

# CERT NEWS

**COMMUNITY EMERGENCY RESPONSE TEAM**
*January - March 2018*
**2018 CERT CALENDAR**

*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. Please check your email and Better Impact regularly!*

**ANNUAL AWARDS DINNER**  
Tues, Jan 16 6-8:30pm, SusiQ  
Details on page 3.

**RADIO CLASS**  
Mon, Jan 29, 6-9pm, SusiQ  
Details on page 4.

**LIFT AND CRIB CLASS**  
Wed, Mar 14, 6-9pm, SusiQ  
Details on page 8.

**Watch your email and Better Impact for more information on these 2018 classes and events:**

**SEARCH AND RESCUE/  
DISASTER ASSESSMENT/  
FIRE SUPPRESSION**  
Thurs, May 17, 6-9pm, SusiQ

**PREP, GO BAG, READY-SET-GO!**  
Wed, June 20, SusiQ

**CERT ANNUAL PICNIC**  
Sat, July 14, Heisler Park

**MED OPS 1 & 2 CLASS**  
Wed, Aug 22, 6-9pm, SusiQ

**RED FLAG TRAINING**  
Tues, Sept 18, 6-8pm, SusiQ

*Calendar continues on page 3*

**CERT Board**
**CONTACT US:**

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

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

Jordan Villwock, MS,  
Emergency Operations Coordinator  
[jvillwock@lagunabeachcity.net](mailto:jvillwock@lagunabeachcity.net)

## From the Emergency Operations Coordinator

### Happy New Year CERT members!

I hope each and every one of you had an enjoyable holiday season with your loved ones! As I look back on 2017, it was a year full of unprecedented disasters throughout California and the nation. Texas and Florida were hammered by hurricanes, California was torched with wildfires including the Thomas Fire which is now the largest wildfire in California history, and Las Vegas endured the largest mass shooting in United States History. These disaster only highlight the need for further preparedness and training within our community!

In the first quarter of 2018, the City of Laguna Beach in partnership with CERT is launching a preparedness campaign to become Orange County's Most Prepared City! Our goal is to get at least 25% of Laguna Beach households to put together an emergency kit and develop a family emergency plan. See more on this campaign on page 4 of this newsletter to see how you can assist us in reaching our goal. Stay tuned to Better Impact to see the latest training and volunteer opportunities and I hope to see everyone at the Annual CERT Awards Dinner on January 16th 6pm at the SusiQ Center!

Jordan Villwock, MS  
*Emergency Operations Coordinator*



PHOTO COURTESY OF STUNNEWS LAGUNA

## Only 93 of us have returned our SOPs!

**T**hank you to those who have already returned their signed **Standard Operating Procedures** pages to Jordan. If you have not, this is a reminder: he has asked that we sign and return to him the three signature pages of the Standard Operating Procedures asap.

He said, "This document is meant to assist everyone in understanding the role of a CERT member, our rules & regulations, and provide you a usable handbook to keep with your CERT equipment. Please return the three (3) signature pages (pages 37, 38, 39) to me by either dropping them off at the Police Department, scanning and emailing them, or mailing them to Jordan Villwock, Emergency Operations Coordinator, 505 Forest Ave, Laguna Beach, CA 92651 <[jvillwock@lagunabeachcity.net](mailto:jvillwock@lagunabeachcity.net)>. Thank you for your commitment to the CERT program!"

You can check Better Impact to make sure he's gotten them. Look in your "qualifications." Please contact me, Susan, if you have any questions, 949-497-6844.

## A Volunteer Perspective: Helping During the Fires

By Greg Kendrick, Laguna Beach CERT

**D**uring the recent fires, I had an interesting day volunteering at the Red Cross shelter in Escondido. I chose the Oceanside High School shelter for evacuees of the Lilac Fire because it was so close to home.

First, I introduced myself to the CERT leader on site, telling her that I was NOT representing my city because we hadn't been called out, but would like to join her team to help as an individual. I know we are not to self-deploy, and the Red Cross often welcomes volunteers so it was a good fit.

She had eager "Teen CERT" members on hand who waited for instructions on what needed doing—such as serving meals, which was VERY helpful. But the Red Cross personnel were overwhelmed and quickly had no 'floaters' to pick up the slack. So I just posted up by the front door and became the right-hand man to the ladies of Red Cross. They mostly needed someone who could

be a 'runner' to carry something to another location so they didn't have to leave their post. Before long, they were relying on me and saying "I really need you" or "I am so thankful for your help."

Among the varied tasks I helped with: unloading supplies, making

signs, moving cots, posting fire updates for the FD throughout the evacuation center, guiding health inspectors around the facility to inspect restrooms and other areas; helping to ensure that people checked out when they left the facility;

identifying cots that needed new bedding after people left; and cleaning sleeping areas.

In the process, many evacuees

would ask questions just because I was available. When I didn't know the answer, I went to find it. The queries were varied: where do I shower? Can you help me get a golf cart because I can't walk to the housing area? Can you help find my missing family that was evacuated because I'm not permitted in the building (I found them); where do we eat? Can you help get my husband into a wheelchair? The 'tools' I found most useful? Pen, sharpie, box cutter, safety scissors.

I wrote this up because I see there is a huge need for Red Cross assistants and the heart of the CERT volunteer is to help people. Maybe CERTs would sign up with Red Cross and take some of their training too? (I've done this but not completed it yet.) The reality is that there are many CERT members who likely will never be called out to do search and rescue, but rather to be there for our family and neighbors. But perhaps the role of the CERT volunteer also could be expanded to be the hands and feet of the Red Cross in emergencies like the recent fires.



PHOTO COURTESY GREG KENDRICK

*(Editor's note: Our EOC Jordan Villwock confirmed that Greg did the right thing—he made sure people knew he wasn't called out as a CERT member but was there as an individual who has had some training.)*

*Congratulations to Laguna Beach Police Emergency Operations Coordinator Jordan Villwock— Jordan has been elected by his Emergency Manager peers to lead the Orange County Emergency Management Organization (OCEMO) as the Chair in 2018. OCEMO consists of over 120 Orange County agencies including county, cities, school districts, special districts, etc. The organization mission is "To promote, facilitate, and support the County-wide effort to prepare for, mitigate against, respond to, and recover from disasters."*

—From StuNews



2017 DRILL PHOTO BY LBPD

## What's Your Goal for 2018?

By Sandi Cain, Outreach Chief

**New Year's Resolutions are one thing.** Goal-setting is another. Your CERT board will be meeting with EOC Jordan Villwock in mid-January to review the objectives and goals for the Laguna Beach CERT program in the coming year.

To help us prepare for this meeting, we're asking for some ideas from you, the members who make this program work. Would you like to see us host more events in Laguna Beach? Take part in more hands-on

programs? Meet with other OC Cert teams for brainstorming sessions? Are you interested in more training/refreshers or more semi-social events that help you get to know more of your fellow CERT members?

Your thoughtful suggestions will be appreciated as we evolve into a more mature CERT program. Please email us at [lagunacert@gmail.com](mailto:lagunacert@gmail.com) by Jan. 8 if you have ideas/suggestions you'd like to contribute to the conversation.

## CERT Awards Dinner Set for January to Recognize Outstanding Efforts in 2017

**All Laguna Beach CERT members are invited** to attend our annual Awards Dinner on Tuesday, Jan. 16 at 6pm at the SusiQ Center. Dinner will be provided by CERT, no potluck this year!

But it's not just about eating together—we will have a guest speaker. Kelly Hubbard, Emergency Services Manager for the Orange County Municipal Water District, will share her first-hand story about the Route 91 concert in Las Vegas that she was attending in a non-official capacity when the shootings that became a massacre began. She was evacuated from the area and will share her first-hand experience story with CERT members. Her perspectives should give us all food for thought about how we might react to such circumstances and how we can use those lessons in our own lives and volunteer service.

Of course, we'll present CERT award certificates to a few members for outstanding services performed during 2017. This is never an easy task, as there are dozens of individuals who contribute regularly. Without you, we wouldn't be able to accomplish much! But it's also fun and rewarding to recognize a few who went the extra mile over the past year.

And that's not all we have planned! There will be a short, fun CERT 'quiz' with some give-away prizes for those who get the most right answers AND a raffle that only requires you don't lose your ticket before we hand out some prizes. Every attendee will get one raffle ticket.

Please sign up on Better Impact by January 10 if you can attend so we know how much food to order. This is a great chance to mingle, meet some new fellow CERTs and share some post-holiday camaraderie. Why not sign up now and mark your calendar so you don't miss the fun?

**LAGUNA BEACH POLICE VOLUNTEERS**  
CERT • COPs • Explorers • Red Flag Patrol

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Contact Information  
+ More - Log Out

**Contact Information**

NAME FIELDS

Username  [M] [v]

Salutation

Legal First Name

First Name  [M]

Middle Name

Last Name  [M]

Suffix

ADDRESS

YOUR PHOTO

**YOUR NAME**  
and address here  
Laguna Beach CA 92651  
USA

**Privacy Settings**

Privacy Settings for the Schedule

I want other volunteers to be able to see my name in the list of scheduled volunteers.

I want my last name included.

I want my photo included.

### Better Impact Tip:

In your contact information (under My Profile, top right menu item), please make sure to choose the **privacy settings that allow other volunteers to see your first and last name** (red box, above). You don't have to use a photo if you don't want to. It is important for other volunteers to know who they will be meeting.



### 2018 CERT Calendar continues from page 1

#### ALL CERT EXERCISE

Sat, Oct 13 or 20, 6am-2pm,  
location TBD

#### CPR/FIRST AID

Sat, Nov 17, 8am-3pm, SusiQ

#### ANNUAL AWARDS DINNER

Tues, Dec 11 at 5-8pm, SusiQ

## CERT to Spearhead Citywide Preparedness Program

The CERT board of directors has submitted a proposal through Jordan Villwock to launch an outreach program that would strive to inspire the residents of Laguna Beach to take action toward making this city the 'most prepared city in Orange County.'

The goal would be to get 25% of all households (roughly 2,800) to sign a pledge on a dedicated portion of the city website saying they have a plan and a disaster kit. A link from the page would provide a suggested list of items for emergency kits and other pertinent information.

Once a plan is approved, CERT members will be asked to assist with the campaign by doing outreach in their own neighborhoods. We'll also be encouraging ALL CERT members to send us a short 'story' (a couple paragraphs would do) about what inspired them to get prepared and to take the extra step to get CERT training. (See page 6 of this newsletter for the first such story to get an idea of what we're looking for!) And don't worry if you're not a writer because we can help you edit. And if you're a good photographer we'd really appreciate your services now and then too!

**Make Laguna Beach the Most Prepared city in Orange County**

**Citywide Preparedness Program Inspiring Laguna Beach residents to get prepared**

## Upcoming Radio Class at SusiQ Center

By Sonny Myers, Communications Chief

CERT is hosting a radio class Monday January 29, 2018 from 6pm to 9pm at the SusiQ Center. This class is open to all Laguna CERT members who wish to learn hand-held radio basics and operation.

You'll learn what type of radios we use in CERT and how to use a hand-held radio for emergency, family and personal use. This is a fun class and does not require prior radio knowledge, just a desire to be better prepared.

Log into Better Impact; go to "Opportunities" and then "Radio Class." This popular class is limited to 20 persons so don't delay, sign up today!



2017 DRILL PHOTOS COURTESY LBPD

## Will You Be in a "Most Prepared" Neighborhood?

As noted in the article to the left, Laguna Beach CERT is working to launch a campaign to make Laguna Beach the Most Prepared City in OC by next October 27—the 25<sup>th</sup> anniversary of our biggest fire that destroyed 400 homes and many hillsides. The recent and continuing conflagrations throughout Southern California remind us all about how important this effort is. Orange County has been spared the worst of fire season so far, but we've likely all learned lessons about how fast flames can overtake an area and how difficult these fires are to extinguish. Some of our own firefighters have been among those from numerous states helping to control the burn areas in the state.

We're also aware that many CERT members belong to other civic, education, social, environmental and other groups in Laguna Beach. If you're one of those folks, we hope you will encourage members of your other groups to support the effort to be the most prepared city in OC! All you have to do is make sure they know about the program when it launches and provide them with the web link where they can sign on (and get suggested go-bag lists). It doesn't matter if you share with your 10-person book club, a parents' group, your church or a charity, every time you help raise awareness and get folks to sign on, it will help Laguna Beach overall!



Keep an eye on your email and Better Impact for more information about the Search and Rescue/ Disaster Assessment/Fire Suppression class planned for May 2018.

2017 DRILL PHOTOS COURTESY LBPD

## Why I Joined CERT

By Kathy Rosenberger, CERT Class #1, 2011, Radio Team

**I**t was August 29, 2005 Hurricane Katrina hit followed by Rita. Two weeks later: City of New Orleans empty. Airport shut. I was part of a fact-finding trip with my church--21 untrained people but with hearts to help. I was totally unprepared. I manned a food and clothing distribution center; went into the flooded areas with bleach and supplies and scrubbed off mold in buildings that would house our host's Sunday services. (At least we had protective masks!) Very emotional and physical experiences.

As a result of our trip, our church started a disaster and shelter program. I knew I needed further training, so took a CERT class in Costa Mesa. This enabled me to return to Louisiana five times feeling better equipped, and knowing my capabilities and strengths. I also know that I can depend on other CERT-trained volunteers who have been educated in the same manner and with the same tools as me.

Fast forward to 2011. I saw an ad in the Laguna Beach Independent for CERT classes and signed up immediately. I knew I needed to get involved in serving my community. I now have a better understanding of my strengths, weaknesses and capabilities and how I can be used by Laguna Beach CERT.



PHOTO COURTESY KATHY ROSENBERGER

## Data Storage Solutions

By Sonny Myers

**E**mergency preparedness has many facets and one that is often overlooked is personal and business data storage. Archiving your important files, documents and pictures has never been more important in this digital age and it is simpler than you may think. There are many free and paid options available today to protect your vital information. With some research and a bit of time, it is not difficult to store your information in "The Cloud"

I use four different cloud-based data storage solutions as each provide similar but slightly different features and having redundant back up plans just makes good sense.

I use Mozy Backup for my home and business network. This is an automated service and requires very little input on my end once it is set up. I have a large amount of data (228 GB) to back up and it is a little expensive (over \$300 per year) but I am paying for the convenience of having the software keep my information, files and data up to date automatically. Mozy is very secure and it allows me to rebuild my computers if they crash,

are destroyed in a fire or lost or stolen. No one can access this information without a password. In addition, be sure to use a strong password for all of your important data. Go to [Create-a-Secure-Password](#).

I also use iCloud, Dropbox and Google Docs. All of these work with Windows and Apple platforms. I use iCloud to synchronize my contacts, email, and calendars, which is very useful to have this information available across all of my devices. These methods require that you manually update your information and will only backup what you add to the system. In other words, you have to make sure that the data you are storing is up to date and monitor your information for changes.

For ease of use, I prefer iCloud and Dropbox but others I know prefer Google Docs. All three of these are free.

I password-protect my critical documents in windows then store them in a Dropbox folder that I can access from my desktop, iPhone and iPad or someone else's computer that has internet access.

Last, have a flash drive that you can "grab and go" in an emergency. Put copies of your insurance documents, passports, health information, password lists, bank and savings account numbers and any other critical data that you may need right away when an emergency occurs. A little bit of planning now could save you enormous amounts of time and inconvenience later.

I hope this helps, be safe.



2017 DRILL PHOTO COURTESY LBPD

# Red Flag Team Makes an Impact During High-Risk Conditions

By Sandi Cain, Outreach Chief

**E**ver since the separate Coastal Zone was established for Red Flag warnings, the Laguna Beach Red Flag team has only been active a handful of days a year—until this season. We are grateful that Orange County has so far been spared the firestorms of all surrounding counties as we near the end of the year. But we're also grateful that this fire season has provided the opportunity to interact with the public at Alta Laguna Park on high fire-risk days over a three-week period this fall. We're also glad that newer CERT members were able to staff the booth under a real alert AND that the severe conditions also created more interest in the program from new CERTs and from the public. Those who staffed the booth were: Sonny Myers, Susan Reese, Janice Hayden, Pilar Henry, Elaine Nadalin, Dyan Russell and yours truly.

In all, the Laguna Beach Red Flag team (and trainees among our newer CERT members) staffed a booth at Alta Laguna Park for almost a solid week and again for a couple of days in December.

In addition to keeping an eye out for smoking or other unsafe behavior,



PHOTO BY SONNY MYERS

this booth is a great opportunity to create a partnership of sorts with those who hike and bike in the park. We ask everyone to keep their eyes peeled for signs of danger, encourage hikers to carry water and not exceed their capabilities and talk to those who stop by the booth and pick up information about CERT, Ready-Set-Go suggestions and other fire-safe information.



PHOTO BY PILAR HENRY



PHOTO BY SONNY MYERS



PHOTO BY DYAN RUSSEL



PHOTO BY SONNY MYERS



PHOTO BY PILAR HEMRY

We almost always get some folks to sign up for AlertOC and/or Nixle alerts on the spot since it can be done from cell phones. That broadens the reach of those systems. We also talk to those interested in taking the CERT classes and encourage more people to attend. Last—but certainly not least in this tourist town—we regularly meet people from outside the area that are impressed with the proactive nature of the Red Flag Alerts and other things that Laguna Beach does to encourage people to stay safe. Such encounters perhaps can't be measured, but they surely create some impact about the readiness message.

In a follow-up email after the Red Flag danger was over, Emergency Operations Coordinator Jordan Villwock said in part, “Being out there as a visual deterrent, providing public outreach, and sharing disaster preparedness is extremely critical. Your volunteerism did not go unnoticed by myself, the Police Chief, Fire Chief, City Manager, and most importantly the community.”

*(Editor's note: Next Red Flag training is scheduled for Tuesday, September 18.)*

*Volunteers on the Red Flag Patrol at Alta Laguna Park are nearly impossible to miss for locals and visitors who come to hike the park or just get a panoramic view. That means opportunities to hand out literature, get people to sign up for Alert OC and/or Nixle on their phones before they head out, discuss pertinent dangers and spread the word about awareness and readiness in dangerous weather conditions. Oftentimes, these volunteers get a big ‘thank you’ from park visitors—whether they are locals or not. That was particularly true this past fall as much of Southern California faced widespread fires. Pictured from the left on page 6: Mike Mitchell, Patrick Garman and Janice Hayden staffed the booth, as did Pilar Henry who proved it with a selfie. Top of this page, Thomas fire was visible from Laguna, and Elaine Nadalin prepared to share information with people visiting the park.*

*“Being out there as a visual deterrent, providing public outreach, and sharing disaster preparedness is extremely critical. Your volunteerism did not go unnoticed by myself, the Police Chief, Fire Chief, City Manager, and most importantly the community.”*

—Jordan Villwock, Emergency Operations Coordinator

## Back by Popular Demand—Lifting and Cribbing Class at the SusiQ Center!

By Sonny Myers, CERT Instructor, Communications Chief

**A**fter our all-Laguna CERT Drill in September, many of our members requested an in-depth class for this important skill. We heard you. Laguna CERT will hold an extensive 3-hour Lift & Cribbing class at the SusiQ March 14, 2018 from 6-9pm. Participation is limited to 20-25 persons.

The class will consist of two parts, classroom instruction and active lifting and cribbing.

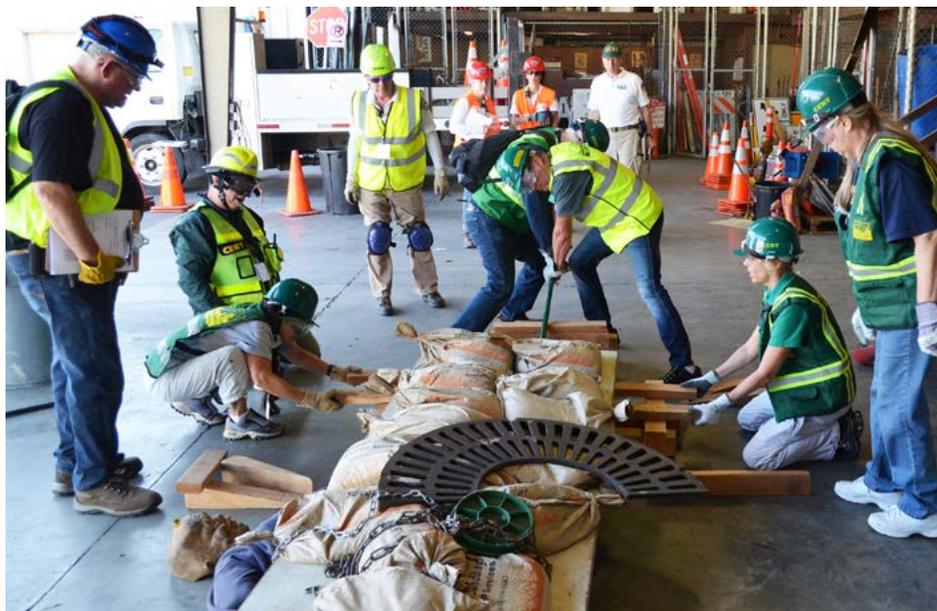
### In the classroom, you will learn:

- What are the functions of a lever and a fulcrum?
- How to use a lever and a fulcrum
- Victim care during a cribbing procedure

### During the hands-on exercise, you will learn:

- Situation size-up
- Team formation and awareness, safe practices
- Safe leveraging techniques, cribbing material selection and proper tool usage

This exercise requires physical effort, proper CERT Personal Protection Equipment (PPE) is required (gloves, eye protection, long pants, closed toe shoes, helmet). Sign up in Better Impact.



2016 SOUTH COUNTY DRILL PHOTOS COURTESY JOHN O'ROURKE

## AlertOC

**AlertOC** is a mass notification system designed to keep Orange County, California residents and businesses informed of emergencies and certain community events.

By registering with AlertOC, time-sensitive voice messages from the County or City in which you live or work may be sent to your home, cell or business phone.

Text messages may also be sent to cell phones, e-mail accounts and hearing impaired receiving devices. AlertOC is operated by the County of Orange in collaboration with local cities.

Go to [www.alertoc.com](http://www.alertoc.com) to sign up. Once you have signed up you can fine tune what/how messages come to you.

CERT also recommends

## Nixle

**Nixle** keeps you up-to-date with relevant information from your local public safety departments & schools (such as road closures, traffic accidents). Text your zip code (and anyone else's zip code you want to be informed about) to 888777. For more information, check it out at <http://www.nixle.com>.

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

**Has your cell phone number, cell provider or email address changed?  
We need to have accurate information in Better Impact in order to contact you in a disaster.  
Please go to Better Impact to update your profile. Call Susan Reese for help.**

**Log into your Better Impact account:** <https://app.betterimpact.com/login/volunteer>  
Username: your email ~ Password: cert92651 (unless you changed it)