



2018 CORE Citywide Exercise Plan

Saturday, April 28, 2018

9:00 am to 12:00 pm

Published January 2018

Acknowledgement: The 2018 CORE Citywide Exercise was designed by the Oakland Fire Department's Emergency Management Services Division (EMSD) staff with assistance from CORE Advisory Task Force volunteers. The Oakland Fire Department EMSD staff sincerely appreciates and thanks the CORE Advisory Task Force volunteers for all their work, time, and effort contributed to the Exercise design, plan, guide, and overall Citywide Exercise planning activities.

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Letter of Introduction

CITY OF OAKLAND



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Greetings!

The Oakland Fire Department, Emergency Management Services Division (EMSD) proudly announces the thirteenth annual CORE Citywide Emergency Response Exercise on Saturday, April 28, 2018, 9:00 a.m. to noon.

CORE is Communities of Oakland Respond to Emergencies; a program providing free training for disaster mitigation, preparedness, response, and recovery to residents of Oakland.

The CORE Citywide Exercise is an opportunity for Oakland community members and their neighborhoods to: 1) Test your disaster preparedness; and, 2) Practice and evaluate your ability to respond to a major emergency such as a significant earthquake or fire. As we have seen across the U.S. with the Napa earthquake, the Pilot Fire, Texas floods and other disasters, preparation now will pay big dividends when a disaster strikes.

You can make a significant difference in how well you, your neighborhood and the City of Oakland respond to and recover from a major disaster. Please get together with your neighbors and start planning your participation in this year's Citywide Exercise today! Increase your readiness to respond in the event of a major emergency or disaster.

- ✓ Meet with your neighbors;
- ✓ Register your neighborhood for the April 28, 2018, Citywide Exercise; and
- ✓ Attend the Exercise Skills Workshop on Saturday, March 31, 2018, 9:30am – 12:00pm.

This Citywide Exercise Plan contains information specific to Oakland's 2018 CORE Citywide Exercise. Additional information on how your neighborhood can conduct its own exercise is found in the CORE Neighborhood Exercise Guide available at www.oaklandcore.com.

Thank you for your continued support of the CORE program and your participation in the Citywide Exercise. We wish you and your neighborhood group continued success in your effort to increase the resiliency of your neighborhood and the City of Oakland.

Sincerely,

Mitch Green
Acting Manager, Emergency Management Services Division

Overview of the 2018 CORE Citywide Exercise Plan—“Who,” “What,” “When,” “Where,” “How” and “Why?”

A. “Who?”—Citywide Exercise Audience

Audience: This 2018 CORE Citywide Exercise Plan is designed for CORE-trained volunteers who want to practice their disaster response skills. This includes CORE-trained volunteers who are either:

- Part of a participating neighborhood group; or,
- Not part of an organized neighborhood.

Activities for each audience are different and are described in separate sections of this Citywide Exercise Plan. You are strongly encouraged to read this entire Exercise Plan!

CORE Background: CORE (Communities of Oakland Respond to Emergencies) is a multi-hazard community preparedness training program and is recognized as a Community Emergency Response Team (CERT) program. The Oakland Fire Department Emergency Management Services Division (EMSD) initiated CORE in 1990 following the 1989 Loma Prieta earthquake. CORE teaches self-reliance skills and helps neighborhoods organize and establish response teams to take care of the neighborhood until professional emergency personnel arrive. Since its inception, CORE has provided free, community-based training for over 32,000 members of the Oakland community.

CORE Mission: The CORE program’s mission is to promote the spirit of neighbor-helping-neighbor and to provide the highest quality emergency and disaster prevention, preparedness and response training.

B. “What?”—Citywide Exercise Activities

Activities: The 2018 CORE Citywide exercise is comprised of a series of activities for different audiences.

- Prior to the Citywide Exercise there will be an **Exercise Skills Workshop** to help neighborhood groups prepare for the Citywide Exercise. The leader of each participating neighborhood group is encouraged to attend, although all are welcome.
- During the **Citywide Exercise in participating neighborhood groups** there will be activities arranged by the CORE-trained volunteers in those groups. Such activities can be simple or complex as desired by the neighborhoods. This Exercise Plan suggests many activities from which to choose.
- After the Citywide Exercise there will be a **Citywide Exercise Debriefing**. The Citywide Exercise Debriefing is an opportunity for the CORE neighborhood group leaders of participating groups to provide feedback about each group’s experience in the exercise, e.g., problems encountered or solved; innovative activities; and/or best practices.

Exercise Background: The annual CORE Citywide Exercise is a functional emergency response exercise designed to support Oakland residents and community members with activities in their neighborhoods to practice CORE emergency response skills. CORE has supported an annual Citywide Exercise since 2006. Neighborhood groups of all skill levels are encouraged to participate. The Citywide Exercise is an event that improves CORE member training and expands disaster preparedness awareness throughout the community.

C. “When and Where?”—Citywide Exercise Dates, Times and Locations

Schedules and Locations: The schedules and locations of the activities for the 2018 CORE Citywide exercise is shown in the following table.

Activity	Date and Time	Location
Exercise Skills Workshop	March 31, 2018, Saturday 9:30 a.m. – 12:00 p.m. (See later section for detailed agenda.)	Oakland Fire Dept. OES Media Room 1605 Martin Luther King Jr. Way Oakland, CA 94612
Citywide Exercise: Participating Neighborhoods	April 28, 2018, Saturday 9:00 a.m. - 11:30 a.m., Exercise 11:30 a.m. - 12:00 p.m., Neighborhood debriefing	Participating neighborhoods in Oakland
Citywide Exercise CORE Neighborhoods Debriefing	April 28, 2018, Saturday 2:00 p.m. - 3:30 p.m. (See later section for detailed agenda.)	St Lawrence O'Toole Catholic Church 3725 High St, Oakland, CA 94619

D. “How?”—Citywide Exercise Registration

Registration: The registration method for the 2018 CORE Citywide exercise differs by activity, as shown in the following table.

Activity	Registration Method
<p style="text-align: center;">Exercise Skills Workshop</p>	<p>3 ways to register: There are three ways to register for a CORE class, workshop or event:</p> <p>1. NEW Online Registration option: Go to https://oaklandcore.eventbrite.com and choose the CORE class, workshop or event you would like to attend and register.</p> <p>Or:</p> <p>2. E-mail CORE@oaklandnet.com with the following information and the CORE office will e-mail or call you to confirm your registration. Name: Address: Phone number: E-mail address: Class name, date and location:</p> <p>Or:</p> <p>3. Call the CORE office to register: Monday – Friday, 9:00 a.m. – 5:00 p.m. at (510) 238-6351.</p>
<p style="text-align: center;">Citywide Exercise:</p> <p style="text-align: center;">Participating CORE Neighborhoods</p>	<p>Use the registration form in Appendix A for CORE Group Leaders registering participating neighborhood groups for the Citywide Exercise.</p> <p>Return the registration form:</p> <ul style="list-style-type: none"> • Via email to core@oaklandnet.com; or, • Fax to 510-238-7761.
<p style="text-align: center;">Citywide Exercise CORE Neighborhoods Debriefing</p>	<p>Same method as above for the Exercise Skills Workshop (or any other CORE training).</p>

E. “Why?”—Citywide Exercise Purpose and Goal

Purpose: The purpose of the annual CORE Citywide Exercise is to provide an opportunity for CORE-trained volunteers to practice disaster response activities and enhance skills associated with operating a neighborhood-level disaster response. Such skills include: disaster first aid, moving patients with safe lifts and carries, finding patients with light search and rescue, communicating with radios and leading your neighborhood-level disaster response organization. Neighborhood participants who are not CORE trained will have an opportunity to become more familiar with disaster preparedness principles.

Goal: The goal of the 2018 CORE Citywide Exercise is to improve understanding of the CORE response team model and the role of each individual within that model immediately following a major disaster.

Citywide Exercise for Participating Neighborhood Groups

A. Citywide Exercise Objectives

The objectives of the 2018 CORE Citywide Exercise for participating neighborhood groups are as follows. Most neighborhood groups will undertake all exercise objectives. Groups may expand the exercise to include additional response activities, or scale back to fewer objectives. Table top exercises are an option for smaller groups. See suggested activities for participating groups in Appendix C.

1. **Demonstrate how to care for injured neighbors** from initial discovery until final hand-off to first responders. This includes triage, treatment and transport to the first aid station as well as monitoring and documenting your patients' status at the first aid station.
2. **Demonstrate effective communication** at all levels: with neighborhood response teams; with nearby neighborhood groups; and relaying vital information via the Oakland CORE Neighborhood Situational Awareness EOC Report Form (Appendix G) through participating embedded Amateur Radio/GMRS Operators in neighborhoods and at designated participating Fire Stations (see Appendix F).
3. **Demonstrate knowledge of light search and rescue** techniques including: a) cribbing, b) moving patients with safe lifts and carries, and c) systematic search.
4. **Demonstrate understanding of how to assess** your neighborhood's situation immediately following a major disaster and quickly identify patients and hazards on a neighborhood map, prioritize neighborhood response teams and create an action plan.

Communication: Clear communication is the key to a successful response. The neighborhood must communicate with: a) its own response teams to monitor their safety; b) other, nearby, neighborhood teams to exchange information or supplies; and, c) correctly report the neighborhood's needs to the Oakland Emergency Operations Center (EOC) using the Oakland CORE Neighborhood Situational Awareness EOC Report Form (Appendix G).

Leadership: Immediately following a major disaster, doing the most good for the most people involves: a) quickly identifying both people needing assistance and hazards on a neighborhood map; b) prioritizing the neighborhood response; and c) formulating an appropriate action plan. This can be challenging with an initially small number of people. As additional volunteers become available, the neighborhood organization faces a different set of challenges to utilize those people effectively. The advantages of a CORE-trained neighborhood response are: increased volunteer safety, reduced chaos, efficient allocation of scarce resources, avoiding duplication of effort and tracking the status of response teams.

Light Search and Rescue: Light Search and Rescue activities should only be attempted by CORE III graduates or those with appropriate training and if done, **MUST** be in the presence of the neighborhood Safety Officer. Demonstrate knowledge of light search and rescue techniques including the mechanics of cribbing to lift an item, moving patients with safe lifts and carries using materials at hand and systematic search of a room or building.

Disaster First Aid: It is expected some of your neighbors might need medical attention following an actual disaster. Administering first aid to multiple patients requires an orderly process including: a) initial triage to prioritize response; b) treatment to stabilize life-threatening injuries; c) transport to the neighborhood's disaster first aid station; and, d) monitoring and documenting of your patients' on-going status in the first aid station, subsequent treatment and eventual relocation to a hospital or medical facility.

B. Exercise Participation Checklist for Neighborhood Group Leaders

- Officially register your group as soon as possible** with the CORE office. Additional exercise information will be provided to the CORE group leader. Use the Registration Form for the CORE Citywide Exercise (Appendix A). Please submit your completed registration form(s) to the CORE Office as soon as possible via email to core@oaklandnet.com or fax to 510-238-7761. For questions about registration, you may email core@oaklandnet.com or call 510-238-6351.
- Confirm members of your neighborhood's exercise planning team.** Set the date, time and location of one or two exercise planning meetings. At these meetings, plan your group's exercise day activities, determine which skills to practice before the exercise, and identify the supplies needed for the exercise. Please see the Neighborhood Exercise Guide at www.oaklandcore.com for more information.
- Clarify the goals and objectives for your neighborhood exercise.** Use the goal and objectives identified in this Exercise Plan and adjust them as necessary to fit your group's needs and capabilities. Be as specific as possible in identifying what objectives you intend to accomplish.
- Register for and attend the CORE Citywide Exercise Skills Workshop.** At least one person from each neighborhood group should attend. The workshop is open to those registered for the CORE Citywide Exercise. (See below for the topics to be covered.)
- Promote neighborhood participation** in the CORE Citywide Exercise and in your group's exercise planning meetings.
- Create or update** your neighborhood rosters and equipment lists as well as your family rosters and out-of-state contacts.
- Subscribe** to ACAlert.org to receive Emergency Alerts and Notifications for Alameda County. Encourage members of your CORE neighborhood group to subscribe too. Install the AC Prepared App on your Smart Devices
- Download the AC Prepared app.** The AC Prepared Alameda County app will help you prepare and plan for how to respond to a disaster in your area.
- Identify a member of your group who will act as the Safety Officer during the Exercise.** Refer to the Exercise Safety Plan described below. For the Citywide Exercise only, the Safety Officer will also track CORE Graduates renewing their CORE certification by participating in the exercise.
- Participate in the CORE Citywide Exercise in your neighborhood.** Use the Exercise Scenario (Appendix B) and Neighborhood Incident Signs to guide your group through a simulated disaster response in your neighborhood.
- Volunteer patients**, if desired by your neighborhood groups, must be self-provided. The same applies to moulage, e.g., disaster injury make-up.

- Conduct a debriefing or “hot wash” for your neighborhood participants** after the exercise between 11:30 a.m. and 12:00 noon. Capture feedback on the Neighborhood Group Debrief/Hot Wash Form (Appendix D).
- Attend the CORE Citywide Exercise Debriefing.** Join representatives of other neighborhoods to discuss the exercise and share experiences.
- Submit your completed Neighborhood Debrief/Hot Wash Form and CORE Graduate Recertification Form** at the CORE Citywide Exercise Debriefing or directly to the CORE office.
- Plan a follow up meeting with your neighborhood group members** to build on the momentum of the CORE Citywide Exercise experience. Discuss lessons learned, identify action items, review stored supplies, encourage additional CORE training, and discuss what skills your CORE group would like to practice in the following year’s exercise.

C. Planning Schedule

Dates of important upcoming events.

Month	Activity
February 2018	<ul style="list-style-type: none"> • 2018 CORE Citywide Exercise Plan, CORE Incident Signs and Generic Neighborhood Exercise Guide will be available online at www.oaklandcore.com under “CORE Citywide Exercise.” • Citywide Exercise registration begins for participating neighborhood groups. Please register as early as possible. • Start planning in your neighborhood for the exercise.
February 2018	<ul style="list-style-type: none"> • Register for the Exercise Skills Workshop.
March 31, 2018	<ul style="list-style-type: none"> • Attend the Exercise Skills Workshop.
Early April 2018	<ul style="list-style-type: none"> • Final neighborhood planning. • Register for the Exercise Debriefing.
April 28, 2018	<ul style="list-style-type: none"> • Participate in the Citywide Exercise. • Attend the Exercise Debriefing for neighborhood group leaders and hand in recertification and neighborhood debriefing forms.
May 12, 2018	<ul style="list-style-type: none"> • Return the recertification and neighborhood debriefing forms if not already handed in at the Exercise Debriefing. • Hold a follow-up meeting in your neighborhood.

D. Exercise Artificialities and Assumptions

- ▶ It is likely that the 911 system will be overwhelmed during the initial hours (perhaps even days) during a large magnitude earthquake or other major disaster. For the purposes of this exercise we are operating under the assumption that the 911 system is unavailable. Lack of 911 system availability activates your CORE neighborhood group’s response. In a real emergency, the City of Oakland will also issue a notification via major media for Disaster Service Workers—i.e., CORE III trained volunteers—to activate their neighborhood CORE teams.

- ▶ The Oakland Emergency Operations Center (EOC) will be staffed during the Citywide Exercise. Following an actual large earthquake or other major disaster, the EOC would be activated by the City as quickly as possible. During the first few days of a real event, the EOC may request the status of neighborhoods from Neighborhood Incident Commanders using the Oakland CORE Neighborhood Situational Awareness EOC Report Form (Appendix G) delivered to amateur radio operators at participating Fire Stations. For the purposes of the Citywide Exercise, will be accepting such reports beginning at 10:00 am.
- ▶ This is a functional exercise, not a full-scale exercise. No emergency response agencies or hospitals will participate in the exercise. Participating groups must be self-sufficient. Any emergency response from outside the neighborhood will be simulated.
- ▶ Exercise time is real time from 9:00 a.m. to 11:30 a.m. The neighborhood debriefing is from 11:30 a.m. to noon.
- ▶ Weather for the exercise is the actual weather occurring on the day of the Citywide Exercise.
- ▶ A full scenario plus pre-scripted scenario updates are located in Appendix B. The Neighborhood Incident Commander (or other designated person) will read the scenario and the scenario updates, at the times indicated, to guide the flow of the exercise.
- ▶ Neighborhood Incident Signs (available for download at www.oaklandcore.com) can be posted throughout participating neighborhoods to simulate individual incidents requiring emergency response during the course of the exercise.
- ▶ "**STOP EXERCISE**" is the phrase used to stop the exercise should a real emergency, injury, or safety hazard occur. The exercise may be stopped by the Neighborhood Incident Commander, the Safety Officer or any participant who observes a real emergency situation.
- ▶ Participating groups should focus on the primary exercise objectives outlined in this Exercise Plan. Groups are encouraged to modify their objectives as necessary based on the team size, level of experience, and geographic location of their neighborhood group.
- ▶ Oakland firefighters will attempt to visit neighborhoods registered for the CORE Citywide Exercise, on a best-efforts basis. When they arrive, the Neighborhood Incident Commander should update the firefighters with the status of patients and hazards in the neighborhood requiring professional assistance. This simulates what the Neighborhood Incident Commander would be expected to do upon firefighters' arrival on the scene in a real disaster.

E. Exercise Control

Control of the exercise at the neighborhood level is accomplished by the Neighborhood Incident Commander, Safety Officer and/or Exercise Coach/Mentor, if available. Exercise control refers to starting, stopping, altering, or suspending exercise activities.

F. Exercise Evaluation

Several levels of evaluation will be used to determine the extent to which the Exercise Objectives were accomplished.

- Immediately after the neighborhood exercise ends, neighborhood group participants will gather for a “Hot Wash” (short feedback session) to discuss the group’s exercise experience and lessons learned.
- Each group will record the discussion points on the Neighborhood Group Debrief/Hot Wash Form (Appendix D). Return the completed form during the Citywide Exercise Debriefing or send it to the CORE Office as soon as possible. In addition, CORE groups will receive an invitation to participate in an online survey.
- The Citywide Exercise Debriefing meeting will be held to promote discussion between neighborhood group leaders of new issues, general exercise feedback, and suggestions for future exercises.
- Feedback from exercise participants will be compiled into an official CORE Citywide Emergency Response Exercise After Action Report (AAR). The AAR will include recommendations for future CORE exercises and programs based on comments and suggestions from participants.

G. Exercise Safety Plan is Required

The following measures are needed to ensure a safe and secure CORE Exercise.

Each group conducting hands-on activities **is required to identify** a member of their group to act as the **Safety Officer** during the exercise. Choose the Safety Officer on the basis of knowledge of basic CORE safety practices, understanding of potential dangers inherent in exercise activities, and leadership ability to effect immediate cessation of exercise activities should a hazardous condition be observed.

Identify the Safety Officer with a unique name badge, vest, or other distinctive identification.

Refer to the *CORE Neighborhood Exercise Guide* for a complete list of the Safety Officer’s duties, reporting and checklist. The *CORE Neighborhood Exercise Guide* is available at www.oaklandcore.com.

The Safety Officer is responsible for:

- Enforcing the Safety Plan and for intervening if any unsafe actions are undertaken by exercise participants. If your neighborhood group chooses to attempt hands-on Light Search and Rescue activities, the Safety Officer must be present.
- For the purposes of the CORE Citywide Exercise only, the Safety Officer is also being asked to track CORE III graduates renewing their CORE certification by participating in the CORE Citywide Exercise. Use the CORE Recertification Form (Appendix E).

H. CORE Training Recertification

When a volunteer completes the basic CORE training program (CORE I, II and III), he or she becomes a CORE graduate. CORE graduates are given an official CORE helmet and vest, certificate of completion and a CORE volunteer ID card.

CORE ID cards expire two years from the date issued. CORE graduates who want to renew their CORE certification have two options to do so:

1. Participate in the annual CORE Citywide Exercise, OR
2. Attend CORE Hands-on Refresher Training.

To recertify by participating in the annual CORE Citywide Exercise, CORE graduates must participate fully:

- You must be present for the full length of the event (usually from 9:00 a.m. to 11:30 a.m. or 12 noon).
- You may participate in any specific role. You may be the Neighborhood Incident Commander, a member of a Response Team, or the Safety Officer.
- You must sign in on the official CORE Recertification Form (Appendix E). The Safety Officer will verify your participation. Your group leader must submit the form to the CORE office.

If you need a replacement CORE ID card because yours was lost or stolen, you must come to the CORE office to have your photo taken and to sign your new card. Please contact the CORE Coordinator at (510) 238-6351 to schedule an appointment. You must have completed one of the recertification methods shown above and be eligible for a two year CORE ID card.

I. Exercise Coach Role

Less experienced neighborhood groups may request an Exercise Coach to assist them with planning and execution of their CORE Citywide Exercise activities. (Unfortunately, an exercise coach cannot be guaranteed to every group that requests one.)

If available, an Exercise Coach might:

- Attend neighborhood planning meetings;
- Prompt the group during the exercise to refer to the Exercise Scenario (Appendix B) at the times indicated;
- Serve as Safety Officer during the exercise, if no other Safety Officer is identified;
- Provide guidance during the exercise or fill a specific role within the Neighborhood Command Post such as Neighborhood Incident Commander, Deputy Incident Commander, Radio Net Control, or Scribe etc.; and/or
- Attend the Citywide Exercise Debriefing after the Citywide Exercise.

J. Exercise Mentor Groups

If your neighborhood group has participated in the full CORE Citywide Exercise at least two times in the past, you can mentor a newer group and share your experience. Your group benefits by gaining a larger number of participants and fresh perspectives. The mentored group benefits by observing your group's organization and methods in action and by participating with your group's members. If you desire, please indicate on your registration form (Appendix A) your willingness to mentor another group, or contact the CORE office.

If you are the leader of a newer group that would like to be mentored, e.g., participate with a more experienced group, please indicate this on your registration form (Appendix A) or contact the CORE office. Mentoring may be limited by the availability of experienced groups willing to serve as mentors.

K. Additional Resources

These resources are all available on the CORE web site at www.oaklandcore.com under "Citywide Emergency Response Exercise." If you do not have internet access, please call 510-238-6351 for a copy.

This 2018 CORE Exercise Plan has specific information for groups and individuals participating in the 2018 CORE Citywide Exercise.

The CORE Neighborhood Exercise Guide provides guidance for groups conducting any type of exercise in their neighborhood. The *CORE Neighborhood Exercise Guide* has detailed information about planning, participating, and follow-up activities for neighborhood exercises from simple table-tops to full functional exercises

Communications Guide to assist neighborhood communications both internally and externally with the City's Emergency Operations using amateur radio and GMRS radio communications.

Citywide Exercise for CORE-trained Individuals not Part of an Organized Neighborhood

A. Objectives for Individuals

Any of the following objectives will improve your personal disaster preparedness.

1. Connect with your neighbors to promote starting your own CORE Neighborhood group.
OR
2. For individual preparedness, make it a day to improve personal disaster preparedness. **“Have a Plan, Build a Kit, Get Involved”**. Sign up for CORE class/workshops.

B. Simulated Neighborhood Drill

This year we will be focusing on the CORE Neighborhood Groups. There will be a simulated drill scheduled sometime in June. More details and information will be coming soon.

CORE Citywide Exercise Skills Workshop Agenda

The CORE Citywide Exercise Skills Workshop is a special event to help neighborhood groups prepare for the CORE Citywide Exercise.

Date: Saturday, March 31, 2018

Time: 9:30 a.m. – 12:00 p.m.

Place: EMSD Media Room, Station #1 1605 Martin Luther King Jr. Way, Oakland, 94612.

This workshop agenda will include:

- Neighborhood networking.
- A brief orientation of this year's Citywide Exercise Objectives.
- How to assess your neighborhood's situation immediately following a major disaster and quickly identify patients and hazards on a neighborhood map, prioritize neighborhood response teams and create an action plan.
- Using effective communication at all levels including neighborhood response teams, nearby neighborhood groups; and relaying your neighborhood's needs and/or resources to the EOC using the Oakland CORE Neighborhood Situational Awareness EOC Report Form.

Requirements:

- **To attend this Exercise Skills Workshop, you must both:**
 - a) Register for the CORE Citywide Exercise as a neighborhood group using the Citywide Exercise Registration form (Appendix A); and,
 - b) Register for Exercise Skills Workshop *as you would for any CORE training, e.g., online at <https://oaklandcore.eventbrite.com>, by email or by telephone. Please register early because space is limited.*
- The Exercise Skills Workshop will be geared toward CORE III-trained graduates who are familiar with CORE vocabulary and concepts, however, CORE III training is not required to participate.
- Call 510-238-6351 for additional assistance.

CORE Citywide Exercise Debriefing Agenda

The CORE Citywide Exercise Debriefing is an opportunity for feedback about each neighborhood's experience in the exercise. You will have an opportunity to discuss problems you encountered or solved, suggest innovative activities, and share best practices. *This feedback is very important for the design of future CORE Citywide Exercises.*

Date: Saturday, April 28, 2018

Time: 2:00 p.m. – 3:30 p.m.

Place: St Lawrence O'Toole Catholic church, 3725 High St, Oakland, CA 94619

Requirements:

- At least one representative from each participating neighborhood group is encouraged to attend the CORE Citywide Exercise Debriefing. ***A drawing will be held and light refreshments will be served.***
- **To attend the Citywide Debriefing**, you must register for it as you would for any CORE training, e.g., online at <https://oaklandcore.eventbrite.com>, by email or by telephone.
- The CORE Citywide Exercise Debriefing is also the time to submit:
 - Your completed Neighborhood Debriefing/Hot Wash form (Appendix D),
 - CORE graduate Recertification Form (Appendix E), and
 - Any materials borrowed from the CORE office, e.g., “Exercise in Progress” sign boards.
- Call 510-238-6351 for additional assistance.

Appendix A. Registration Form for 2018 CORE Citywide Exercise

2018 CORE Citywide Emergency Response Exercise

Neighborhood Group Registration Form

Our group will participate in the CORE Citywide Exercise on Saturday, April 28, 2018.

Group Name

Group Leader Name

Neighborhood Command Post Address

Group Leader Email Address

Group Leader Daytime Phone Number

Group Leader Mailing Address

Council District 1 2 3 4 5 6 7

How many neighbors do you anticipate will participate in your neighborhood exercise?

1-5 6-10 11-20 21-30 31-40 41 or more

Please check any of the following that apply to your group:

- My group requests an **Exercise Coach** to assist our neighborhood on the day of the Exercise, if an Exercise Coach is available.
Please check one box: This is our first time second time third time doing a full exercise.
- My group is **willing to mentor** a newer group by including their members in our neighborhood's exercise. I confirm our group has activated our Neighborhood Command Post in at least two prior Citywide Exercises.
- My group **would like to be mentored** by a more experienced CORE Group by participating in their neighborhood's exercise.
- I would like to request a visit** from a City Official or Fire Engine to my neighborhood group. (Please note: This request is subject to availability on the day of the exercise.)
- Yes, we plan on attending the Citywide Exercise Debriefing on Saturday, April 28, 2018, 2:00 p.m.-3:30 p.m. at the OFD Training Division.

REGISTER TODAY!

Submit your completed form via email to core@oaklandnet.com or fax to 510-238-7761.

REGISTRATION DEADLINE: Tuesday, April 18, 2018.

For more information, contact the CORE office at 510-238-6351.

Appendix B. CORE Citywide Exercise Scenario

The Neighborhood Incident Commander (or other designated person) will:

- Give the initial Safety Briefing
- Read the scenario aloud at 9:00 a.m. on the day of the Exercise
- Read the scenario updates at the specific times indicated to guide the flow of the exercise.

9:00 a.m. SCENARIO

A 7.8 earthquake occurred just a few minutes ago on the Hayward Fault centered in Oakland. Strong shaking occurred throughout the Bay Area and as far south as San Jose and as far east as Livermore. There are some landslides above and below Highway 13.

Many trees and power lines have been knocked down, blocking roads and creating major access problems for first responders.

Sporadic, small, natural gas pipeline leaks are a fire hazard in many areas. Some water and sewer distribution lines have broken, disrupting service in those areas. Electricity is off for most areas of Oakland.

Landline telephone and cable service is unavailable throughout the East Bay. Cell phones may or may not work depending on which wireless providers' cell towers have been damaged.

The 9-1-1 system is overwhelmed.

Radio broadcast

This is breaking news on KCOR 789. We are covering the impact of the 7.8 earthquake that occurred at 9:01 a.m. in Oakland.

Based on calls from listeners and social media reports, there is major damage around the Bay Area Region and particularly in Oakland, Berkeley, Richmond and Alameda. There are numerous reports of injuries, some serious.

CalTrans advises that it will take several days to inspect freeways and overpasses. Bridges and tunnels are closed pending inspections and clearance. CalTrans says to use surface streets only. However, there are also some reports of road closures due to fallen trees and power lines.

Our next report will be at the top of the hour.

9:45 a.m. UPDATE

In your neighborhood

Some neighbors may need help but cannot reach the Neighborhood Disaster First Aid Station or Neighborhood Command Post. Depending on the size of your group, prioritize your response. Your neighbors may have skills, tools or supplies your CORE team will need to identify and respond to patients and hazards.

- Damage Assessment Teams identify patients and hazards on a neighborhood map.
- Disaster First Aid Teams triage patients and treat the “immediate/red” patients prior to the “delayed/yellow” patients, and then transport them to your neighborhood Disaster First Aid Station.
- Hazard Reduction Teams mitigate hazards in your neighborhood.

10:00 a.m. UPDATE

Radio broadcast

At KCOR 789, we continue our coverage of the major earthquake on the Hayward fault. There have been several aftershocks in the 5.0 to 5.5 range. Drop, Cover and Hold On whenever you feel an aftershock.

We have reports of major gas leaks and fires along the I-880 corridor. The Chevron refinery followed emergency shutdown procedures, but there is a small fire at the refinery. Richmond and Hercules residents should follow shelter in place procedures.

Alameda County hospitals are asking that only severely injured persons come to the hospital at this time. Triage areas are being set up in hospital parking lots until the hospitals can be inspected for damage.

East Bay MUD issued an urgent warning that drinking water may be contaminated. Use bottled water or boil tap water for 20 minutes to purify it for drinking.

Oakland is the first East Bay city to proclaim an official state of emergency and has sent out an alert to notify city staff and Disaster Service Workers to activate in their CORE neighborhoods, if they have not already done so. The Oakland Emergency Operations Center is accepting CORE neighborhood status reports.

Stay tuned to KCBS for additional official announcements. We will update you as details come in.

In your neighborhood

Check on the location and status of your neighborhood response teams via walkie-talkie radios if available. Note the time of contact, their status, and location on your neighborhood map. If your neighborhood urgently needs items or skills you do not have on hand, communicate with neighboring groups—following the Communications Plan (Appendix F) to see if they can help you or if you can help them.

10:30 a.m. UPDATE

In your neighborhood

Earthquake!! Drop, Cover and Hold On!! A major aftershock has occurred in the 6.0 range. Remember to re-check for patients and hazards (e.g., conduct another Damage Assessment) whenever a significant aftershock occurs.

Also check on the safety of your neighborhood response teams. More power lines may be down, more natural gas leaks could have occurred, new fires could have sprung up, or more water mains could have broken.

Replace the Neighborhood Command Post staff. This is both to share the experience with everyone in your neighborhood group as well as to avoid exhaustion of the original volunteers.

Assume there is conflicting traffic on your neighborhood FRS radio channel. Change the channel used by your neighborhood radio net to your pre-arranged alternate FRS radio channel.

11:00 a.m. UPDATE

Radio broadcast

This is KCOR 789.

Following the major 6.2 aftershock at 10:29, there are reports of additional landslides in the East Bay hills, particularly along Highway 13. Unconfirmed reports say several homes have been damaged or destroyed. The status of those homes' occupants, if any, are unknown.

Hospitals again ask that only the most severely injured be taken to the hospital at this time. There is an overwhelming number of people requiring treatment. Oakland's Emergency Operations Center has been activated.

In your neighborhood

If you have not already done so, activate your CORE Neighborhood Response Team. If possible, assess your neighborhood and complete the Oakland CORE Neighborhood Situational Awareness EOC Report Form (Appendix G) for your neighborhood and relay it to the Simulated EOC via an Amateur Radio Operator (if there is one in your neighborhood) or use a GMRS radio or runner or bicycle to deliver the report to the RACES Amateur Radio Operator at a participating Fire Station.

11:30 a.m. END OF EXERCISE

Gather for a neighborhood debrief / hot wash until 12:00 p.m. Designate a team member to complete the Neighborhood Group Debrief / Hot Wash Form and send or fax it to the CORE office or submit it at the CORE Citywide Debriefing after the Citywide Exercise.

Appendix C. Exercise Day Activities for Neighborhood Groups

The activities on the following pages are suggestions only. Each group may choose which activities they wish to attempt based on the objectives they wish to achieve, their resources and skill level.

Basic Activities for All Groups: These activities are appropriate for everyone.

Added Challenges for Experienced Groups: Added Challenge activities are intended for groups with more experience, several CORE graduates, or for groups with these technical skills. These activities offer an opportunity to make the exercise more challenging, practice a broader set of skills, or increase the level of organization needed to complete the activity.

Objective 1: Demonstrate how to care for injured neighbors from initial discovery until final hand-off to first responders.

A. Basic Activities:

- 1) Administering first aid to multiple patients requires an orderly process including:
 - Triage to prioritize response;
 - Treatment to stabilize life-threatening injuries;
 - Transport to the neighborhood's disaster first aid station; and,
 - Monitoring and documenting of your patients' on-going status in the disaster first aid station, subsequent treatment and eventual relocation to a hospital or medical facility.

- 2) If only a small group of trained volunteers is initially available, the Damage Assessment team(s) can also quickly perform triage on any patients found—e.g., using the S.T.A.R.T. Method - Simple Triage And Rapid Treatment prioritizing patients as “immediate/red”, “delayed/yellow”, “walking wounded/green” or “dead/black.” WEAR MEDICAL EXAMINATION GLOVES TO TRIAGE.

- 3) Practice stabilizing “immediate/red” patients in the field, e.g., Using Stop The Bleed methods. Review Disaster First Aid skills in the CORE III B manual.

- 4) If you feel comfortable doing so, teach non-CORE members a lifesaving skill such as opening an airway, controlling bleeding, or how to use the shock position. Other skills that can be easily taught are splinting, bandaging, and basic triage.

- 5) Determine what additional Disaster First Aid supplies are needed.

- 6) Practice filling out and updating the Patient Treatment Log (found in the CORE II manual) that documents the patients' identity, symptoms, treatment history, current status and ultimate hospital destination.

B. Added Challenge:

- 1) Set up and operate the Disaster First Aid (DFA) Station.
- 2) Before the exercise begins, apply moulage to neighbors who volunteer as patients. (Moulage is make-up simulating disaster injuries.) Provide them with a script—for example, “patient cards” are provided with the Neighborhood Incident Signs—of how they were injured and place them in the neighborhood where they can be rescued and transported to the DFA Station. Note: Neighborhood groups wishing to include moulaged patients must provide the volunteers and apply the moulage in the neighborhood. Contact the CORE office for resources to learn to apply moulage in your neighborhood.

Objective 2: Demonstrate effective communication at all levels.

A. Basic Activities:

- 1) Clear communication and teamwork is key to a successful response. All communication is ultimately in the name of the Neighborhood Incident Commander. The Neighborhood Command Post and response teams must work as a team under the direction of the Neighborhood Incident Commander and not just as a group of individuals.
- 2) Communicate with neighborhood response teams to track their status and location on a neighborhood map.
 - Use two-way radios effectively to contact and control teams in the field.
 - Or, if radios are not working for any reason, use runners to communicate via written messages.
- 3) Relay a status report using the *Oakland CORE Neighborhood Situational Awareness EOC Report Form* (Appendix G). Relay the report via an Amateur Radio Operator (if there is one in your neighborhood) or use a runner or bicycle to deliver the report to the RACES Amateur Radio Operator at a participating fire station. A list of participating fire stations will be provided to registered CORE group leaders in April.

B. Added Challenge:

- 1) Make contact with a nearby neighborhood group.
 - Prior to the exercise, determine where a participating neighboring group is located. Refer to the CORE Google map. A link to the map will be provided to registered CORE group leaders.
 - Determine whether the current neighborhood situation requires assistance. If so, contact a neighboring group to see if they can assist. Until first responders and other services become available, neighboring groups may be able to help.
- 2) If your group has made previous arrangements to do so, relay your Oakland CORE Neighborhood Situational Awareness EOC Report Form to the participating fire station by GMRS radio.

Objective 3: Demonstrate knowledge of light search and rescue.**A. Added Challenge:**

- 1) Another aspect of CORE emergency response that neighborhood groups may choose to practice is to perform hands-on Light Search and Rescue (LSAR) activities.
- 2) Light Search and Rescue activities should only be attempted by CORE III graduates or those with appropriate training. NOTE: The Safety Officer MUST be present for all LSAR hands on activities.
- 3) **Cribbing** - Practice the mechanics of cribbing by lifting a lightweight item such as a sheet of plywood or an empty book case. Review the CORE III manual section 3-23 through 3-27.
- 4) **Safe lifts and carries** - Ensure participants are physically able and properly trained. Place simulated patients in difficult to extract situations such as a narrow hallway, inside a narrow doorway, or in an area that requires debris be cleared. Provide a number of options for transport such as blanket, tarp, sturdy chair, etc. Improvise a stretcher using materials at hand. Create alternate 'patients' such as a rolled up rug, pillows pinned together, a bag of soil, etc. Review the CORE III manual section 3-17 through 3-22.
- 5) **Systematic search** - Set up an area to search simulating earthquake damage conditions. Jumble boxes, bins, etc. to simulate obstacles caused by shaking. Provide a place to mark the building with the Light Search and Rescue X. Make the patient a little hard to find. You may combine search with the cribbing and/or safe lifts and carries activities shown above. Review the CORE III manual section 3-8 through 3-15.

Objective 4: Demonstrate understanding of how to assess your neighborhood's situation immediately following a major disaster.

A. Basic Activities:

- 1) Place "Neighborhood Incident Signs" on the lawns of neighbors participating in the exercise. These signs describe simulated patients and/or hazards requiring emergency response during the course of the exercise. Suggested Neighborhood Incident Signs, with patient cards describing simulated injuries, are available for download from the CORE Internet site.
- 2) If only a small group of trained volunteers is initially available, your Neighborhood Command Post may consist of just one person—the Neighborhood Incident Commander—with a radio, pen, clipboard and neighborhood map communicating with a very limited number of Response Teams in the field. As additional volunteers arrive add command post staff as needed, e.g., scribe, Communication Team, Deputy Incident Commander, etc., to prioritize neighborhood problems.
- 3) Do the most good for the most people. Quickly identify both patients and hazards on a neighborhood map for the Neighborhood Incident Commander (NIC); b) The NIC will prioritize the neighborhood response; and formulating an action plan. The desired advantages of a CORE-trained neighborhood response are: increased volunteer safety, reduced chaos, efficient allocation of scarce resources, avoiding duplication of effort and tracking the status of response teams.
- 4) Track the location and status of all response teams on a neighborhood map. This is required—even with a one-person Command Post—to monitor the safety of those teams. Utilize one of the team dispatch and tracking systems in the new CORE II manual.
- 5) Change command staff during the exercise. Replace the Neighborhood Incident Commander and other Command staff members. Conduct a briefing and formally transfer command.

B. Added Challenge:

- 1) Document activity using CORE forms from the new CORE II manual.
- 2) Review your neighborhood plans for:
 - Evacuating the neighborhood.
 - Re-locating the Neighborhood Command Post.
 - Checking on neighbors who have not come to the Neighborhood Command Post. It is essential to know whether neighbors need additional assistance and whether they have supplies, equipment, or skills needed by the neighborhood.
- 3) Set up and operate other neighborhood facilities. These can include: the Neighborhood Assembly Area; Child Care Station; and/or, Pet Area, as the situation warrants.

ALTERNATIVES FOR VERY SMALL GROUPS:

A. Table top exercise: It can be difficult to successfully run a functional exercise with very few people. If the group finds there are only a handful of participants on the day of the exercise, consider changing the exercise plan and doing a table top exercise instead. A table top exercise provides excellent practice in Neighborhood Command Post operations. Use the scenario in Appendix B and a selection of the incident signs as material for the table top exercise. See the *CORE Neighborhood Exercise Guide* for more information about table top exercises.

B. Neighborhood organizing:

- Use the exercise period (9:00 – 11:30 a.m.) to review neighborhood supplies, plans, and needs.
- Walk the neighborhood to draw a neighborhood utility map. (See the CORE II manual)
- Talk to your neighbors about how and when to shut off their gas – offer to place reflective tape on the gas supply line so it can be easily located in the dark. (Review the CORE I manual)
- Display supplies for a Go Bag at an information table. Provide a sign-up sheet to promote CORE I and II classes in the neighborhood.
- If you feel competent to do so, provide basic training on simple damage assessment of one's own home. (Review the CORE III A manual)
- If you feel competent to do so, demonstrate lifesaving skills, such as: opening an airway with head tilt/chin lift, controlling bleeding, treating for shock. (Review the CORE III B manual)

Alternatives for New Groups

1. Request an Exercise Coach. An Exercise Coach may assist your CORE group with planning as well as on the day of the exercise. A coach can possibly be provided, based on the availability of qualified coach volunteers.
2. Ask to be mentored by a more experienced group. Mentored groups will be paired with more experienced groups to the extent possible, depending on experienced groups volunteering to have another group join them. The mentored group is responsible for transportation to and from the more experienced group's location.

Alternative for Advanced Groups

Mentor a new CORE neighborhood group preferably identifying one that is adjacent to yours.

Appendix D. Neighborhood Group Debrief / Hot Wash Form

Please print clearly and use additional paper as needed.

Group Name: _____

Neighborhood Command Post Address: _____
(or the address where you gathered today)

Total # of Participants at your site during the Citywide Exercise: _____

(Please include everyone who participated at any time during the Exercise today)

of Participants who are CORE III graduates: _____ (who completed all CORE basic training)

of Participants with less CORE training: _____ (who have ever taken any CORE class)

WHAT WORKED WELL

WHAT NEEDS IMPROVEMENT

Group name:

LESSONS LEARNED
IDEAS AND RECOMMENDATIONS FOR NEXT YEAR'S CORE CITYWIDE EXERCISE
OTHER COMMENTS, IDEAS AND RECOMMENDATIONS ABOUT THE CORE PROGRAM

Please return this completed form during the CORE Citywide Exercise Debriefing on
Saturday, April 28, 2018

or send it to the CORE Office as soon as possible after the Exercise.

Email: core@oaklandnet.com, Fax: 510-238-7761

Mail: 1605 Martin Luther King, Jr. Way, Oakland, CA 94618

Appendix E. CORE Graduate Recertification Form



2018 CORE Recertification Form



For CORE Graduates Participating in the 2018 CORE Citywide Exercise

If you are a CORE graduate and wish to renew your certification today, please provide the information requested below. **Please print clearly.** The renewal will extend your certification for two years from the date of today's Citywide Exercise. An updated expiration date sticker for your CORE ID card will be mailed to you within 30 days after the form is submitted to the CORE office. **If you need a replacement CORE ID card**, please contact the CORE office at (510) 238-6351 or email core@oaklandnet.com for more information.

Group Name: _____

Name of Safety Officer verifying participation of those listed below: _____

1. Name _____	Email _____
Mailing address _____	Phone _____
2. Name _____	Email _____
Mailing address _____	Phone _____
3. Name _____	Email _____
Mailing address _____	Phone _____
4. Name _____	Email _____
Mailing address _____	Phone _____
5. Name _____	Email _____
Mailing address _____	Phone _____
6. Name _____	Email _____
Mailing address _____	Phone _____
7. Name _____	Email _____
Mailing address _____	Phone _____
8. Name _____	Email _____
Mailing address _____	Phone _____
9. Name _____	Email _____
Mailing address _____	Phone _____
10. Name _____	Email _____
Mailing address _____	Phone _____

Group Leader: please return completed form to CORE Office as soon as possible after the Exercise.

Email: core@oaklandnet.com; Fax: 510-238-7761
Mail: 1605 Martin Luther King, Jr. Way, Oakland, CA 94618

Appendix F. RACES and CORE Communications Plan for FCC Licensed Amateur and GMRS Radio Operators.

Communication continues to be an important part of the CORE Citywide Exercise. The following methods of communication may be used in this exercise.

Communication Within the Neighborhood

CORE volunteers should be familiar with two basic methods of communication within their neighborhood: using two-way radios (“walkie talkies”) and sending a written message with a runner. Each method has its benefits and drawbacks, and each has its place in neighborhood emergency communication. Use the CORE Citywide Exercise to practice both ways to communicate.

See the CORE Neighborhood Exercise Guide for additional tips on neighborhood use of radios and runners.

Communication with Neighboring Groups

Prior to the date of the exercise, work with a CORE volunteer mentor/coach to contact the group leader(s) of a nearby participating CORE neighborhood group to establish a means to communicate between your neighborhood groups. In an actual emergency, nearby groups may have resources your group needs. In addition, contact and cooperation can help avoid radio interference by designating the channels each group plans to use. Practice making contact during the CORE Citywide Exercise.

If your CORE neighborhood group has access to a GMRS radio, refer to the CORE Radio Plan for more information.

Communication with Oakland’s Emergency Operations Center (EOC)

CORE neighborhoods are encouraged to complete and relay simulated neighborhood situational awareness reports using the Oakland CORE Neighborhood Situational Awareness Report Form (Appendix G) to designated participating anchor Fire Stations manned by RACES (Radio Amateur Communication Emergency Service) amateur radio operators. In a real emergency, only reports delivered to and transmitted by designated RACES operators in accordance with the CORE Communication Plan will be accepted by EOC personnel.

Neighborhood groups with GMRS radios set to the appropriate channel may also deliver messages. A radio operator situated in a CORE neighborhood can relay information taken from the Oakland CORE Neighborhood Situational Awareness Report Form directly to the Fire Station or to another CORE radio operator who will relay the transcribed information to the RACES radio operator at the Fire Station.

Appendix F. Communications Plan (continued)

In order to provide emergency radio communication capability for the Communities of Oakland in any type of disaster, the following radio band plan and protocol is recommended for FCC licensed amateur radio operators. CORE radio operators may be FCC licensed Amateur radio Operators or GMRS radio operators trained by CORE in radio use and net protocol. These radio operators are not to be confused with Radio Amateur Civil Emergency Service (RACES) operators who have certification and special training.

CORE radio operators using licensed GMRS radios will use channels 1 to 8--or channels 15 to 22 depending on the brand--as base channels for radio communication. These base channels correspond to the city council district where they are located at the time of the emergency. Channel 8 may be used for contact with other CORE radio operators (see the following table).

GMRS Channel Assignment by Council District

Council District	GMRS Radio Channels		FCC
	Icom	Motorola, Midland, Cobra, Garmen, Uniden, others	Frequency
1	1	15	462.550
2	2	16	462.575
3	3	17	462.600
4	4	18	462.625
5	5	19	462.650
6	6	20	462.675
7	7	21	462.700
Call to Firehouse	8	22	462.725

A. AMATEUR RADIO COMMUNICATION PROTOCOLS DURING AN EMERGENCY

During an actual emergency, FCC licensed amateur radio operators or convergent hams and sometimes referred to as neighborhood or embedded hams shall use the following guidelines:

1. RACES/CORE Communication.

RACES Response to CORE (From ORCA RACES/CORE communication plan)

ARES/RACES Members will provide for the communications needs of the City upon activation by an authorized representative in accordance with directions from the City and establish radio stations at locations identified in the ARES/RACES Disaster Plan.

Resource Net

A RACES station will be assigned to act as net control for a resource net. The net control station will establish a directed net on the WB6NDJ two (2) meter repeater, i.e. 146.88 MHz output, standard negative offset, or by simplex on the repeater output. The net control station will coordinate the assignment of volunteers and use the tactical identification of "Resource Net Control" ("RNC")

Tactical Nets

During an activation RACES will establish one or more controlled tactical nets for communications needs and assign tactical call signs to Net Control Stations ("NCS"). Such NCS stations shall operate from such locations and on such frequencies as are established by the RACES Radio Officer and the EC or their designee.

Secondary Stations

RACES Members will be assigned to duty as Secondary Stations at various locations including, among others, fire stations, police stations, staging areas and/or shelter sites as directed by the authorized representatives of the City. In addition, RACES volunteers may be assigned to act as "shadows" for officials or function in a mobile capacity for disaster assessment purposes.

AT ALL TIMES DURING AN ACTIVATION, RACES WILL CONTROL FREQUENCY AND STATION COORDINATION WITH THE CITY FOR RACES COMMUNICATIONS AND TRAFFIC.

CORE Communications Needs and Response

In the event of an activation of CORE Teams, CORE Teams will implement their communications plans to contact the City Emergency Operations Center (EOC). All non-amateur radio communications will be handled by established protocols. Otherwise, communications with the EOC via RACES communications resources will be structured as follows:

Amateur Radio Stations within CORE Teams

Amateur Radio Operators (ARO) who are members of a CORE Team and registered as Disaster Service Workers may contact the RNC; identify themselves, their capabilities and status; and await instructions from net control. The RNC will give the AROs a choice of volunteering for a RACES assignment or remaining in their neighborhood.

If the ARO elects to remain in their neighborhood, they are to await instructions from the RNC for possible assignment to a Tactical Net for handling communications and traffic with RACES. Such AROs, however, should be aware that it is very likely that there will not be sufficient RACES resources available to communicate directly with CORE Teams.

Appendix F. Communications Plan (continued)

CORE Teams Communication with RACES

CORE Teams will establish communications with their local fire stations through the use of runners, GMRS radio, FRS radio or other available communication resources. RACES recommends that CORE Teams use FRS or GMRS radios and emulate Amateur Radio net type control of their channels for internal and external communications.

All communications and/or traffic for the EOC will be delivered to the RACES operator of the Secondary Station who will prioritize and transmit all such messages through the appropriate net(s). The RACES operator will be considered the originator of all such traffic for message handling purposes.

In the event that a CORE Team is without a communication resource and RACES volunteers are available, RACES may dispatch, if feasible, mobile and/or portable stations and operators to CORE Teams to establish communications.

Deactivation

Upon notification by an authorized representative of the City to terminate RACES activities, the RACES Radio Officer or their designee shall direct all NCS to stand down and secure their Nets returning all occupied radio frequencies to their normal use. (end of ORCA RACES/CORE communication plan)

2. Amateur Radios Operators' Role Defined.

Licensed Amateur Radio Operators who are **not** active in RACES and using specific amateur radio frequencies, as identified in table 6, will assist neighborhoods with communications needs in an advisory or training capacity for walk-up volunteers in inter-neighborhood communication. They may also assist with intra-neighborhood communication efforts in obtaining or providing support or assistance.

3. CORE Emergency GMRS Radio Operators Role Defined.

CORE emergency radio operators have been trained in all aspects of radio use and "NET" protocol. The GMRS Licensed operators' primary function will be to relay information between neighborhood groups.

4. Emergency Traffic (Primary RACES Staffed Stations)

Amateur radio operators located in neighborhoods may transmit emergency traffic to other CORE radio operators located at an Anchor Fire Stations via pre-identified amateur radio frequencies. (see table 6) An amateur radio operator located at the Anchor Fire Station transcribes this information onto a Neighborhood Situational Awareness EOC Report form and hands it to the RACES operator. The RACES operator transmits the message to the EOC.

These council district firehouse locations include anchor fire stations that will be staffed by RACES and alternate fire stations that might or might not be staffed by RACES.

Council District-Firehouse Locations

Council District	Anchor Fire Stations to be staffed by RACES	Alternate Fire Stations that might or might not be staffed by RACES
1	19	7 / 8
2	4	10 / 12
3	15	1 / 2 / 3 / 5
4	6 / 25	24
5	16	13
6	17 / 23	21 / 29
7	26	20 / 27 / 28

5. Category 1 Emergency Traffic Defined

A Category 1 Emergency is defined as Human life at risk. Condition is unstable and able to spread, e.g., fire, gas leak, dam rupture, evacuation notice, etc. Lower priority messages such as Public Health and Welfare, Priority or Routine matters may be communicated on these same frequencies when traffic volume allows. Emergency Management Services Division will notify RACES when lower priority messages can be transmitted to the EOC.

6. Coordination of Emergency Traffic.

To avoid any duplication of emergency traffic, all emergency traffic to Anchor Fire Stations must be in writing, on the approved Oakland Neighborhood Situational Awareness EOC Report form and signed by the Neighborhood Incident Commander. This includes messages delivered by runners or by radio transmission.

7. CORE to EOC Situation Report form.

The Oakland Neighborhood Situational Awareness EOC Report Form (see Appendix A) is the only means of providing specific information about an incident in a CORE neighborhood to the EOC. No reply message from EOC to the neighborhood will occur.

8. *Neighborhood Net Call Sign Example*

Please note that the FCC requires all Amateur Radio Operators to identify their station with their FCC call sign. GMRS Radio operators must also identify their station with the call sign they received from the FCC upon licensing. Every radio operator using a neighborhood GMRS or amateur radio net must use a call sign beginning with their council district number and followed by their unique neighborhood name as in the following example.

- Station 7, this is (call-sign) district one, upper Alvarado do you copy, over?

For communication between neighborhoods either within the same district or an adjoining district, the same protocol would prevail as in the following example.

- District one, upper Alvarado this is (call-sign) district one, lower Alvarado, do you copy, over?

The CORE Emergency Radio Net will use two-meter simplex frequencies with Licensed Ham operators not associated with RACES, otherwise known as Community/Neighborhood amateur radio operators (see the following table).

Two-Meter Simplex Frequencies by CORE Emergency Radio Net

CORE Emergency Radio Net	Description	Primary, Two- Meter Simplex Frequencies	Secondary, Two-Meter Simplex Frequencies
CORE	Neighborhood Resource Net	146.415	147.420
CORE – 1	CORE to CORE Firehouse Relay Net	146.505	147.510
CORE – 2	Evacuation Coordination Net	146.430	147.435
CORE – 3	Intra-District Communication	146.445	147.450

9. *Radio Equipment Restrictions*

In an effort to maintain integrity in FCC licensing and radio operation, it's required that non-FCC licensed radio operators use equipment specifically intended for FRS/GMRS frequencies. FCC Licensed radio operators that also have a GMRS license are encouraged to monitor the GMRS frequencies and provide assistance when necessary.

B. OTHER EMERGENCY COMMUNICATION ISSUES

1. Flow of communication

Some neighborhood groups may be geographically located closer to a RACES-staffed Anchor Fire Station located in an adjacent council district. In this situation, properly documented information will be accepted and passed through that RACES operator. CORE Neighborhood Groups must be consistent in which fire station they use for reporting situations. Reports should be delivered or transmitted to one fire station only.

Council district lines should never be used as boundaries to restrict or limit communication. Pass or relay critical information for assistance or aid in the most efficient way regardless of Council district boundaries. The boundary lines are used as a band-plan guideline for GMRS channel selection for communication within a council district only.

The use of relays will be required in many instances to bridge gaps in radio coverage. In many areas throughout Oakland, the terrain and other obstacles (such as buildings) can prevent the clear transmission and reception of radio traffic.

Remember to listen and ask if this frequency is in use, wait a few seconds and then state the station you're attempting to contact and your call sign.

2. Communication During High Traffic Periods

Use of GMRS frequencies (1-8 or 15-22) by FRS users (1-14) will result in unusually high traffic causing delayed message transfers. After a catastrophic event, several neighborhood groups and CORE radio operators will find themselves overwhelmed with the amount of radio traffic and confusion caused by too many people attempting to use each frequency. The alternate method to pass critical information is to use runners or wait until the radio traffic volume is reduced or an organized net becomes active to control radio traffic. If using runners, they must take extra precaution because of potential dangerous situations such as downed power lines, fires, etc.

Appendix G. CORE to EOC Situation Report Form

Oakland CORE Neighborhood Situational Awareness EOC Report

Use this form to report hazards, potentially dangerous situations, and the overall situation in your neighborhood. Complete separate reports for separate issues so they can be routed to the correct Emergency Operations Center section. **Important:** Write an **X** across the boxes you are not using.

1. Date .././....	2. Time 24hr	3. To: EOC Oakland
4. From: (Neighborhood Incident Commander Name, Phone, Email)	5. Neighborhood Location: (Address or cross streets with Zip code)	

>>> Complete only ONE box per report. Write an X across boxes not used. <<<

<p>6. EMERGENCY <i>Human Life may be at Risk</i> due to fire, gas leak, hazardous material, life-threatening injury, person trapped, landslide, etc.</p> <p>a. Specify Issue and Assistance Needed if Available:</p> <p>b. Location of hazard: _____ c. Area or Persons Impacted: _____</p> <p>7. Evacuation Status: a. <input type="checkbox"/> No evacuation expected. b. <input type="checkbox"/> In progress or completed. Number of people _____ Destination: _____ evacuated: _____</p>
--

<p>8. HEALTH & WELFARE Assistance needed when possible with first aid, food, water, shelter, sanitation, displaced persons, animal control, etc.</p> <p>a. Specify issue:</p> <p>b. What is needed: be specific, numbers where appropriate</p>
--

<p>9. PRIORITY <i>Property at Risk</i> due to water main break, power line down, land slide, etc.</p> <p>a. Specify Issue and Assistance Needed When Possible:</p> <p>b. Location: _____</p> <p>c. Structures affected _____ d. # threatened _____ e. # destroyed _____</p>

<p>10. ROUTINE General info, road closure, land slide, status, <i>with no risk to life or property</i></p> <p>a. Specify Issue:</p> <p>b. Location: _____</p>	Neighborhood Status Snapshot	
	Yes or No	# injured
		deceased (circle one)
		# buildings damaged
	# buildings destroyed	

11. Additional Information about any issue above (Be CONCISE, keep it short, facts only)



Signature of Neighborhood Incident Commander (**REQUIRED** – request will not be transmitted without this signature.)

For Amateur Radio Operator Use ONLY:

12. TX Date and time:	13. Message # (if used)	14. TX By:
------------------------------	--------------------------------	-------------------