



Who: Rossmoor EPO and Rossmoor Area CERT

What: A Zoom-based Webinar on helping FRS operators in EPO to report major injuries, significant structure damage and blocked access to CERT following a major disaster here in Rossmoor

Where: Online on Monday May 4, 2020 at 9:30 AM



Disaster Communications With FRS Radios
This material is for the "Basic CERT Class #2, FRS"

WELCOME

THE FEATURED ZOOM WEBINAR PANELISTS



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 Webinar facilitator for EPO)

THE DIFFERENCE BETWEEN A ZOOM MEETING AND THIS VIRTUAL EPO ZOOM WEBINAR

- In a small group Zoom Meeting everyone can talk and be seen in a gallery arrangement of thumbnail windows.
- In a Zoom Webinar like EPO is using today, only the Panelists can be seen and heard.
- The Webinar Attendees have a “Q&A” button on the bottom of the screen () on a PC or Mac, and () on tablets and smartphones. Click that button, then you can type in questions at any time to all of the Panelists. To address a question to a specific Panelist, add their name at the beginning of the question. The questions will be grouped into a few key questions that will be answered at the end of the webinar.
- At the end of the Panelists’ presentations there will be a brief 10-question multiple-choice Poll taken to help guide future FRS radio training efforts.
- Any key questions not answered in the meeting will be addressed on the EPO website (www.rossmoorepo.org).

ROSSMOOR'S EMERGENCY PREPAREDNESS ORGANIZATION (EPO)

The mission of the Rossmoor Emergency Preparedness Organization (EPO) is to provide information to residents about disaster preparedness and to organize them to be self-sufficient until professional first responders are available.

Entry Coordinators and their local teams are the critical link between residents and professional first responders. Following a disaster, when telephones, the internet and cell towers are down, they use their FRS radios to communicate major incidents to CERT.

Our purpose today is to train FRS operators to accurately report major injuries, building damage and blocked accesses to CERT following a major disaster.

COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

*When disaster strikes, there won't be enough police officers, firefighters or Emergency Medical Responders to attend to every need.
That's where CERT comes in*

CERT members go through about 20 hours of basic training and are then 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 disasters and to serve as the eyes and ears of the City's Emergency Operations Center and first responders.

Walnut Creek CERT contributions go beyond disaster response. In the past few years CERTs have helped police search for missing minors, run welfare checks during planned power shutdowns, and distribute materials for safety alerts. CERTs also teach personal preparedness courses to the public.

THE ROLE OF EPO FRS OPERATORS

FRS operators work with Entry Coordinators to assess their areas during an emergency and report incidents and the status of their areas to CERT.

To report incidents, FRS Operators provide their unique identifier: First name, Street and Entry number *where they live*, on every report. This is so they may be identified and contacted by CERT during the emergency.

FRS operators report only what they see, hear and observe. They do not determine what assistance is needed.

They keep their radios on so that CERT may ask for additional information to determine the appropriate response needed to address the incident being reported.

SIMPLIFYING THE REPORTING PROCESS

After carefully assessing the emergency, take a moment to think about how to communicate it accurately and only report relevant information.

FRS operators follow established reporting guidelines: **Who**, **What**, and **Where**. They then **wait for confirmation** to ensure that CERT has received and recorded the information accurately.

1. **Who:** First name, street and Entry number (if any) *where you live*
2. **What:** Major injuries, Significant building damage and Blocked accesses
3. **Where:** Exact location of the incident

THE PROCESS IN ROSSMOOR

- In an emergency, all FRS operators should tune to Channel 8 and listen for directions from CERT Control, who will provide information about the emergency and alert FRS operators when they are ready to receive reports from them.
- When directed to do so by CERT Control, change the channel to either 12 or 13, depending on where you live. FRS operators living north of Stanley Dollar Drive would choose channel 12 and those South of Stanley Dollar Drive would turn to channel 13.
- Listen and wait your turn to speak. Then say, for example, “Control, this is Amy, Oakmont Drive Entry X” and wait to hear Control say “Amy, go ahead” before speaking.
- It is critical to keep your radio on for the duration of the emergency, so that you can be contacted if additional information or assistance is needed from you.

POPULAR FRS RADIOS

- Are regulated by the FCC
- Require no end user license
- Are limited to 2 watts of power
- Have a range of about 0.5 - 1 mile
- An FRS radio can be a life saver during emergencies
- Available on Amazon, Home Depot, Walmart, Best Buy, Target, etc.
- Reasonably priced: \$30-100



Midland



Motorola



Floureon



Midland

STANDARD CONTROLS OF FRS RADIOS

PERMANENTLY ATTACHED ANTENNA

PUSH TO TALK BUTTON (PTT)

POWER/MENU BUTTON

BUILT-IN MICROPHONE

SPEAKER



FRS RADIO CONTROL ICONS



- These radios typically use either rechargeable battery packs, AA or AAA batteries. Make sure that you have extra batteries for your radio, since you may not be able to recharge your battery pack during an emergency.
- The presence of large buildings, trees, etc., may reduce their range.
- Please refer to your radio's user manual.
- If you need assistance using your radio, please email epocomms@gmail.com.

WIRELESS RADIO ETIQUETTE

GOLDEN RULES OF COMMUNICATING:

- A Wireless Radio is not a Telephone!
- When **YOU** talk, you can't hear
- When **YOU** talk, no one else can talk
- If **EVERYONE** talks, **NOBODY** understands
- We listen, speak clearly and get the message across using few words
- We organize our thoughts before transmitting. When you are ready to transmit press the Push To Talk (PTT) also known as the Plan To Talk button on the side of the radio.

WIRELESS RADIO ETIQUETTE

- Reporting major injuries, significant building damage, and blocked access always go first
- We share a common radio channel. Two people can't talk at the same time. One person, **Control**, directs who speaks first
- To initiate communication, we contact Control, "Control, this is Amy Oakmont Drive Entry X". Control responds with "Go ahead Amy," or "Stand by....,"
- While communicating, we frequently use "**Copy**" to acknowledge, "**Repeat**" to request say again, "**Over**" after each transmission and "**Clear**" to end this report. (The FRS operator keeps their radio on)

SCENARIO 1

Sue lives at 1349 Leisure Lane #2 Entry 20. She hears from her wheelchair-bound resident Charlie on FRS channel 8. He is in a panic. The water main broke in his manor at 1305 Singingwood Court #5 Entry 8. He is trapped. The earthquake jammed the door and he cannot get it open.

What Sue Prepares to Report On Channel 12:

Who: Sue, Leisure Lane Entry 20

What: Water main broke, wheelchair-bound resident is trapped, door jammed

Where: 1305 Singingwood Court #5 Entry 8

ACTUAL TRANSMISSION

Control: This is CERT Control Channel 12 , next caller come in

Sue: This is Sue, Leisure Lane Entry 20, over

Control: Sue, go ahead, over

Sue: Water main broke, wheelchair-bound resident trapped, door jammed, over

Control: I copy, water main broke, wheelchair-bound resident trapped, door jammed, over

Sue: 1305 Singingwood Court #5, Entry 8, over

Control: I copy, 1305 Singingwood Court #5, Entry 9, over

Sue: Correction, it is Entry 8, over

Control: Correction, Entry 8, over

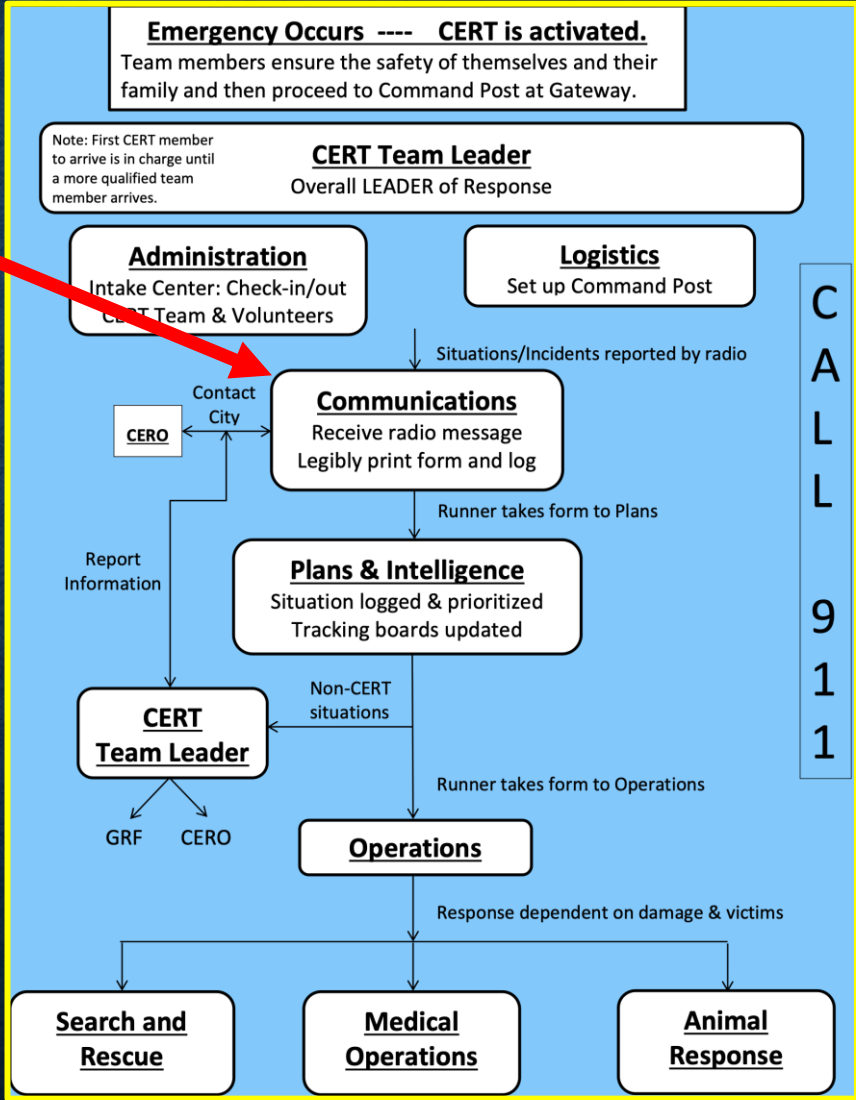
Sue: Sue, Leisure Lane Entry 20, Clear (Sue keeps her radio on!)

Control: Next caller, come in now

WHERE DO MESSAGES GO?

Messages are received at the COMMUNICATIONS COMMAND POST. They are printed legibly in a triplicate form referred to as the Field Team Message Form (FTMF).

This form is then passed on to another section of the COMMAND POST called PLANS. They prioritize the urgency of the message and direct another section, OPERATIONS, to carry out whatever function is indicated to address the emergency.



SCENARIO 2

Ralph, living at 2100 Skycrest Drive # 8 Entry 18 (which is North of Stanley Dollar Drive), hardly felt the earthquake while driving but was forced to stop at the junction of Upper and Lower Golden Rain Road. A large tree had blocked the road. He could see the fallen power line about fifty feet on the other side of the fallen tree.

What does Ralph Prepare to Report? On What Channel?

On FRS Channel 12

Who: Ralph, Skycrest Drive Entry 18

What: Fallen power line; blocked road

Where: Junction of Upper and Lower Golden Rain Road

SCENARIO 3

A few minutes after the earthquake, Deborah at 2603 Pine Knoll Drive #18 Entry 8 (which is North of Stanley Dollar Drive) first smelled the gas but then noticed that the hill behind her was on fire. She got out of the house and immediately called 911. After being put on hold, she tuned her FRS radio to Channel 8, to ask her friend Susan (Entry Coordinator for Pine Knoll Entry 7) to report the situation to CERT, since she was unable to reach 911.

What does Susan prepare to report? On what channel?

On channel 12

Who: Susan, Pine Knoll, Entry 7

What: Fire and the smell of gas, unable to reach 911

Where: 2603 Pine Knoll Drive #18 Entry 8 – backyard access through Entry 7

SUMMARY

1. Call 911 for fires or life-threatening situations, if you can get through to them
2. Tune to Channel 8 during an emergency, and listen for directions from CERT Control
3. Tune to either Channel 12 (north of Stanley Dollar) or 13 (south of Stanley Dollar) to make your report, when directed to do so
4. Report **Who**, **What** and **Where** using as few words as possible
5. Use your First name, Street and Entry number where you live to identify yourself
6. Keep your FRS radio on for the duration of the emergency; you just might save a life by doing so!

FRS RADIO EMERGENCY SUMMARY SHEET

We encourage you to keep this handy summary sheet in your 'Go Bag' or emergency folder and also with your radio, to use as a reference during emergencies or exercises.

Before you try to reach CERT, this summary sheet provides you with the necessary points to consider to plan your emergency report.

After the presentation today we will email you a copy via a "e-blast" so you can print this off for handy reference. Copies will also be placed on the EPO website.

FRS Radio Emergency Summary Sheet

May 4th, 2020 (ver:4)

This summary should be kept for quick reference during an emergency. It provides you with essential information on acquiring information and reporting critical information to Rossmoor's Command Post (Control).

Remember: Do report any emergencies **FIRST** to 911 if communications are "up"

1. Immediately following an event, listen to FRS Radio Channel 8. You will be instructed here **when** to change to Ch 12 or Ch 13 to report your critical items (Ch 12 is for those radio operators North of Stanley Dollar Dr. Ch 13 is for those South of Stanley Dollar Dr.).
2. Keep your Radio ON. Actively Listen.
3. Initially, only major injuries, significant building damage and blocked access incidents are reported to Control.
4. Report to Control on Ch 12 or 13. When called upon, report the following:
 - a. **WHO** – Your first Name, Your Street, and Entry # (if you have an Entry #)
 - b. **What** – State Major injuries, Significant building damages and blocked accesses
 - c. **Where** – Exact location of incident (Specific Address, Entry #(If you have one)

Example scenario: Eighty-eight-year-old Lois lives at 5357 Terra Granada Drive #1B Entry 3 (which is South of Stanley Dollar Drive). While running away from the fire that is enveloping her house, she tripped, fell and severely lacerated her head on a fire hydrant. Catherine found her on the sidewalk at the entrance of Entry 2. Catherine doesn't know her name or where she lives. She is breathing but non-responsive. **Catherine reports the following** to Control on Ch 13:

Who: This is Catherine, Terra Granada Entry 3

What: 1 Victim – breathing, non-responsive. Fire at Entry 3

Where: 5357 Terra Granada Drive, Entry 2 and 3.

Work Sheet Follows:

"Who" is the same as your Entry/Zone Coordinator Identifier

Who: _____ / _____ / _____
First Name Your Street Your Entry #(If you have one)

What: _____

Where: _____

Notes: _____

THANK YOU FOR YOUR ATTENTION

Additional information may be found on CERT's 'Basic Class #2, FRS'

Disaster Communication with FRS Radios

A copy of this presentation appears in the 'Resident 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:

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