



City of Redlands: Emergency Management Newsletter

VOLUME 1, ISSUE 1

MARCH 2015

City Council Members:

- Mayor**
- Paul W. Foster**
- Mayor Pro Tem**
- Jon Harrison**
- Council Members**
- Pat Glibreath**
- Paul Barich**
- John E. James**

HIGHLIGHTS:

- **CERT training course offered at Redlands Community Center**
- **Ham Radio (East Regional Project)**
- **Hazard Mitigation Plan**
- **Transforming the Emergency Operations Center**

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Fay Glass

Emergency Operations Manager, Fay Glass

Fay Glass currently works for the City of Redlands as the Emergency Operations Manager. She has extensive education, training and experience in Emergency Management and Disaster Response. In this role, Ms. Glass is responsible for the overall emergency preparedness for the City which includes training and conducting exercises for City staff and emergency operations center responders, developing an organization structure for the City's Emergency Operations Center,

maintaining of the City's hazard mitigation and emergency operations plans as well as increasing public awareness of potential hazards, and encouraging emergency preparedness to residents and the business community. Ms. Glass is the primary CERT instructor and program manager for the City's CERT (Community Emergency Response Team) training.

Ms. Glass is also an Advisory Board member of Plymouth Village senior community and supports the Building and Grounds Committee and

Emergency Preparedness.

Ms. Glass received her Bachelor's Degree in Business Management from the University of Phoenix and her Master's Degree (MAM) in Management from the University of Redlands. She has received her Professional Development Series in Emergency Management certificate from FEMA (Federal Emergency Management Agency) and her Emergency Management Specialist Certified from the Governor's Office of Emergency Services.



N. Enrique Martinez

A Word from the City Manager

In the 2013-2014 Fiscal Year, the City Council approved a new position, creating a fulltime Emergency Operations Manager and placing that position directly under the supervision of the City Manager.

In creating this new position and placing it in the City Manager's Office, the council recognized the critical importance emergency management plays, both in protecting the City's residents and businesses and in recovering physically and financially in the event of disaster.

Since the program began in June of 2013, the Emergency Operations office has already taken great steps in fulfilling both of those missions.

In the area of disaster prepa-

ration, the City has restored a vibrant and growing Community Emergency Response Team program, with five classes completed for a total of 120 community members trained to assist first responders in the event of a disaster or other emergency. CERT volunteers receive continual training in disaster preparedness and provide additional assistance to the Emergency Operations Office.

Similarly, the City revitalized its Disaster Council, a team including elected officials, emergency management, first responders, volunteer services, major industry and commercial, health care and education sectors, who coordinate and collaborate on emergency response before, during and after an emergency or major disaster.

On the financial side, the Emer-

gency Operations Manager has brought nearly \$330,000 in grant funds to the City, paying for training, emergency and educational supplies, upgrades to the City Emergency Operations Center and a Point of Dispensing (POD) trailer, where emergency supplies are staged for quick distribution when needed. Another \$418,404 has been recovered from state and federal sources to help the City pay for local money spent following the severe storms that damaged infrastructure.

The addition of an Emergency Operations Manager has already proved its benefit to the City of Redlands. That benefit will be exponentially apparent in the event of a large-scale emergency or disaster in the future.

CERT, Cert Training, Trailer

Beginning in October of 2013, the City of Redlands began offering Community Emergency Response Team (CERT) training. Over the past year and a half, five CERT classes have been offered, training more than 120 new CERT members. The CERT program educates participants about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, including fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to assist.

Different CERT training courses as well as various CERT-Affiliated training courses will be offered in 2015. The dates for these events are:

Regional Project: Ham Radio Connection

Through a grant from Homeland Security, the City of Redlands has been able to coordinate and establish a Radio Connection system that connects all of the East End cities in San Bernardino County. The system provides a 128 KBS network connection (Amateur radio based), which allows messages, reports, photos and video clips to be sent between the field, the City's EOC, County, and the Region in the event of a network server outage, due to a catastrophic event. This will allow digital internet/voice connectivity when all normal channels fail.

The system also includes embedded low speed data that can be used for short text messages or position reporting. The system has been successfully executed and tested between the

Trained by
the best to
serve the
best



CERT Training Class 2015

March 6-8

May 29-31

Aug. 21-23

Oct. 16-18

CERT-Affiliated Training 2015

April 25

July 11

Nov. 7

CERT-Affiliated classes consist of various training courses that build on the standard CERT training courses. Cert-Affiliated classes run from 8am-noon

Location

Redlands Community Center

111 W. Lugonia Ave., Redlands.

For March 6-8 CERT will be located at:

Plymouth Village

900 Salem Drive, Redlands
from 8am-noon.

The City of Redlands received Homeland Security funding from the Riverside UASI CERT Resource Program. This program provided CERT Trailers to support local government CERT Training programs. Each trailer is self-contained with the equipment and supplies essential for conducting a FEMA compliant 20-hour CERT training course. These trailers will help enhance the mobility of the course materials, making the job less difficult to prepare.

Special Acknowledgement:

CERT would also like to acknowledge the firefighters of the Redlands Fire Department for their continual support of our program and their willingness to assist with training.

the East End City Emergency Managers will coordinate the acquisition of equipment with the Redlands Emergency Communication group, and the East End Auxiliary Communications Service will coordinate and execute the placement of equipment. Once completed a functional test of all equipment will be performed and a yearly drill will be executed to test capability.



Three-day CERT training will be offered by the City of Redlands on the following dates:

March 6-8

May 29-31

Aug. 21-23

Oct. 16-18

Each CERT class includes a Friday evening and full day sessions on Saturday and Sunday. Participants must attend all three days in order to complete the 20-hour training.

*All CERT class dates and times are available on the Emergency Management page on the City of Redlands website.

<http://www.cityofredlands.org/emergency>

*When all other forms of
Communication have
failed, we will have these
resources to thank!*

Influenza Clinic

Courtesy of a partnership between the City of Redlands, San Bernardino, County Public Health, and Plymouth Village, last year, local citizens around the area were able to obtain a FREE Flu Shot or FluMist at their local community POD site. A Point of Dispensing (POD) site is a location where the community can go to receive medication and or vaccinations during a public health emergency, such as a pandemic influenza or bioterrorism.

These were the specific guidelines to follow in order to receive the vaccine:

Vaccine Guidelines

Adults: Men, women, senior citizens and pregnant women

Children: 3 years and older

- A parent or guardian must accompany children under 18 years old
- Children under 9 years old, may require two (2) doses of flu vaccine (4 weeks apart) based on prior vaccination history

FluMist intranasal vaccine will be provided to:

- Healthy persons from 2 to 49 years of age, and not pregnant.

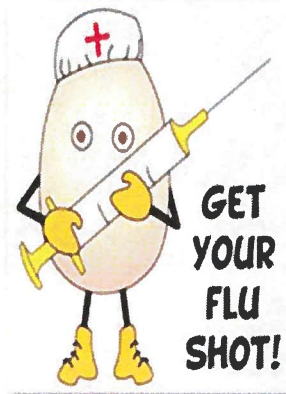
The City of Redlands held a clinic on Monday, Dec. 1, and it was very successful. The Flu Shot or FluMist was administered to more than 40 patients from around the

City of Redlands.

The event took place at:

Plymouth Village

900 Salem Drive
Redlands, CA 92373



SAN BERNARDINO COUNTY

Department of Public Health

Modernizing the E.O.C.

The Redlands EOC has recently gone through a major overhaul with improvements to meet updated standards, thanks to Homeland Security grant funding.

The City was able to purchase new tables, chairs, computers and cabinets that have been added into the EOC.

These new additions make for a more prepared team when any emergency strikes. With these new resources, Redlands can be a more well-prepared and well-organized city of safety.



Past I



Present



Past II



The purpose of the Hazard Mitigation Plan (HMP) is to demonstrate the plan for reducing and/or eliminating risk in the city.

Disaster Council

The Disaster Council of the City of Redlands shall consist of existing groups that support a strong team merging sectors of the community including elected officials, emergency management, first responders, volunteer services, major industry and commercial, healthcare and education.

The City Disaster Council consists of the following:

- Mayor Paul Foster**, Chairperson
- City Manager N. Enrique Martinez**, Vice-Chairperson
- Emergency Operations Manager Fay Glass**, Facilitator

A Citizens Corps Council shall be created as a subgroup of the Disaster Council. The Citizens Corps Council will utilize members of the Disaster Council for the management of



existing volunteer resources defined by the council, to leverage mutually supportive endeavors among the represented groups, and to direct overall local plans to implement citizens corps in the community.

Location:

City Council Chambers
35 Cajon Street, Suite 2
Staff Liaison - Fay Glass
909-335-4705

Dates: 2015

- Monday, Jan 26
- Monday, April 27
- Monday, July 27
- Monday, Oct 26
- Time: 4-5pm

Local Hazard Mitigation

The intent of "hazard mitigation" is to reduce and/or eliminate loss of life and property. Hazard mitigation is defined by the Department of Homeland Security-Federal Emergency Management Agency (FEMA) as "any action taken to reduce or eliminate the long-term risk to human life and property from natural hazards."

A "hazard" is defined by FEMA as "any

event or condition with the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural loss, environmental damage, business interruption, or other loss."

We at the City of Redlands are very excited to have submitted the new/ revised Hazard Mitigation Plan of 2013. It has been approved by the State of California and is awaiting approval from the Federal Government.

Ark of Safety Forum

The Ark of Safety Forum provides free disaster preparedness information and resources to those in leadership positions at community and faith based organizations. It is an opportunity for emergency response, business, community and faith based organizations to discuss how they will work together for the wellbeing of the community.

BRC (Building Resilient Communities) partners with various elected officials to provide an Ark of Safety Forum in their district. The 2nd Annual Ark of Safety Forum was co-hosted with Senator Mike Morrell of the 23rd Senate District. 130 community and faith based leaders from across Riverside and San Bernardino Counties participated in the Forum



on August 15, 2014 at San Jacinto Assembly of God, San Jacinto, CA. This year's speakers included Councilmember Scott Miller, City of San Jacinto, Cheryl Nagy, Southern California Voluntary Organizations Active in Disasters (VOAD) and Fay Glass, Emergency Operations Manager, City of Redlands.

Participants also received information and training through a variety of workshops which included:

- Accessibility & Special Needs of Persons with Disabilities & the

Senior Population

- Developing a Safer Church Environment
- Feeding & Sheltering the Public
- Community Emergency Response Team (CERT) Demonstration

The 3rd Annual Ark of Safety Forum is scheduled for Thursday, Sept. 17, 2015 in San Bernardino County. Register to receive information about upcoming Ark of Safety Forums at:

<http://www.buildingresilientcommunities.org/>

Emergency Notification System

The City of Redlands Emergency Notification System has been implemented in order to communicate emergency and other urgent messages to residents and community members within Redlands.

This system uses both text and voice messages to keep residents and community members of Redlands informed in case of emergencies that affect areas in which they live or work.

In the event of an emergency, residents and community members will receive a text with the latest information and safety instructions.

This System utilizes the area's 9-1-1 database, provided by the local telephone company and thus is able to contact land-line telephones whether listed or unlisted.

How to Register?

To register your VoIP telephone or email address, enter the desired information into Self-Registration Portal at : <https://redlands.onthealert.com/>

For questions regarding the Emergency Notifications System, contact Fay Glass at (909) 335-4705 or by email at fglass@cityofredlands.org



Interns and Volunteers

U of R students and Community lend a helping hand:

Volunteers and Interns have been a vital part of the City's Emergency Management program. This quarter the City has two interns from the University of Redlands who have worked numerous hours completing and working on various projects to

enhance the program and supplement the hard work from our loyal volunteers.

Meet the Interns:

Two of our interns attend the University of Redlands and have been of much help to the Emergency Management Program.

Paul Smallman is a Junior at the University and is studying

Environmental Business. Mallory Patton is a Senior at the University and is studying Environmental Science. Both are active in the University's Greek life as well.

Our other intern is from California State University San Bernardino and has been a great help as well.

Justin Thomas is a second year Graduate student at CSUSB working for his Masters in Public Administration.

Volunteer CERT Instructors:

- Angie Johnson
- Lucy Dressel
- Tamy Pierce
- Kevin Lawson



City of Redlands

Office of Emergency Management

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Redlands, CA 92373

If you have any further questions feel free to contact :

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Office of the Mayor and City Council

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Office of the City Manager