



Who: Rossmoor EPO and Rossmoor Area CERT

What: A Zoom Meeting: “CERT is Activated. Now What, EPO?”

Where: Online on Monday June 1, 2020 at 9:30 AM

GROUND RULES FOR THIS ZOOM MEETING

- We expect to have around 100 people in this meeting, so to avoid pandemonium, all attendee microphones will be automatically muted.
- Only the microphones of the presenters will be unmuted.
- Please keep your videos turned off, so only the presenters will be visible.
- Please hold your questions until the end of all the presentations.
- You can submit your questions using the CHAT control in Zoom.
- We will have someone reviewing the CHAT questions submitted, and will address questions to the presenters.
- The meeting and CHAT questions will be recorded, and a copy of the video will be posted to the EPO website (rossmoorepo.org)
- At the end of the meeting recording will be turned off, and the “meeting room” will be kept open for a while to allow for some virtual socializing 😊

THE FEATURED ZOOM MEETING PRESENTERS



Fran Gibson
(President, Rossmoor EPO)



Marcia McLean (Rossmoor Area CERT Coordinator)



Christine Monsen (EPO Radio Communications)



Amal Moulik (EPO Radio Communications)



Al Kadosh (CERT Communications Co-Chief)



Ralph Anthenien (EPO website content manager)



Dennis Bell (Rossmoor Public Safety Manager)



Harris Greenberg (Zoom Meeting facilitator for EPO)

AGENDA

- **Fran Gibson, (President, Rossmoor EPO)**, will describe the mission statement, the history, the resources available to the EPO members, and why it is critical for us to coordinate our efforts with CERT.
- **Marcia McLean, Rossmoor CERT Area Coordinator**, will provide some history on CERT, and describe how CERT is trained to respond following a disaster. She will show a video of CERT in action, and explain why CERT needs to rely on the EPO Entry Coordinators.
- **Al Kadosh (CERT Communications Co-Chief)**, will outline some of our Coordinator and team responses to CERT being activated by the City of Walnut Creek.
- **Christine Monsen and Amal Moulik, EPO Radio Communications**, will talk about our goal to have an adequate number of FRS Operators prepared to work with CERT during an emergency, and strategies for training to get prepared.

MISSION OF ROSSMOOR EPO

- Brief History of Rossmoor EPO
- EPO: always activated 24/7/365!
- Our EPO Coordinators' Guidebook: What Guidance Does It Offer Us as EPO Coordinators?
- What Now, EPO?: When CERT is not Activated
- What Now, EPO?: When CERT is Activated

What Now, EPO? Rossmoor Area CERT is NOT Activated!

- EPO is continuously activated!
- **Guidebook** [page 3]: coordinators and their teams are the eyes and ears of their local neighborhood
- **Guidebook** [page 3]: states our job throughout the year as preparing our neighbors to cope with emergencies, know how they are doing, know what they need in a disaster and communicate entry/street condition and status to CERT
- **Guidebook** [pages 4 & 5]: weekly FRS radio protocol training every Saturday morning
- **Guidebook** [page 7]: ask for financing for new FRS radios through your Project or Mutual or resident contributions

NOW WHAT, EPO?: CERT IS ACTIVATED!

- How EPO's role shifts immediately following a disaster
- Checking the Status of our entry or street: residents, structures and blocked accesses
- Reporting in the Status of your entry or street to CERT following a disaster
- What reporting into CERT gets us and what it may not!
- Why CERT needs EPO teams on the ground in entries and on streets?

WHAT IS CERT?

- What is CERT? Community Emergency Response Team.
- Why should EPO Care?
- The CERT concept was developed and implemented by the Los Angeles City Fire Department in 1985.
- In 1993 FEMA took over the program.
- Today, every state, three territories, and six foreign countries are using the CERT training.
- CERT teams remain active in a community before a disaster strikes.
- Presenting a FEMA video of CERT in action:
YouTube video link: <https://youtu.be/KwV3e1XfIF0>

WHY THE EPO AND THE ENTRY COORDINATORS ARE SO IMPORTANT IN AN EMERGENCY

- Rossmoor has around 10,000 residents in roughly 6,000 units, comprising about 288 entries.
- The EPO Entry Coordinators, and the FRS operators, become the eyes and ears that provide information to CERT.
- They help direct the limited CERT resources to the most critical situations within Rossmoor, to help prioritize and focus the emergency response efforts where they will do the most good.

AS ENTRY COORDINATORS

Why reach out to CERT?

- During the first few hours (days?) after a catastrophe the EMS and first responders will be overwhelmed. There wouldn't be enough police or firefighters to attend to every need.
- That's where CERT members come in. They are sworn in as volunteer Disaster Service Workers for the City of Walnut Creek.
- They are trained to work together to safely respond to the needs of their neighborhoods following a disaster, and to serve as the eyes and ears of the City's Emergency Operations Center and first responders.

AS ENTRY COORDINATORS

What can we expect from CERT?

- Residents in your Entry will reach out to you on their FRS radios on channel 8 reporting emergencies.
- You will be monitoring communications on your FRS Radio on channel 8. Once CERT is activated, you will be transmitting those messages on channels 12 or 13 by calling 'Control", then stating your first name, street and Entry. You will wait to be recognized and then you will transmit the Who, What, Where of the emergency.
- Depending on the nature of the emergency, CERT may activate an appropriate team to address it.

WHEN IS CERT ACTIVATED?

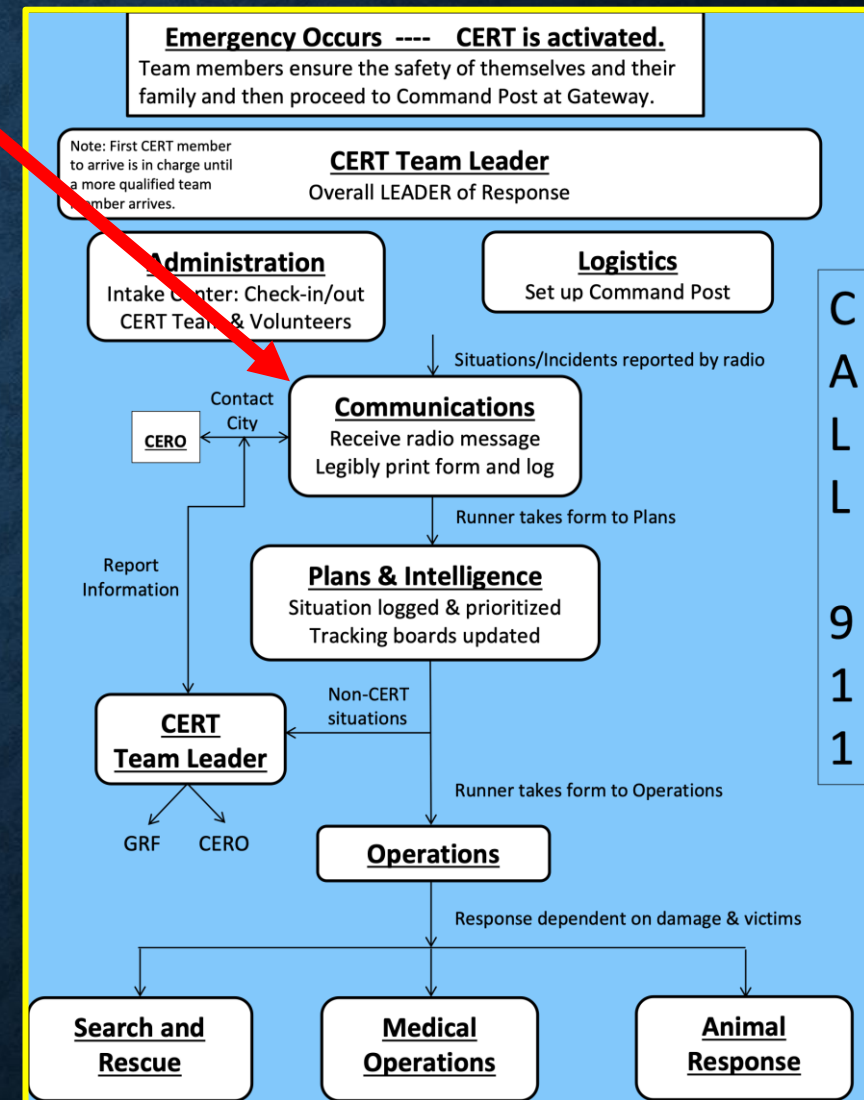
- Rossmoor HAM radio operators at the Communications Command Post, having a better range than FRS radio operators, monitor communications from the Emergency Operations Center (EOC) in Walnut Creek.
- The EOC directs who is activated and when, depending on the nature and location of the disaster(s). HAM radio Operators at the Communications Command Post also communicate to EOC the nature and extent of our crisis in Rossmoor so they can evaluate where resources would be most useful.

WHERE DO FRS EMERGENCY MESSAGES GO?

Messages are received at the COMMUNICATIONS COMMAND POST. They are printed legibly and passed on to another section of the COMMAND POST called PLANS.

PLANS prioritizes the urgency of the messages and passes the messages to another section, OPERATIONS.

Depending on the nature of the emergencies OPERATIONS will then activate a Medical Operations Team, a Search and Rescue Team, an Animal Response Team, or whatever is appropriate to address the emergencies.



FRS OPERATORS ARE THE CRITICAL LINK DURING AN EMERGENCY

Saturday Call-ins are Current Training

- Saturday from 9-9:30 AM, Channels 12 (North of Stanley Dollar Drive) & 13 (South of Stanley Dollar Drive)
- Do you need help using your FRS radio?
- How often do you call in?
- Can you change channels?
- Do you leave your radio on until the end of the call-in?
- Would you volunteer to lead Saturday call-ins?

FRS OPERATORS ARE THE CRITICAL LINK DURING AN EMERGENCY

What are your Training Needs?

- Goal is trained FRS Operators to help in an emergency
- Do you feel prepared to communicate with CERT?
- Do you work with your Entry Coordinator or other FRS Operators in your entry?
- What are your specific training needs?
- Send ideas for training/assistance – both one-on-one and group to epocomms@gmail.com
- YOU are the critical link in an emergency!

THANK YOU FOR YOUR ATTENTION

FEMA video of CERT in action - YouTube video link: <https://youtu.be/KwV3e1XfIF0>

A copy of this presentation appears in the 'Entry Coordinator Resources' section of

Rossmoor's Emergency Preparedness Organization (EPO) website: www.rossmoorepo.org

Community Emergency Response Team (CERT) website: www.walnut-creek.org/CERT

If you have any questions or comments, please email:

EPO President: Fran Gibson: fragibson@comcast.net

Rossmoor CERT Area Coordinator: Marcia McLean: marciacan@me.com

EPO Radio Communications Team: Amal Moulik and Christine Monsen: epocomms@gmail.com

Rossmoor CERT Comms Co-chief: Al Kadosh: kadoshdds@gmail.com