corps (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.

3 Citizen Corps Responsibilities

- Your Safety is #1
- Always work with a Buddy
- Only do what you have been trained to do and what you feel comfortable doing!
- Wear personal protective equipment (Hard hat, goggles, mask, leather gloves, vest, sturdy shoes)
- Think and size up the scene before acting
- Hazardous materials means stay uphill, upwind and upstream
- Provide the greatest good for the greatest number of people
- Use your creativity to adapt, improvise and overcome

4 Concept of Operations

Citizen Corps concept and coordination through the Department Operations Center (DOC)

4.1 Citizen Corps DOC Manager

Roles and Responsibilities:

- DSWVP supervisor of all field activities
- Auto Activation as soon as possible make radio contact with CARES for Mike-Mike and make contact with Emergency Services Coordinator and develops response plan
- Manages resources: personnel, material, facilities
- Stays in direct communication with ICPs and relays status to appropriate EOC positions
- EAP and IAP alignment during operations
- DSWVP and City Insurance requirements and processing
- Determine Activation Levels, maintain staffing
- DOC is the last Citizen Corps unit to demobilize
- Responsible for After Action Report and Corrective Action Plan
- Is responsible for overall Citizen Corps Safety and security
- Staff EOC Citizen Corps position in the Operations section for planning and Liaison
- Staff DOC support as needed

4.2 Citizen Corps EOC Operations Section Representative:

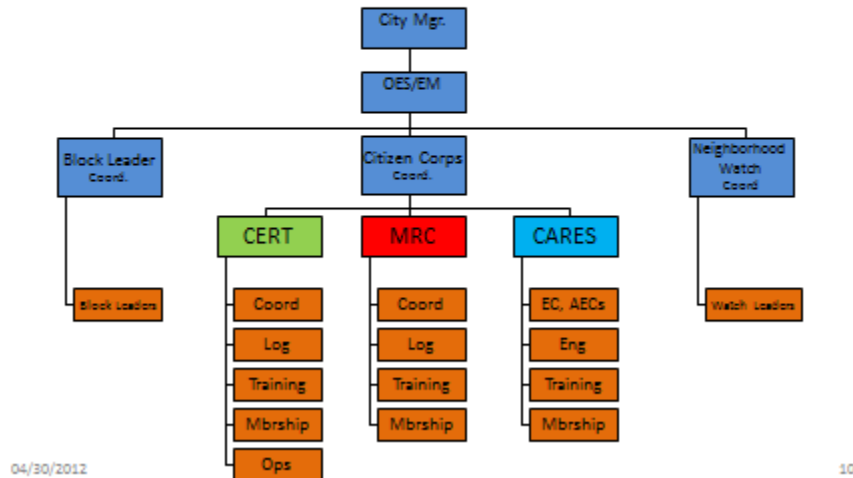
- Roles and Responsibilities:
- Represent the Citizen Corps in the EOC; participate in planning meetings
- Develop the Incident Action Plan
- Establish Communication link:
 - Monitor 911 traffic
 - Situation reports to and from the EOC
 - Resource requests from ICPs to the EOC
 - Feedback and action requests from the EOC (Forward to DOC Manager)

5 Citizen Corps Organizational Structure

5.1 Training Mode



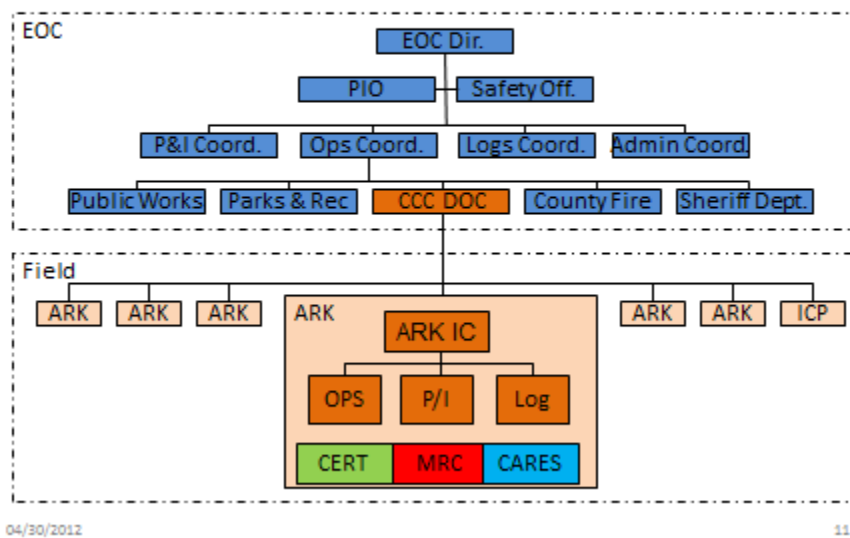
Citizen Corps Organization Training Mode



5.2 Activation Mode: update org chart with BL & NW



Citizen Corps Organization Activation Mode



6 Authority for Citizen Corps Activities

Cupertino City has developed the Emergency Volunteer role to become the first responders with trained volunteers and 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 that have been trained to a standard.

7 Activation

Auto or requested activation is the only mode Citizen Corps is authorized to respond for the City.

Auto-activation: Whenever a Citizen Corps member detects items falling off their shelf as caused by an earthquake, they should consider themselves activated. Citizen Corps is to follow their SOPs, taking care of self, family, and neighborhood and then report their status. ARK operations are initially Level 3 following the ARK Activation Handbook.

Requested activations will be relayed to OES/Citizen Corps Coordinator to start the planning process with the Citizen Corps Leadership to develop the Activation request and the Incident Action Plan (IAP)

Public	Support	Assessments	Medical			
	Time Hours estimate					
Auto Activation Event	1	2	3	4	5	6+
Check Family, home, neighborhood						
		EOC /ICP Comm Support	Alt Comm Response Plan			
	CARES Mike Mike					

		PSA CARES				
	Cit Corps DOC					
			FLA, HLA CARES, CERT			
					ISA CARES	
	LEVEL 1 ARK	LEVEL 2 ARK				
	Neighborhoods Safety Assessments then report to ARK CARES, CERT, MRC, Block Leaders, NW		Neighborhood Damage Assessment, CARES, CERT, MRC			
		Alt911 Field Call Taking				
			ARK Level 3			
			Neighborhood Safety Assessments , Damage Assessments ,			
				Medical Treatment Area		

7.1 ARK Activation Levels

The transition from one activity to another is through three ARK Activation Levels will be authorized through the DOC.

1. **Level 3–Zone Reporting.** Responders start zone report collection; they attempt to contact the DOC to pass local status and for instructions to proceed with Level 2 or an ICP, or shut down Level 1 activities.
2. **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.

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

7.2 Requested activations

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 supported will be established with the D.O.C.

7.3 Activation Notification

7.3.1 Auto Activation

All Citizen Corps are activated after an earthquake when items fall off of your shelves.

- CARES follows resource net process all others tune into 1670 AM if standard communications are not available.
 - Mike Mike Report will begin with CARES and Citizen Corps via radio. The CARES Shift Supervisor will give the City's Mike Mike Report to DOC, then deciding to do Preliminary Safety Assessment (PSA) or not. DOC will make contact with the ESC and advise if PSA is started. EOC activation decision will be made by ESC and relayed to DOC. City's Mike Mike Report will be sent to County RACES by CARES shift supervisor.
- Citizen Corps members will be notified following the City's crisis communication plan. Being registered as a Citizen Corps Volunteer allows these notifications.
 - Start Mike Mike via GMRS then start Neighborhood Safety Assessments as directed

All Citizen Corps will be given an activation number and specific instructions for the training or event before conducting any operations. The activation number will start with CUP-two-digit year-sequential number.

Example: Activation CUP-21-100, Training CUP-21-37T , All training activations are two digit numbers that end with a "T". All emergency activations are three digit numbers with no letter following

7.3.2 Requested Activation

DOC will contact Citizen Corps Leadership to determine the scope and staffing needed to support the request.

8 Insurance Coverage

Volunteers affiliated or unaffiliated performing on behalf of the City will have injury, liability insurance while operating under 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. DOC manager is to make sure all Citizen Corps activities are covered by insurance.

8.1 Claims DSWVP or City insurance

All injuries and possible exposures are to be reported to Supervisor which will contact Citizen Corps Coordinator. Citizen Corps Coordinator will follow City incident reporting procedures with City's Human Resources talking the lead in reporting, contact tracking, and claims processing.

8.2 DWSVP Requirements

All Citizen Corps Volunteers are registered as DSWVP and City Volunteers by completing the City's Volunteer application and the DSWVP application. As registered California DSWVP or City volunteers, you are a member 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

8.3 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.

8.4 DSWVP Authorized Categories

DWWVP authorized categories are defined to ensure volunteer actions are clear and shall be adhered to.

DSWVP volunteers perform a wide variety of disaster service duties, which are categorized into classifications to comply with one of the 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 DSW 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. DSW original forms will be stored in a secure location and will follow the City's documentation retention policy.

9 Jurisdiction

9.1 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 will respond to all incorporated areas of Cupertino.

As required by the City, CCC will automatically initiate a Mutual Aid response to any Santa Clara County unincorporated area that is either within or adjacent to the City's jurisdictional boundaries. These areas are considered to be within the City's Sphere of Influence. Each Citizen Corps branch will define auto-activation scope of operations in their respective SOPs.

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/DOC of response scope and resources responding.

10 Volunteer Registration

Volunteers must be a registered Disaster Service Worker Volunteer Program (D.S.W.V.P.) and City Volunteer 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.

11 Fingerprints, Background Checks, and Building Access

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

12 Code of Conduct

All Citizen Corps Volunteers are to follow the Code of Conduct that they sign and is kept on file with their DSWVP forms.

13 Termination of Voluntary Service

The Office of Emergency Services may suspend or remove a volunteer from service if they violate the Code of Conduct, break the law or conduct themselves 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 Services Coordinator. All volunteers must sign this Conduct Form,

14 Identification

Volunteers will have a City issued 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.

15 Reporting Zones:

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 and emergency. These reporting zones have a specific location (ARK) which has been pre-staged with supplies for the Citizen Corps Volunteers to help facilitate their duties. Staffing of these 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 act as a conduit for passing information from the City to the community.
- *Incident Command Posts (ICP)* continue with Zone Reporting as well as for coordinating the local neighborhood response.

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

16 Access to ARKs

ARKs may be accessed for the following purposes:

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

Keys to all the ARKs are the same. Key locations are:

- ARK Lock Boxes- code is available from the DOC

You can send an email to DOC at oes@cupertino.org or call 408-777-3176. You must attempt to get an acknowledgement before entering. ***You must wear your photo ID whenever working at an ARK. Always do a 360 degree size up of the ARK before opening.***

In addition to your OEM contact, some locations require check in at the office before entering their campuses during business hours. They do have the option of asking you to come back at a more convenient time.

These procedures are to be followed in order to insure proper insurance and liability coverage for you and the City. If you have questions, please call OES 408-777-3176.

17 Interface on School Property during Emergencies

ARKs on school sites must coordinate with school officials. The schools belong to a Special District which runs a parallel emergency management function to the City's. Individual schools report status and request assistance from their District. If the District cannot help them, they can contact the City EOC. CCC response will include agreements with school sites for use of specific areas of the campus. A copy of the Memorandum of Understanding between the District and the City is taped above the radio box in the ARK.

18 Interface with Organized Neighborhoods during Emergencies

ARK activation levels are to be followed to ensure safety and meet objectives.

Organized neighborhoods are independent entities with their own incident command system. If you enter an organized neighborhood, make contact with neighborhood Incident Commander. Ask if they've reported on form COES105. Ask what they need. If they are OK, see if people can come to the ARK, register as City volunteers and help in other neighborhoods. Radio communications using FRS/GMRS radios is preferred way of reporting neighborhood status.

19 Communication Plan??

In ARK SOP operations?? Insert FRS/GMRS plan here!

Communication to field operations is critical and all field deployed teams, command posts will have a communication plan.

- Amateur Radio
- Packet Radio
- City Radio
- Applications
- GMRS/FRS

- Satellite Phone
- WebEOC
- others

Emergency (911) communications at field operations are to follow the communications plan for the event

20 DOC Manager requirements

- -Training
 - ICS 100,200, 300, 400, 700,800, G197, SEMS, AlertSCC, Volunteer Portal Administrator, Web EOC, City GIS interface, Crisis Communication Plan, Public Information Officer
- Steering Committee, AEC Member
- City authorization
 - ESC approval
 - Card Access to City Facilities and appropriate keys
- Succession
 - DOC
 - Citizen Corps Coordinator
 - Emergency Services Coordinator
 - EOC Director

21 Equipment List

- Radios, HAM, GMRS, EOC-EOC,
- Wireless link to 469
- Satellite Phone
- Maps, static and ESRI access
- Documentation Tub

22 Acronyms

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
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.
ESC	Cupertino's Emergency Services Coordinator
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