

# City of Walnut Creek Community Emergency Response Team Mobilization Protocol

4/06/2017



This document covers the City of Walnut Creek’s mobilization of Community Emergency Response Teams (CERT) Areas in an emergency situation or large-scale disaster. This document governs the activities of the CERT Areas who are mobilized and deployed to an emergency scene. Detailed deployment information is contained in the CERT Field Operations Guide.

This document is intended for CERT volunteers who have completed the Federal Emergency Management Agency (FEMA) standard CERT basic training course and are assigned to a Walnut Creek CERT Area based on where they live.

## Activation Protocols

CERT member activation must be approved by a City of Walnut Creek official employee (e.g., Emergency Preparedness Manager, police or dispatch staff, or other City official). **In case of a major earthquake, CERT members in good standing are authorized to report to the closest Walnut Creek CERT staging area, as outlined in Mobilization Levels – Level 3.**

CERT members are prohibited from self-deploying to routine everyday emergencies in which they are not involved or requested. Such inappropriate self-deployment may result in immediate removal from the Walnut Creek CERT program.

## CERT Mobilization Levels

Walnut Creek CERT members will be notified of an emergency activation via an automated call-out system called Everbridge which sends texts, automated phone calls, and email to registered CERTs. If Everbridge is not available, staff will utilize other communication means (e.g., CERTs shall use FRS radio channel 8 CTCC at zero or WC CERT Repeater - HAM radio preset 16). CERTs will follow the directions of the call-out and report to the requesting City Official or CERT Incident Commander.

The City of Walnut Creek recognizes three levels of CERT mobilization:

### Level 1 – Advisory Alert

This level requires no immediate response action by CERT members. This is only an advisory that all CERT members have been notified of an emergency situation which may require CERT assistance. CERTs will receive this call-out via text, voice-call, email, all through Everbridge.

### Level 2 –Standby/Deployment Request

After receiving and responding with availability to Everbridge notifications, CERT members are to prepare for full deployment within three hours and will remain on standby until notified of an assignment or to stand down. If Everbridge is not working, City staff will work with CERT

Emergency Radio Operations (CERO) or request CERT Area Incident Commanders (ICs) to direct their CERT Area Communications to broadcast City messages. ICs may also want to use email, telephone trees, text messages or any other coordinated means of getting the mobilization word out. Personal protective equipment and supplies should be checked, assembled and packed for deployment (see CERT Equipment Checklist in CERT Field Operations Guide).

### **Level 3 – Automatic Deployment**

If a large-scale earthquake(s) occurs (very strong shaking for roughly 20 seconds or longer), CERT members should first check on themselves, their families, and neighbors and then report to their area staging areas for further directions from the Incident Commander (the first arriving CERT- until a more senior CERT arrives). City staff will activate the EOC and work with CERO to communicate requests from the EOC to CERT Staging Areas.

*Note: Many CERT Area members possess skills beyond what is taught through the CERT program (e.g., medical and health professionals, heavy equipment operators, etc.). While these skills may be helpful during an emergency or large-scale disaster, they are outside the CERT scope-of-practice and not authorized activities while acting as a CERT Area member.*

## **Administration**

### **Disaster Service Workers**

After basic training certification, CERTs must maintain active Disaster Service Worker (DSW) status with the City of Walnut Creek by participating in a qualifying event every two years to maintain workers compensation coverage. Qualifying events can be a training, drill, actual emergency, or continuing education course (e.g., FEMA IS 100, 200, 700, 800, or other). For more information on the California Disaster Service Worker Volunteer Program <http://www.caloes.ca.gov/cal-oes-divisions/planning-preparedness/disaster-service-worker-volunteer-program>

### **Development and Maintenance**

This document will be reviewed and updated as least annually by the City of Walnut Creek's Emergency Preparedness Manager and selected CERT Leadership Team representatives. This document will best tested quarterly via exercises and drills by the City of Walnut Creek's Emergency Preparedness Manager and selected CERT Leadership Team representatives.

<b>Appendix A: Walnut Creek CERT Notification Contacts</b>			
	<b>NAME/POSITION</b>	<b>PHONE</b>	<b>EMAIL</b>
<b>PRIMARY</b>	Megan Stephenson, Emergency Preparedness Manager	925-943-5899 Ext. 2911	Stephenson@walnut-creek.org
<b>FIRST ALTERNATE</b>	Gayle Vassar, Communications Manager	925-202-4692	Vassar@walnut-creek.org
<b>SECOND ALTERNATE</b>	Contact Dispatch to request Watch Commander and/or Sergeant on Duty	925-935-6400	N/A
<b>CERT LIAISON</b>			
<b>PRIMARY</b>	Dick DuBey	925-300-3347	Rdubey@sbcglobal.net
<b>FIRST ALTERNATE</b>	Don Prosnitz, Sugarloaf CERT Incident Commander	925-938-8247	Don@prosnitz.org
<b>SECOND ALTERNATE</b>	TBD	TBD	TBD

<b>Appendix B: Walnut Creek CERT Area Incident Commanders</b>			
<b>BUENA VISTA CERT AREA</b>	<b>NAME</b>	<b>PHONE</b>	<b>EMAIL</b>
<b>PRIMARY</b>	Jeff Starr	925-939-1019	jeffhstarr@gmail.com
<b>FIRST ALTERNATE</b>	Jim Turnbull	510-816-9467	sharkykk6idn@gmail.com
<b>SECOND ALTERNATE</b>	Greg Becker	925-939-9890	gbecker100@gmail.com
<b>CIVIC PARK CERT AREA</b>			
<b>PRIMARY</b>	Nisha Patel	214-592-7101	nishawaa@gmail.com
<b>FIRST ALTERNATE</b>	Daren Williams	925-451-3548	amwill2@pacbell.net
<b>SECOND ALTERNATE</b>	TBD	TBD	TBD
<b>HEATHER FARM CERT AREA</b>			
<b>PRIMARY</b>	Laura Johnson	925-366-6602	lauraj@omp.net
<b>FIRST ALTERNATE</b>	Jeannie Marie Stewart	925-285-1833	msjeanniemarie@gmail.com
<b>SECOND ALTERNATE</b>			
<b>LAR RIEU CERT AREA</b>			
<b>PRIMARY</b>	Jan Lindberg	925-708-2091	jvlindberg@comcast.net
<b>FIRST ALTERNATE</b>	Bob Vetro	415-889-7227	vetro@pacbell.net
<b>SECOND ALTERNATE</b>	Bob Lloyd	925-876-3543	lloyd_r@sbcglobal.net
<b>NORTHGATE CERT AREA</b>			
<b>PRIMARY</b>	Dale Blodgett	925-451-4825	dale.blodgett@yahoo.com
<b>FIRST ALTERNATE</b>	Peggy Gipps	925-683-2112	pgippsy@gmail.com
<b>SECOND ALTERNATE</b>	Beth Smith	925-933-0350	Beth_Smith@instructionalscenarios.com

<b>ROSSMOOR CERT AREA</b>			
<b>PRIMARY</b>	Brad Waite	925-285-4146	bradwaite@comcast.net
<b>FIRST ALTERNATE</b>	Marcia McLean	415-246-1994	marciacan@me.com
<b>SECOND ALTERNATE</b>	Muriel Luck	925-768-9604	luck_muriel@hotmail.com
<b>Appendix B: Walnut Creek CERT Area Incident Commanders</b>			
<b>SUGARLOAF CERT AREA</b>			
<b>PRIMARY</b>	Don Prosnitz	925 588 9370	don@prosnitz.org
<b>FIRST ALTERNATE</b>	Roger Smith	925-597-7867	ra-smith@pacbell.net
<b>SECOND ALTERNATE</b>	John Crooks	925-890 9440	jandscrooks@astound.net
<b>THIRD ALTERNATE</b>	Travis Ervin	831-601-3678	tricaltravis@gmail.com
<b>TICE VALLEY CERT AREA</b>			
<b>PRIMARY</b>	Rim Cothren	415-828-3865	rim@felixhouse.net
<b>FIRST ALTERNATE</b>	Joe Bologna	925-963-7114	jobologna@comcast.net
<b>SECOND ALTERNATE</b>	TBD	TBD	TBD

<b>Appendix C: Walnut Creek CERT EOC Radio Operators (CERO)</b>			
	<b>NAME/POSITION</b>	<b>PHONE</b>	<b>EMAIL</b>
<b>PRIMARY</b>	John Trinterud, CERO Lead	707-272-0991	trint@att.net
<b>FIRST ALTERNATE</b>	Mike Patterson, CERO Operator	925-200-8300	n6jga@arrl.net
<b>ALTERNATE</b>	Jim Siemens, CERO Operator	925-330-0049	jim@siemens.com
<b>ALTERNATE</b>	Linda Brinkman, CERO Operator	925-200-1926	labbrink@sbcglobal.net
<b>ALTERNATE</b>	Jim Turnbull, CERO Operator	510-816-9467	sharkykk6idn@gmail.com
<b>ALTERNATE</b>	Colene Trinterud, CERO Scribe	925-272-0442	trint@att.net