

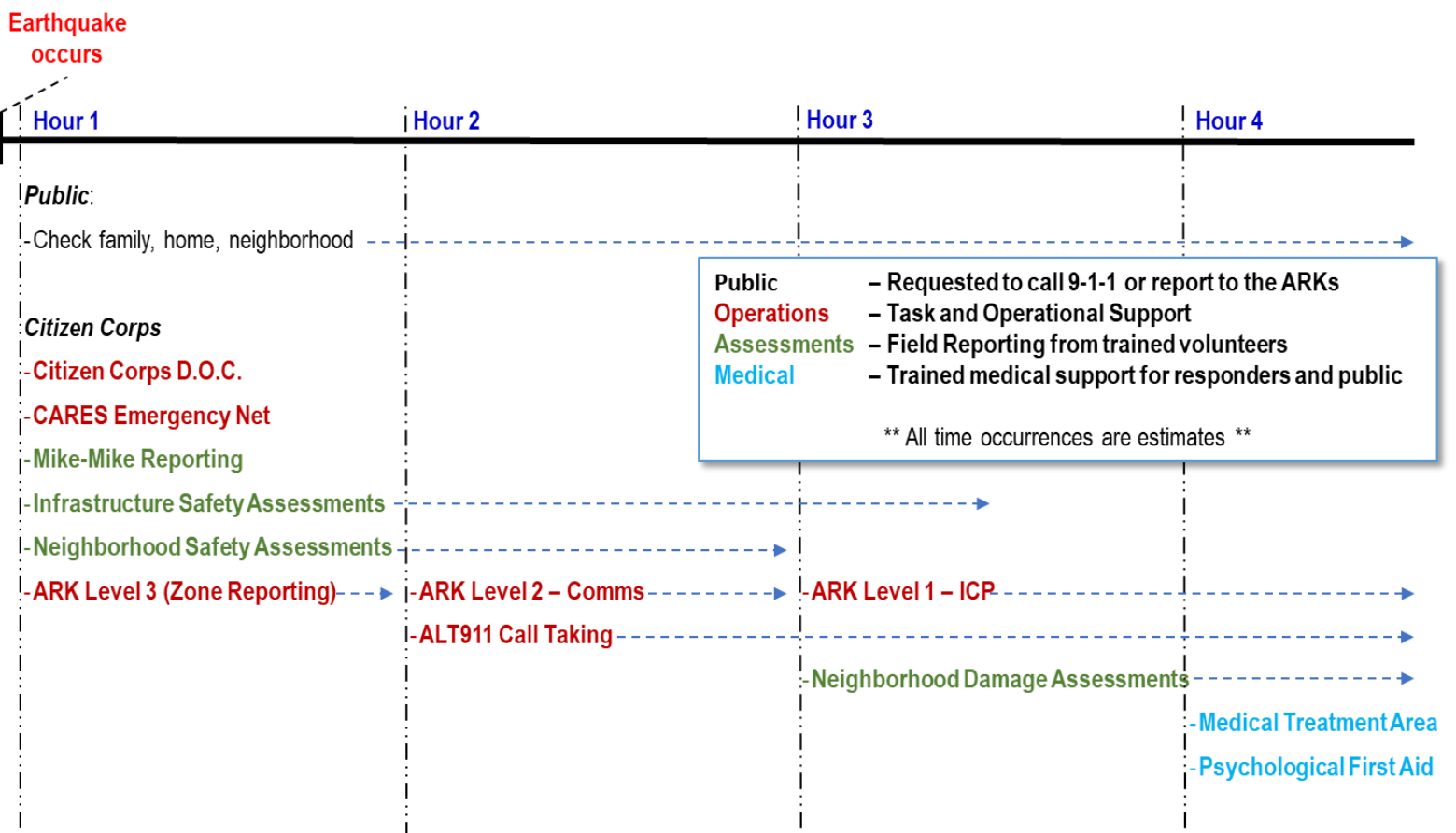
Auto and Requested Activation Capabilities

June 22, 2026

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1 Auto Activation Capabilities



Auto-Activation refers to the initiation and execution of emergency response activities that are pre-approved to be performed by Cupertino Citizen Corps volunteers. The following is a summary of Auto-Activation capabilities that Cupertino Citizen Corps will perform:

1. Citizen Corps Department Operations Center (D O C)
2. Emergency Radio Net
3. Mike-Mike Assessment Reporting
4. Neighborhood Safety Assessment
5. ARK Level 3 Activation / Zone Reporting
6. ARK Level 2 Activation / Field Comms
7. ARK Level 1 Activation / Full, ICP
8. Light Search and Rescue
9. Neighborhood Damage Assessment
10. Infrastructure Safety Assessment
11. EOC/ICP Communications Support
12. Alt911 Field Call Taking
13. Medical Treatment Area
14. Psychological First Aid
15. Good Samaritan Response

1.1 Citizen Corps Department Operations Center (DOC)

What is it:	Citizen Corps DOC Unit reports to the EOC's Operations Section using the Incident Command System to facilitate field operations and participate in the EOC EAP development and integrate Cupertino Amateur Radio Emergency Services (CARES), Community Emergency Response Team (CERT) and Medical Reserve Corps (MRC), Block Leaders, Neighborhood Watch, and spontaneous volunteers into one response.
How is it used:	<p>DOC: During auto/requested activations all field operations the DOC will activate and be the DSWVP/City Insurance supervisor position for Citizen Corps activities and be the direct contact to the ESC to coordinate Citizen Corps activities with the City EOC.</p> <ul style="list-style-type: none"> • The DOC may be virtual initially and as the event develops it maybe collocated with the developing ICS structure. • Communications to field and EOC operations will use all methods available to accomplish the transfer of situation status. <p>ICP: DOC will be the direct supervisor to the field operations for any auto activation or requested activation of field operations.</p> <ul style="list-style-type: none"> • DOC will make sure that the ICP is supported with staffing, communications and logistics to be able to accomplish IAP. • ICP will give situation status summary information to DOC and will develop any changes to the IAP as needed. <p>EOC: DOC is the Citizen Corps point of contact which will be included in the development of the EAP to best utilize the Citizen Corps resources.</p>
Who performs:	Citizen Corps Volunteers trained and approved in DOC operations
Triggering event:	Any time affiliated volunteer field operations are being performed
When performed:	DOC will be established prior to any Citizen Corps field operations for Auto and requested activations
Activation Type:	Level 1,2,3 AUTO and Requested
Insurance Type:	DSWVP or City Insurance
Training/Frequency:	DOC SOP, Just-in-Time Training, DOC Check-list
Skills needed:	Equipment operations

1.2 Emergency Radio Net

What is it	An Emergency Net is a group of radio stations that provide communication to one or more served agencies or to the general public during an emergency.
How is it used:	On the occurrence of any self-evident event, CARES members will use their personal radio equipment to check in to a designated frequency to begin coordinating emergency information and response activities. The net will initially be managed from a remote or home location until it can be transferred to the Cupertino Public Safety Communications Vehicle (Comm 469). The Net will remain active as long as CARES members are required to support the emergency response.
Who performs:	CARES
Triggering event:	Earthquake
When performed:	immediately after the earthquake and CARES members are capable to do so.
Activation Type:	AUTO
Insurance Type:	DSWVP or City Insurance
Training/Frequency:	CARES Field Communications Handbook, regular training and field exercises
Skills needed:	Message passing, Radio operations (programming etc.)

1.3 Mike-Mike Assessment Reporting

What is it	The Modified Mercalli Intensity Scale is an efficient and standardized reporting of earthquake damage delivered within the first of hour of the event. Instead of using subjective descriptions like "major", "minor" or "heavy", a Mike-Mike value is reported. This value equates to a standard level of observed damage as defined by the Mike-Mike scale making it quick and simple to communicate over the air.
How is it used:	<p>SCC OEM: By agreement, CARES passes a summary to County RACES to help SCC OEM determine if they need to activate.</p> <p>DOC: receives the Mike-Mike report as soon as it is available. DOC attempts to contact the Emergency Services Coordinator (ESC) with a summary of the report and confers with the ESC of the next CCC step that is being taken and when to expect the next report. Establishes a communication channel for subsequent communications.</p> <p>ESC: attempts to contact the City Manager with the initial Mike-Mike report and a decision is made about EOC activation. ESC also informs the City Manager about the Citizen Corps activation plans.</p>
Who performs:	CARES, CERT, Block Leaders
Triggering event:	Earthquake
When performed:	immediately after the CARES Emergency Radio net is established
Activation Type:	AUTO
Insurance Type:	DSWVP or City Insurance
Training/Frequency:	CARES Comm Handbook, ARK Activation Handbook, annual training and field exercises
Skills needed:	Message passing, Radio operations,

1.4 Neighborhood Safety Assessment

What is it:	After a disaster, Neighborhood members are encouraged to: First: make sure that they and their home and family are safe. Second: walk through their neighborhood to check on the status of their neighbors, and the status of the neighborhood homes and infrastructure to identify any serious injuries or hazards. Provide assistance if safe and possible (e.g., assist neighbors shutting off utilities as needed, provide minor first aid, provide information on helping each other, mitigate). Third: Record neighborhood status, actions taken on form COES105 or a sheet of paper if the form is not available. Walk to their ARK (or send someone) with the recorded information, or radio (GMRS or FRS) the information to the ARK.
How is it used:	ICP: Will use this information to develop the Reporting Zone Action Plan and share updated information with the EOC Situation Status via the DOC. Initial Level 1 and 2 may in effect at the beginning and with the DOC authorization Level 3 may be initiated. DOC: The ICP collected data is sent to the DOC per established ARK operation procedures to assist the EOC Situation Status Unit, and pertinent authorities, in the mitigation and recovery processes such as dispatching Law, Fire, EMS
Who performs:	Citizen Corp Volunteers, organized neighborhoods, City residents
Triggering event:	An Auto Activation or requested activation for a disaster such as severe weather, earthquake, wildfire, or an explosion which results on potential for damaged homes, roads, city infrastructure, and utilities.
When performed:	As soon as safely possible.
Activation Type:	Good Samaritan
Insurance Type:	DSWVP, City Insurance, California Good Samaritan Law
Training/Frequency:	Personal Emergency Preparedness (PEP) Class, CERT, ARK Activation Handbook, Communications Handbook, Quickcapture, (add Neighborhood Safety Assessment training FEMA CERT 1hr) one time
Skills needed:	Sit status, Structural Assessment, Communications, First Aid

1.5 ARK Level 3 Activation / Zone Reporting

What is it:	Level 3 –Zone Reporting. Citizen Corps members respond to local ARKs to start zone report collection. They attempt to contact the DOC to pass local status and for instructions to proceed with Level 2, or shut down Level 3 activities. Because communications may not be established with the EOC, any data collected is held and passed once a communicator arrives.
How is it used:	EOC: CERT & Block Leaders responding to ARKs start collecting Neighborhood Safety assessments. This information would be passed to the EOC as soon as communications support arrives (ARK Level 2 Activation).
Who performs:	CERT, Block Leaders, MRC
Triggering event:	Earthquake
When performed:	CERT members determine that the CCC Earthquake trigger event (things fall of a shelf) occurred and progress to their local ARKs.
Activation Type:	AUTO
Insurance Type:	DSWVP

Training/Frequency:	ARK Activation Handbook, field exercises, FEMA CERT
Skills needed:	Sit status

1.6 ARK Level 2 Activation / Field Comms

What is it:	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.
How is it used:	DOC: Local situation status reports are summarized from received neighborhood safety assessments and provided to the EOC EOC: Receives situation status or requests for assistance from the DOC. County Comm: When commercial communication is out, CARES receives and passes emergency requests (ALT911) to County Comm for dispatch.
Who performs:	CERT, Block Leaders, MRC, CARES
Triggering event:	Earthquake, on arrival off a CARES Field Responder.
When performed:	Follows an ARK Level 3 Activation.
Activation Type:	AUTO
Insurance Type:	DSWVP
Training/Frequency:	ARK Activation Handbook, CARES focused training topic, field exercises FEMA CERT Training, one time with periodic exercises
Skills needed:	Sit status, ARK set up, Generator and Equipment set up and usage, First Aid

1.7 ARK Level 1 Activation / Full; ICP

What is it:	Level 1 – ICP Activation with DOC approval. The full ARK activation and operations process is now implemented, per the CERT training manual, following the SEMS/NIMS process. The ARK (or ICP) management team is established composed of: The Incident Commander, Operations Chief, Planning Chief, and Logistics Chief. Responders sign in volunteers, continue collecting incident reports, develop an action plan, and organize teams for the local zone response back out into the neighborhoods as directed by the Incident Commander.
How is it used:	DOC: Receives situation status reports, resource and material requests, and assessment reports to support field operations; participates in the EOC planning meetings. EOC: Includes these field reports in the EOC Action Plan.
Who performs:	CERT, CARES, MRC, Block Leaders, Org Neighborhoods
Triggering event:	Earthquake damage in an area warrants deploying field teams to help the community.
When performed:	On direction of the CCC DOC or Citizen Corps Coordinator.
Activation Type:	ARK Level 1
Insurance Type:	DSWVP or City Insurance
Training/Frequency:	ARK Activation Handbook, CERT training manual, FEMA CERT Training (one time), periodic exercises, CARES focused training topic
Skills needed:	Sit status, ARK set up, Generator and Equipment set up and usage, First Aid

1.8 Light Search and Rescue

What is it:	Search and Rescue involves three separate operations: Size up, involves assessing the situation and determining a safe action plan. Search, involves locating victims and documenting their location. Rescue, involves the procedures and methods required to extricate the victims.
How is it used:	ICP: Supplies teams and material to perform task. DOC: The collected data is sent to the DOC per established ARK operation procedures to assist the City Manager, and pertinent authorities, in the mitigation and recovery processes such as dispatching Law, Fire, EMS.
Who performs:	CERT (others may assist under the direct supervision of an experienced CERT).
Triggering event:	A disaster such as a severe earthquake or an explosion which results on collapsed structures where people may be trapped.
When performed:	At the direction of ARK or Mobile Command Post Incident Commander.
Activation Type:	ARK Level 1
Insurance Type:	DSWVP
Training:	CERT training manual, FEMA CERT, field exercises
Skills needed:	Sit status, Communications, TRIAGE/First Aid, Equipment usage, Cribbing, Utilities Management, Fire Suppression

1.9 Neighborhood Damage Assessment

What is it:	After a major disaster City Officials urgently need to know the status of its residents (injuries, deaths, damaged homes), and of the City's infrastructure (roads, bridges, utilities). The Neighborhood Damage Assessment (TRIAGE) is intended to provide a street level view of a neighborhood's status, by sending CERT lead teams, with radio communicators to specific neighborhoods to assess the situation (damaged homes, injuries, utilities, roads, etc.)
How is it used:	DOC: The collected data is sent to the DOC per established ARK operation procedures to assist the City Manager, and pertinent authorities, in the mitigation and recovery processes such as dispatching Law, Fire, EMS
Who performs:	CERT and CARES in teams.
Triggering event:	A disaster such as severe weather, earthquake, wildfire, or an explosion which results on potential for damaged homes, roads, city infrastructure, and utilities.
When performed:	At the direction of ARK or Mobile Command Post Incident Commander.
Activation Type:	ARK Level 1
Insurance Type:	DSWVP
Training/Frequency:	CERT training manual. FEMA CERT Training (one time), periodic exercises
Skills needed:	Sit status, communications, TRIAGE/First Aid, Structural assessment, infrastructure assessment, Cribbing, Utilities Management, Fire Suppression

1.10 Infrastructure Safety Assessment (ISA)

What is it:	This is a detailed look at critical infrastructure assets located throughout the city including major roads, city facilities, water, wastewater, and water distribution assets. This assessment is deemed critical to mitigate bigger problems caused by water shortages or sewage spills.
How is it used:	Cupertino Public Works: Problems with facilities and city-managed roads can be compiled and provided as a means to jump-start the Public Work response. San Jose Water, Cupertino Sanitary District, Valley Water: Problems with water and wastewater assets are reported directly to the specific asset owner so they can prioritize their response effort. This is performed per agreement with these named served agencies. Communications back to the city about actions updates have not been determined if/how this will be done. ICP: Makes the field assignments, tracks field resources, and receives reports. DOC: Receives ISA reports from field teams and passes these reports to the EOC. EOC: Status of third-party assets in the city is passed through the DOC to EOC Situation Status Unit, actionable City response items
Who performs:	CARES, CERT
Triggering event:	Earthquake after Mike-Mike and ESC approval
When performed:	At the direction of the ESC, CARES Shift Supervisor, and DOC; after standard work hours
Activation Type:	AUTO
Insurance Type:	DSWVP or City Insurance
Training/Frequency:	CARES Comm Handbook, Served Agency reviews, field exercises, CARES ISA SOP, FEMA ICS, CARES focused training topic, Periodic training and exercises, Quickcapture, CERT Scene Size Up,

Skills needed:	Sit status, Assessment criteria, First Aid, Communications Equipment, Message Passing,
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1.11 EOC/ICP Communications Support

What is it:	<p>EOC activation: Comm469, the Public Safety Communication Vehicle, provides an emergency communications link between the EOC, all deployed field assets, and County Comm using Amateur Radio and Public Safety frequencies.</p> <p>ICP field activation: Comm469 deploys as a field command vehicle to support responding resources in the field at a localized activation.</p> <p>It also includes a cache of backup radio equipment that can be deployed either when Comm469 is out of service or additional field radio equipment is required.</p>
How is it used:	<p>EOC: When deployed to the EOC, CARES supports the city activation with emergency communication with Cupertino field teams and SCC EOC.</p> <p>DOC: Supports field teams by handling logistics requests.</p> <p>ICP: When deployed to an ICP, provides communications support for deployed field responders.</p>
Who performs:	CARES
Triggering event:	Earthquake
When performed:	At the direction of the CARES Shift Supervisor.
Activation Type:	AUTO or on Request
Insurance Type:	DSWVP or City Insurance
Training:	CARES focused training topic, field exercises
Skills needed:	Message passing, equipment operations, Comm469 operations

1.12 Alt911 Field Call Taking

What is it:	Provides the city with the tools and procedures for taking a 9-1-1 call in the field for transmission to County Comm. Similar to taking a 9-1-1 call, specific and sufficient information is collected in the field where it is entered, formatted, and transmitted to Cupertino's PSAP (County Comm) for dispatch.
How is it used:	<p>Residents: In the event of loss of commercial telephone service including 9-1-1, CARES will receive, format, and transmit emergency requests to County Comm.</p> <p>County Comm: This capability fills a gap in the Public Safety Access Point (PSAP) coverage that is missing in Cupertino.</p> <p>DOC: Receives copies of emergency requests sent to County Comm; forwards to the EOC.</p>
Who performs:	CARES, CERT
Triggering event:	Whenever there is a significant and extended loss of commercial telephone service, and community 9-1-1 requests for assistance are anticipated.
When performed:	At the direction of the CARES Shift Supervisor.
Activation Type:	AUTO or as requested
Insurance Type:	DSWVP or City Insurance
Training:	Field Communications Handbook, CARES focused training topic, field exercises
Skills needed:	Sit status, message passing, Comm equipment operations, First Aid, CPR

1.13 Medical Treatment Area

<p>What is it:</p>	<p>A medical treatment area is an area that will provide both for responder safety and efficient triage, treatment and arrange for transportation of the incident's victims. Consideration of set-up, staffing and other special issues should be included in order to ensure that the core of the medical incident command structure operates efficiently.</p> <p>Just as with the initial scene assessment by first-arriving personnel and initial triage efforts, the decisions made in setting up a treatment area are critical to this unit's success or failure. The goal is to have the treatment area set up and ready to receive patients prior to their arrival. This is not always practical, based on the circumstances of the call; however, pre planning efforts in this area should emphasize this point.</p> <p>The initial steps in establishing any treatment area should answer the following questions:</p> <ul style="list-style-type: none"> • Where the treatment area be setup? • Does the location allow for easy access by litter-bearers bringing in field-triaged victims? • How large should it be, and can it be expanded if needed? • Does the set-up allow for access to needed medical caches? • Is it adjacent to and does it provide for unimpeded access to the transportation area? • Is there a need for an onsite morgue, and how will it be secured? • Is weather a consideration? • How should the area be secured?
<p>How is it used:</p>	<p>DOC: The collected data is sent to the DOC per established ARK operation procedures to assist the EOC, and pertinent authorities, in the mitigation and recovery processes such as dispatching EMS.</p> <p>IC: For reassignment of staff, logistic support.</p>
<p>Who performs:</p>	<p>MRC, CERT</p>
<p>Triggering event:</p>	<p>A disaster such as a severe earthquake, or an explosion which results in injuries</p>
<p>When performed:</p>	<p>At the direction of Medical Director via Mobile Command Post Incident Commander.</p>
<p>Activation Type:</p>	<p>ARK Level 1</p>
<p>Insurance Type:</p>	<p>DSWVP or City Insurance</p>
<p>Training/Frequency:</p>	<p>FEMA CERT Medical Modules, First Aid Handbook/training; CPR/AED, First Aid training; Triage training; Head to Toe training; MRC Forms training; Stop the Bleed (one time), periodic training and exercises, Psych First Aid, Level 1 Activation</p>
<p>Skills needed:</p>	<p>First/Aid, CPR/AED, Sit status,</p>

1.14 Psychological First Aid

What is it:	<p>Psychological first aid is not therapy; rather, it is a set of techniques to provide emotional intervention during field operations. The techniques learned will help you manage personal situations, so you can meet the needs of all survivors, including Citizen Corps volunteers.</p> <p>Psychological first aid focuses on providing effective initial support to individuals in distress. The components are:</p> <ul style="list-style-type: none"> ➤ Protecting from further harm ➤ Opportunity to talk without pressure ➤ Active listening ➤ Compassion ➤ Addressing and acknowledging concerns ➤ Discussing coping strategies ➤ Social support ➤ Offer to return to talk ➤ Referral
How is it used:	Support field staff and public during a disaster. Additionally, this capability will bridge the gap until formal psychological medical care can be provided.
Who performs:	MRC
Triggering event:	A disaster such as a severe earthquake, or an explosion which results in injuries
When performed:	At the direction of Medical Director via Mobile Command Post Incident Commander.
Activation Type:	AUTO or as requested
Insurance Type:	DSWVP or City Insurance
Training/Frequency:	FEMA CERT Psychological First Aid Module, Red Cross, Annual Psychological First Aid training
Skills needed:	Sit status, Psych first aid, first aid

1.15 Good Samaritan Response

What is it:	A Good Samaritan response is when someone attempts to help a person in distress. Common examples might include someone who is experiencing chest pains or fell and hit their head on the sidewalk.
How is it used:	<p>This type of response is to encourage unaffiliated residents to get involved in emergency situations without fear that they will be sued if their actions inadvertently contribute to a person's injury or death.</p> <p>Good Samaritan only covers your actions to the level you have been trained.</p>
Who performs:	Any volunteer, affiliated or unaffiliated.
Triggering event:	On after an Earthquake
When performed:	On discovery of a life- or property-threatening emergency
Activation Type:	AUTO
Insurance Type:	California Good Samaritan Law
Training/Frequency:	none
Skills needed:	First Aid, CPR, Communications, 911

2 Requested Activation Capabilities

Requested Activations refer tasks and activities that are requested by the EOC that is within the training of the responding volunteer. An Action Plan would be created that would invoke any of these capabilities. The following is a summary of Requested Activation capabilities that Cupertino Citizen Corps will perform:

1. Communications Shadow
2. Public Safety Partner Mutual Aid
3. RACES Mutual Aid
4. Medical Treatment First Aid Booth (Public Service Events)
5. Psych First Aid Area
6. Area Search and Canvassing
7. Specific Situation Monitoring
8. Public Service Event Response
9. Language Interpreting Services
10. Shelter Staffing
11. Points of Distribution Staffing

(I suggest we add the ICS 100, 200, 700, SEMS, since these are activities where we will be reporting to another organization's operations, maybe the leads have this qualification and others are staff assigned under the lead)

2.1 Communications Shadow

What is it:	There are times when an official, participating in a public service event or emergency activation, is in the field and in need of communications support with the EOC or ICP. A shadow is when an Amateur Radio Operator (the Shadow) accompanies an official (called the Principal) during an event. A shadow operator passes radio messages on behalf of the Principal, may be on-foot or mobile, and is always in the immediate vicinity of the Principal being shadowed.
How is it used:	As described above.
Who performs:	CARES
Triggering event:	Per request
When performed:	Whenever communications support is needed for responders who do not have their own communications capabilities or the bandwidth to perform the communications function.
Activation Type:	Requested
Insurance Type:	DSWVP or City Insurance
Training/Frequency:	Santa Clara County RACES Training: Shadowing /County training requirements and periodic events and exercises
Skills needed:	Message passing, equipment operations, Sit status, First Aid, CPR

2.2 Public Safety Partner Mutual Aid

What is it:	CARES may be asked to deploy into the field in support of a Public Safety Partner (Fire, Sheriff) for logistical and communications support. This deployment may be outside the City's jurisdictional boundaries, will occur with approval from Cupertino OEM, and with the responders reporting to the requesting Public Safety Partner.
How is it used:	Public Safety Agencies: Comm 469 will be deployed to support a supplemental command post and used at the discretion of the requesting agency.
Who performs:	CARES
Triggering event:	Per request
When performed:	On request by a Public Safety Partner
Activation Type:	Requested, Level 1
Insurance Type:	DSWVP or City Insurance
Training/Frequency:	Cross-training with Public Safety Partners, Comm 469 training
Skills needed:	Sit status, message passing, equipment operations, First Aid, CPR

2.3 RACES Mutual Aid

What is it:	CARES may be asked to deploy into the field in support of a RACES Mutual Aid Communicator (MAC) request for communications support. This deployment will be outside the City’s jurisdictional boundaries. Requests and initial dispatch will be coordinated by Santa Clara County OEM and Santa Clara County RACES on behalf of the requesting City, jurisdiction, or agency.
How is it used:	County RACES, Other Jurisdictions: Supplements the resources of other jurisdictions or agencies whenever (i) Cupertino resources are no longer needed locally and (ii) demand for communications support is requested elsewhere.
Who performs:	CARES
Triggering event:	Per request, City OEM approval
When performed:	On request by Santa Clara County OEM or RACES or a City
Activation Type:	Requested Level 1
Insurance Type:	DSWVP or City Insurance
Training/Frequency:	Santa Clara County RACES Training: Field Responder, Net Control Operator, Packet Operator, Shadowing/County RACES training plan
Skills needed:	Sit status, message passing, equipment operations, First Aid, CPR

2.4 Medical Treatment First Aid Booth (Public Service Events)

What is it:	<p>A medical treatment area is an area that will provide both for responder safety and efficient triage, treatment and transportation of the incident's victims. Consideration of set-up, staffing and other special issues should be included in order to ensure that the core of the medical incident command structure operates efficiently.</p> <p>Just as with the initial scene assessment by first-arriving personnel and initial triage efforts, the decisions made in setting up a treatment area are critical to this unit's success or failure. The goal is to have the treatment area set up and ready to receive patients prior to their arrival. This is not always practical, based on the circumstances of the call; however, pre planning efforts in this area should emphasize this point.</p> <p>The initial steps in establishing any treatment area should answer the following questions:</p> <ul style="list-style-type: none"> • Where the treatment area be setup? • Does the location allow for easy access by litter-bearers bringing in field-triaged victims? • How large should it be, and can it be expanded if needed? • Does the set-up allow for access to needed medical caches? • Is it adjacent to and does it provide for unimpeded access to the transportation area? • Is there a need for an onsite morgue, and how will it be secured? • Is weather a consideration? • How should the area be secured?
How is it used:	<p>DOC: The collected data is sent to the DOC per established ARK operation procedures to assist the EOC, and pertinent authorities, in the mitigation and recovery processes such as dispatching EMS.</p> <p>IC: For reassignment of staff, logistic support.</p>
Who performs:	MRC, CERT
Triggering event:	A disaster such as a severe earthquake, or an explosion which results in injuries
When performed:	At the direction of Medical Director via Mobile Command Post Incident Commander.
Activation Type:	Level 1 or requested
Insurance Type:	DSWVP or City Insurance
Training/Frequency:	First Aid Handbook/training; CPR/AED, First Aid training; Triage training; Head to Toe training; MRC Forms training; Stop the Bleed (one time), periodic training and exercises, Level 1 Activation
Skills needed:	First/Aid, CPR/AED, Sit status, Psych First Aid

2.5 Psychological First Aid Site Support (Shelter)

<p>What is it:</p>	<p>Psychological first aid is not therapy; rather, it is a set of techniques to provide emotional intervention during field operations. The techniques learned will help you manage personal situations, so you can meet the needs of all survivors, including Citizen Corps volunteers.</p> <p>Psychological first aid focuses on providing effective initial support to individuals in distress.</p> <p>Components:</p> <ul style="list-style-type: none"> ➤ Protecting from further harm ➤ Opportunity to talk without pressure ➤ Active listening ➤ Compassion ➤ Addressing and acknowledging concerns ➤ Discussing coping strategies ➤ Social support ➤ Offer to return to talk ➤ Referral
<p>How is it used:</p>	<p>Support field staff and public during a disaster. Additionally, this capability will bridge the gap until formal psychological medical care can be provided.</p>
<p>Who performs:</p>	<p>MRC, CERT</p>
<p>Triggering event:</p>	<p>A disaster such as a severe earthquake, or an explosion which results in injuries</p>
<p>When performed:</p>	<p>At the direction of Medical Director via Mobile Command Post Incident Commander.</p>
<p>Activation Type:</p>	<p>Level 1</p>
<p>Insurance Type:</p>	<p>DSWVP or City Insurance</p>
<p>Training:</p>	<p>Annual Psychological First Aid training, periodic training, and exercises (add: FEMA CERT Psychological First Aid Module, Red Cross, Annual Psychological First Aid training)</p>
<p>Skills needed:</p>	<p>Sit status, Psych first aid, CPR, first aid</p>

2.6 Area Search and Canvassing

What is it:	<p>A number of events may trigger the need to survey, search, or canvass a specific area in the city. Examples include:</p> <ul style="list-style-type: none"> - The search for a missing person. - Messaging to potentially impacted residents of flooding due to dam imminent failure or other causes. - Messaging to potentially impacted residents of scheduled power shutoffs (PSPS) due to dangerous wind conditions. - Messaging to impacted residents of potentially dangerous conditions when telephone, internet, or public radio communication is not available. <p>ICP at the request of the DOC, and following standard ARK operation procedures, will deploy teams to the specific area in the city. This will be accomplished by sending CERT lead teams, with radio communicators (CARES members), to the specific area.</p>
How is it used:	<p>DOC: Will receive the field situation status information, assist with resource management, planning, communications</p> <p>EOC: Situation Status information will be shared with the EOC.</p>
Who performs:	Citizen Corps Volunteers, including radio communicators, trained in field response supplemented with Just-In-Time trained volunteers
Triggering event:	DOC Level 1 activation DSWVP or City Insurance
When performed:	At the direction of ARK or Mobile Command Post Incident Commander.
Activation Type:	Level 1
Insurance Type:	DSWVP or City Insurance
Training:	FEMA CERT
Skills needed:	Sit status, Equipment operations, structural assessment, First Aid, CPR, Message passing, Comm Equipment Operations

2.7 Specific Situation Monitoring

What is it:	<p>Citizen Corps Command Post operates using the Incident Command System to facilitate specific field operations. Specific training and exercising have been done to be able to deploy teams to monitor items like</p> <ul style="list-style-type: none"> ➤ creek water levels ➤ dam ➤ fire ➤ embers ➤ etc. <p>Citizen Corps Volunteers can safely be deployed to go into an area of the city to go to safely observe and report back to the command post their status</p>
How is it used:	<p>ICP: Level 1 Activation field teams will be deployed to perform specific observation and reporting to the DOC</p> <p>DOC: will submit field situation status and share information with appropriate agencies, participate in the planning and IAP development</p> <p>EOC: This may or may not be activated but a clear communications line will be developed in the IAP to be sure field information is channeled to the appropriate agency</p>
Who performs:	Citizen Corps Volunteers trained in field response supplemented with Just-In-Time trained volunteers.
Triggering event:	Requested by City DSWVP or City Insurance
When performed:	DOC will be established prior to any Citizen Corps field operations for requested activations following the Action Plan
Activation Type:	Level 1
Insurance Type:	DSWVP or City Insurance
Training:	FEMA CERT
Skills needed:	Sit status, Equipment operations, message passing, First Aid, CPR

2.8 Public Service Field Response

What is it:	<p>Citizen Corps Command Post operates using the Incident Command System to facilitate specific field operations. This capability allows requesting agencies to have a turnkey operation of Volunteers to be part of a larger event following the Action Plan. Examples are events like:</p> <ul style="list-style-type: none"> ➤ July 4th ➤ Bunny Fun Run ➤ Sheriff Hero's Run ➤ Etc. <p>Citizen Corps Volunteers can be a turnkey solution to safely deployed to support events with staff, communications, first aid.</p>
How is it used:	<p>ICP: Level 1 Activation Citizen Corps Volunteers will become part of the field operations and integrate into the command structure of the event</p> <p>DOC: Will participate with the event planning and IAP development and Citizen Corps staffing, logistics</p> <p>EOC: this may or may not be activated but whatever the Command Structure is the DOC will be part of the operations section</p>
Who performs:	Citizen Corps Volunteers trained in field response supplemented with Just-in-Time trained volunteers.
Triggering event:	Requested by Agency, DSWVP or City Insurance
When performed:	DOC will be established prior and participate in the event planning to any Citizen Corps field operations for requested activations following the Action Plan
Activation Type:	Level 1
Insurance Type:	City Insurance
Training:	FEMA CERT
Skills needed:	Sit status, Equipment operations, message passing, First Aid, CPR

2.9 Language Interpreting Services

What is it:	This capability allows requesting agencies to have a turnkey operation of Volunteers to assist with interpreting for the community. Citizen Corps Volunteers provide a turnkey solution to safely deploy to support events with interpreting using volunteers from our community to support our community.
How is it used:	ICP: Interpretation services for any Citizen Corps public facing activities will be included into the planning of field operations DOC: this requirement may be requested from the field and the Citizen Corps members have a large number of members with multiple languages and this information is kept in the Volunteer Portal EOC: Citizen Corps members may be called upon to support interpretation needs and can be requested through the DOC.
Who performs:	Citizen Corps Volunteers trained in field response supplemented with Just-In-Time trained volunteers. These volunteers are capable to communicate with public in their mother-tong
Triggering event:	Requested by Agency, DSWVP or City Insurance
When performed:	DOC will be established prior and participate in the event planning to any Citizen Corps field operations for requested activations following the Action Plan
Activation Type:	Level 1
Insurance Type:	DSWVP or City Insurance
Training:	FEMA CERT, JIT
Skills needed:	Sit status, equipment operations, First Aid, CPR

2.10 Shelter Staffing

What is it:	An emergency shelter is temporary housing with minimal supportive services for individuals displaced due to an emergency. Citizen Corps provides resources to support the requesting agency.
How is it used:	
Who performs:	Citizen Corps
Triggering event:	As requested
When performed:	When requested
Activation Type:	Level 1, as Requested
Insurance Type:	DSWVP or City Insurance
Training:	Red Cross Shelter Training, JIT
Skills needed:	Sit status, First Aid, CPR, Equipment Operations, Comm Equipment Operations, Psych First Aid

2.11 Points of Distribution Staffing

What is it:	Points of Distribution (PODs) are centralized locations where the public can receive life sustaining commodities following a disaster or emergency. This can include commodities such as food and water, as well as medications in the event of a biological emergency. Citizen Corps provides resources to support the requesting agency.
How is it used:	
Who performs:	Citizen Corps
Triggering event:	As requested
When performed:	When requested
Activation Type:	Level 1, as Requested
Insurance Type:	DSWVP or City Insurance
Training:	Independent Study, FEMA IS-26, JIT
Skills needed:	Sit status, First Aid, CPR, Equipment Operations