

# CERT NEWS

COMMUNITY EMERGENCY RESPONSE TEAM

January-March 2017

### Quick Dates—

All meetings are held at the SusiQ unless otherwise specified.

### CITIZEN'S ACADEMY

Feb. 2 start. Check City of Laguna Beach website for more info: [www.lagunabeachcity.net/](http://www.lagunabeachcity.net/)

### PATRIOT'S DAY PARADE

Sat., Mar. 4.

### ALL HANDS MEETING

Cribbing/Traffic Control Refresher 6:00 - 8:00pm, Wed., Mar. 22

### CERT MUTUAL AID PROGRAM (CMAP)

Tentative start Mar. or Apr.

### RADIO CLASS

6:00-8:00pm, Wed., Apr. 12

### CERT CPR/FIRST AID

Open to CERT first, early May

### NEIGHBORHOOD DRILLS

Tentative Jun. & Sept. Dates TBD.

### ANNUAL PICNIC

Sun., Jul. 16, Heisler Park

### CERT TRAINING, CLASS 9

8-week class, Fall (Sept.-Oct.)

### ALL HANDS SKILLS DRILL

Oct. 2017. Details TBD.

### SHAKEOUT

Fri., Oct 20, 10:20am

### AWARDS DINNER

Wed., Dec. 6.

### CERT Board

#### CONTACT US:

[LagunaCERT@gmail.com](mailto:LagunaCERT@gmail.com)

Alx Simmons, CERT Director  
Sandi Cain, Outreach Chief  
Jerry Myers, Radio Comm Chief  
Susan Reese, Marketing Chief  
Mike Mitchell, Training Chief  
Charlie Barr, Development Chief

Jordan Villwock, MS,  
Emergency Operations Coordinator  
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## From the Emergency Operations Coordinator

### Happy New Year CERT Members!

I hope you each had a great holiday season with your families and loved ones, I know I enjoyed the break. The Laguna Beach CERT program has been growing in numbers and continues to provide excellent additional training opportunities for existing members. In the beginning of December, our CERT program hosted the inaugural CERT Awards where we recognized several outstanding and dedicated members of our program, congratulations to all that received awards!

I have good news for all those members who still need an ID card, we received delivery of our new volunteer ID card machine this week so I will be spending the next week building ID card templates and learning the system. If you need an ID card AND you have been fingerprinted, please email me a picture of yourself (preferably headshot) or take a "selfie".

If you still need to be fingerprinted please call Property/Evidence Manager Debi Heninger at 949-497-0396 to schedule an appointment, please do not just show up.

As we embark on 2017, I am calling on all CERT members to stay prepared and be active in our program. I am excited to see what the next year brings for Laguna Beach's CERT program.

Sincerely,

Jordan Villwock, MS

*Emergency Operations Coordinator*



## Next Gen-Reporting Goes Live for Laguna Beach CERT

by Sandi Cain

Laguna Beach CERT started off 2017 with a new twist, introducing members to an online reporting and sign-up database that hopefully will make every member's life easier for all things CERT. This was the focus of the all-hands meeting on Jan. 11 at the SuziQ.

Called **Better Impact**, the database program allows members to update their contact information, designate available times/days for activities, sign up for stints at Farmers' Market or radio classes or other training sessions, monitor your qualifications and track and report your volunteer hours. Within this database, you'll also be able to see when your CPR

*Better Impact continues on page 3*

## Radio Refresher Class a Big Success

by Sonny Myers, CERT Instructor, Communications Chief

Fourteen CERT members attended a FRS/GMRS radio class held at the Suzi-Q Community Center November 3. The 2-hour class covered basic hand-held radio operation, frequencies, radio etiquette and preparedness. We had many new attendees that wanted to learn how use a hand-held radio to communicate in their neighborhoods along with CERT radio team members who wanted to brush up on their radio skills. We did hands-on practice using FRS and GMRS radios. We discussed radio controls, communication limitations and the importance of being able to communicate effectively before, during and after an emergency.

Watch the CERT newsletter and CERT emails for classes and field training to be announced for 2017.

Stay Tuned!



Sonny Myers

## CERT Members Get Crash Course in Wildlife Management

by Sandi Cain, Outreach Chief

It was a two and one half hour class taught by City of Laguna Beach Animal Services Officer David Pietarila 11/12/16 at Bluebird Park.

The 14 CERT members who gathered on Nov. 12 at Bluebird Park for wildlife training weren't there to discuss Laguna's social scene. Instead, they were there to learn about coyote behavior from Laguna Beach Animal Services Officer David Pietarila. The 2.5-hour class also included tips about how to deter the pesky critters from visiting homes in search of dinner and some canvassing in the neighborhood.

Pietarila said that on average only one person per year is attacked by a coyote in all of California, but the scavengers present a huge problem to people with pets. Coyote are native to this area, weigh up to about 45 pounds and have a life cycle similar to that of cats (15 years or so). And they're not going away.

So in a new effort to get out the word about deterring coyotes, Animal Control has teamed up with CERT to help alert neighbors when a coyote is reported in a certain area and to educate residents about how to coyote-proof their own property.

After the presentation and Q&A session, CERT members spread out in the Woods Cove area, door hangars and literature in hand and went door to door to talk to neighbors about the issue.

Among the tips:

- Don't ever leave pet food or water outside
- Keep brush trimmed back and



Sandi Cain

maintained so coyotes don't create a den underneath

- Keep pets inside or in safe enclosures outdoors. (Safe enclosures mean 8' or higher secure, sturdy fencing that offers no opportunity for coyotes to get inside.)
- Don't leave French doors or windows open if there are no screens

Neighbors contacted that day welcomed the information and many were aware of the challenge coyotes present. The hope is that the educational campaign will help keep even more Laguna Beach neighbors safe.

## Calendar Updates!

Just as we never know when a fire will break out or an earthquake will hit, we sometimes learn about new training opportunities or other events that cause us to change our CERT calendar. We do send out notices about cancellations or date changes, so please check your email and Better Impact regularly!

# CERT Awards Dinner and End-of-Year Party

by Sandi Cain, Outreach Chief

CERT members were invited to an end-of-year celebration that included yummy Italian pasta from Gina's, ample side dishes and desserts provided by the CERT Board of Directors. About 45 members showed up to enjoy the repast but also to hear a compelling presentation from Sgt. Joe Torres, who headed the team that dealt with the Bluebird landslides back in 2005.

For members who didn't live here at the time, it was an eye-opening presentation that clearly demonstrates the sometimes unknown dangers of hillside living. For those who were here, it was a reminder of how quickly disaster can strike in unexpected places—and another incentive to residents to be as prepared as possible for any situation.

After that portion of the program, several CERT members were honored with certificates of appreciation signed by EOC Jordan Villwock and Police Chief Laura Farinella.

CERT members attending also graciously contributed to the Fire

Department's holiday toy drive, filling a giant box with donations for needy kids. With the box overflowing, firefighters needed a truck to take all the toys back to the station.

Laguna Beach CERT plans to build on this first holiday/end of year recognition event. Members who would like to serve on the planning committee for this should contact the board of directors, whose information is on page 1.



Firefighter Tyler Swets, left, and Engineer Ian da Costa from Laguna Beach Fire Department pick up the hefty box of toys collected at our Awards dinner for the Spark of Love Toy Drive.

## AWARDS RECIPIENTS

### Dedication to Service

Suzi Scallon  
Jayne Berberian

### Most Prepared

Kip Scott  
Rich Leger

### Most Tuned In

Kathy Rosenberg  
Matt Lawson

### Neighborhood Leaders

who stepped up to offer leadership for their local 'hoods:

Cathy Bosko  
Rod Caufield  
Anne Dabb  
Janice Hayden  
Rich Leger  
Josh Neufeld  
Kip Scott  
Chris Tomlin  
Chris Weidhaas  
Susan Weidhaas

## Better Impact *continued from page 1*

credentials need to be renewed, and eventually newbies will be able to get their ID cards through the system. Call it one-stop shopping for CERT. No more post-it notes on your laptop with hours you need to report. No more numerous emails needed to volunteer for (or confirm) an assignment or RSVP for a meeting. Better Impact will let you do it all—24/7 on your own schedule.

Of course, there's a small learning curve for the system and the administrators already are planning a few tweaks after the introductory meeting on Jan. 11. But every CERT

member is in the database should be able to use it now. For a 'test drive' and to create your own login, go to: <https://app.betterimpact.com/Login/>. Then fill in Username with your complete email address (case does not matter); and the Initial Password (for every volunteer), which is cert92651 (no caps). Then change the password (under My Profile tab) to one you want to use to maintain your privacy. Go to "My Profile" and make sure your contact information is correct. Check out the other categories under My Profile; fill in the blanks where you can.

After that, explore the certifications already listed for you, upcoming volunteer opportunities and other sections of the system. If you find any errors in your information or would like some help navigating the system to sign up for upcoming events, please contact Susan Reese at [sue@spidergirlsdesign.com](mailto:sue@spidergirlsdesign.com) or 949-497-6844 and she will help you.

**This will become the default scheduling, time-tracking and information site for CERT so it's important that everyone learn the basics!**

# CERT Participates in California ShakeOut

by Sonny Myers, CERT Instructor, Communications Chief

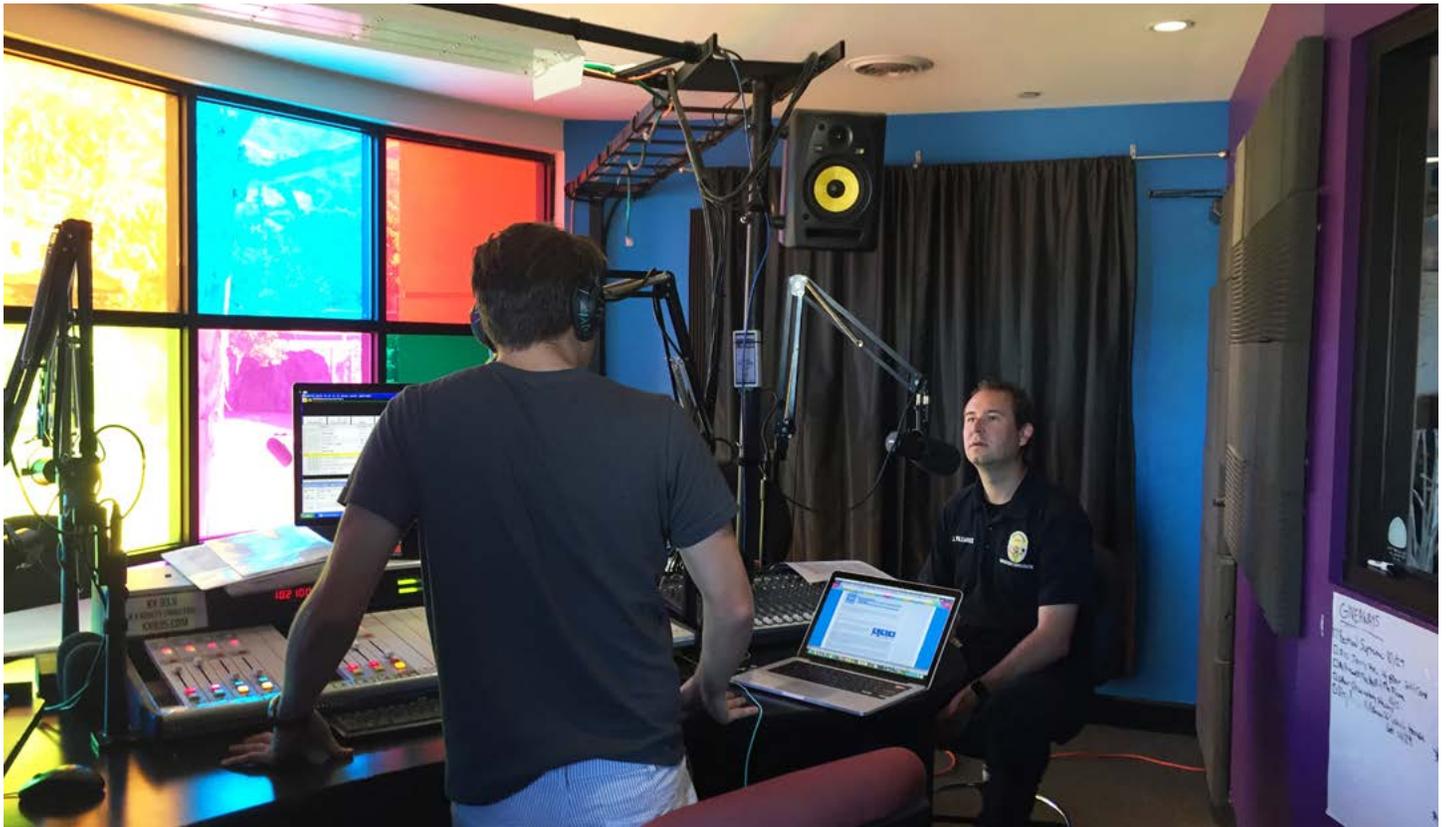
Laguna Beach CERT radio team participated in its first California ShakeOut drill October 20. The exercise was set up to test our radio relay capabilities should a real emergency occur. All communications were sent using portable backup and battery power.

Our local radio station, KX93.5 let us set up our base station antenna on their upper patio giving us a great location for radio communications. CERT radio team members Susan Reese, Matt Lawson, Michael Farley, Rich Leger and I set up relay stations at various neighborhoods throughout town and sent a “Message” to the Police station reporting a mock scenario during the ShakeOut drill.

The team performed flawlessly. The messages were promptly sent and received with clarity. I look forward to making this an annual event for our radio team. Great job all!

We will continue to practice our GMRS radio preparedness in the coming months making sure that Laguna CERT is ready to communicate effectively should a real emergency arise.





Here are the pictures that KX93.5 took during the ShakeOut. The bearded fellow is KX93.5 radio host Jason Feddy. Others in the photos are Tyler Russel of KX93.5, Tim Templeton, Janice Hayden, Jayne Berberian, Chris Tomlin, Jordan Villwock, Matt Lawson, Michael Farley, Rich Leger, Susan Reese, Matt Lawson, Sonny Myers.

## Laguna Beach CERT Earns FEMA Recognition

by Sandi Cain, Outreach Chief

Laguna Beach CERT submitted entries to The Federal Emergency Management Agency (FEMA) last year to be considered for FEMA's annual Community Preparedness awards program. This program recognizes the outstanding efforts of individuals, programs, and organizations throughout the country working to prepare their communities for emergencies and highlight innovative practices and campaigns that have made outstanding contributions toward making communities safer, better prepared, and more resilient.

Applicants were asked to describe accomplishments that took place between January 1, 2015 and March 28, 2016. FEMA received more than 160 applications from local and state governments, non-profits, the private sector, community-based organizations, and individuals.

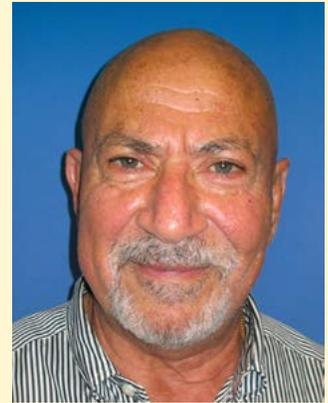
Laguna Beach received Honorable Mention awards for two categories: Preparing the Whole Community and Technological



Innovation. In addition, Laguna Beach was included in two honorable mentions for the 2015 South County CERT exercise staged by five south OC communities.

This recognition is a testament to the efforts of all involved in the CERT program, so give yourselves a pat on the back for whatever part you paid as well as a thank you to the city for its support of the CERT program.

## R.I.P.



We are sad to report that CERT member Michael Asaly passed away suddenly over the holidays. He was an early adapter to CERT, graduating from Class #2. He also served in the Laguna Beach COPS program.

Our condolences were expressed to his family; services were held in Irvine just before the New Year. Our thoughts and prayers are with his family.

— Sandi Cain,  
Outreach Chief

## It's your turn to have a say, CERT members!

Your board is looking for ideas that would entice you to come to the quarterly all-hands meetings/training sessions as well as to a couple of social events annually. **Watch your email for a survey** and, in the meantime, please drop us a line if you have ideas for:

- Training topics for all-hands meetings (this could be anything from traffic control to medical skills for triage)
- Short (one to two hours) simulations you'd enjoy that would put your CERT training to work
- Quick response drills that might include seeing how fast a given number of CERTs can respond to one location
- Fun things we could add to our social events!

Let us know what would get you there no matter what and whether you prefer full-day, half-day, or even shorter practice sessions. Your input is valuable! Please send your ideas to: Mike Mitchell, training chief at [mikemitch1967@yahoo.com](mailto:mikemitch1967@yahoo.com) and/or Sandi Cain, outreach chief at [sdain31@cox.net](mailto:sdain31@cox.net).

**CERT — doing the greatest good for the greatest number of people.**

# Jordan Villwock Plans for Laguna's Emergencies

Story by Samantha Washer • Photos by Mary Hurlbut

Jordan Villwock, Laguna Beach's Emergency Operations Coordinator, has been with the Laguna Beach police since he joined at age 16 as a police explorer. Thinking initially that he wanted to be a police officer, Villwock eventually changed his mind, deciding civilian life was more suitable for him.

"As a police explorer one of the things they had me training in was dispatch. My whole long-term process was that I would do this while I attended college. I was able to get hired full-time in 2004. I worked the graveyard shift during the weekend and went to school during the week," Villwock says.

He decided to pursue a Master's Degree in Emergency Service Administration. He says he originally chose that field because "It's kind of broad; it covers all the bases." Eventually, Villwock was promoted to senior supervisor at the Laguna Beach Police Department for his dispatch work. Then, in December 2015, he moved into his current job, a newly created position.

One of Villwock's responsibilities is running the city's CERT (Community Emergency Response Team) program, a group he started for the city in 2011. To listen to Villwock describe the classes, it sounds a lot more interesting than the title might suggest. Villwock says his classes have trained more than 250 volunteers over the past five years. These volunteers are trained to help themselves and their families in case of a disaster, and also to assist their neighbors.

"That's what separates Laguna [from other cities]. People are interested and passionate about preparing their homes and their neighbors' homes. Inevitably, these people will be able to help others," says Villwock.

The city's new CERT class starts January 9. (Visit the city's



website for more information under Police Department and Emergency Preparedness.)

## **Social media, NIXLE and AlertOC help get the word out**

In addition to the city's CERT program, and developing citywide emergency plans, Villwock also oversees the police department's social media. He says one of the most important things is alerting the community.

"Before this position was established we didn't bridge that gap very well," he notes. Now, however, the city uses two alert systems, NIXLE and AlertOC. The NIXLE alert is mostly for traffic, although it does give other alerts. AlertOC is much more targeted and, for this reason, Villwock strongly urges everyone to sign up (simply go to [www.AlertOC.com](http://www.AlertOC.com)).

Another way Villwock helps the city connect is through Next Door Laguna Beach.

"We launched a Next Door account

a couple of years ago. It's like a Facebook page for your neighborhood," he says. "We really wanted neighbors to talk to neighbors for purposes of public safety and disaster preparedness."

The city has created 17 neighborhoods. "Next Door is our largest platform to reach our residents," explains Villwock. "We have 4,094 claimed households which equates to 27 percent of all Laguna Beach residents on this platform. It's a great opportunity to engage the community."

## **You still need to call the police**

It may be a great way to engage the community,

but it's not a great way to report a crime. Villwock explains that while he can post things he wants the various neighborhoods to know, he can't see what's being discussed on the site. So the bottom line is, "People still need to call the police (to report a crime)," says Villwock.

In addition to his work in the city, Villwock is active in several organizations outside of the City. One example is the Urban Area Working Group. This group is made up of 21 members who vote on security initiatives for the county.

Villwock says "I make sure Laguna doesn't get lost." Another group that Villwock is a member of is the Orange County Emergency Managers Association. He was recently recognized with the Helping Hands award for his work "helping out for the greater good of emergency management in Orange County," according to the city's website.

*This story is excerpted with permission from StuNewsLaguna.com, where it ran on Jan. 2. Thanks to StuNews for the story and for allowing us to run some of it in this newsletter.*

# What's New with You?

You've had the CERT training.

What type of volunteering would you like to do within CERT? \_\_\_\_\_

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How involved would you like to be? \_\_\_\_\_

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What additional training would you like to have? \_\_\_\_\_

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Are there parts of the training you would like to renew or practice? \_\_\_\_\_

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We have to get CPR/First Aid certification every two years.

Are you interested in signing up soon?  yes  not yet

Other general suggestions or news to share: \_\_\_\_\_

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**Let us know if you have moved, changed contact info.**

(  This is new information.)

Name \_\_\_\_\_

Home Address \_\_\_\_\_

Mailing Address \_\_\_\_\_

Phone \_\_\_\_\_  Text messaging okay

Email Address \_\_\_\_\_



## **CERT Board**

### **CONTACT US:**

[LagunaCERT@gmail.com](mailto:LagunaCERT@gmail.com)

Alx Simmons  
*CERT Director*

Sandi Cain  
*Outreach Chief*

Jerry Myers  
*Radio Comm Chief*

Susan Reese  
*Marketing Chief*

Mike Mitchel  
*Training Chief*

Charlie Barr  
*Development Chief*

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**Stay involved—  
Watch for  
new training  
and exercise  
opportunities  
and notices  
of quarterly  
meetings.**