The following is provided as general information for your consideration during this drill.

Location	Wherever you are.
General Situation	COVID-19 has been declared a pandemic and taking its toll on residents in the County. By March 7th, Santa Clara County issued shelter-at-home and social distancing orders. By March 30th, all shelter-in-place orders were extended to May 3rd, and then again to May 31st.
	In the meantime, wildland fires are threatening the Santa Cruz Mountains. Yesterday, power outages started for the east bay cities and communities along all foothills area. PG&E initiated PSPS events for all Bay Area cities. As of this morning, the power has been out for about 8 hours. Additionally, residential wired telephone and cell phone service has failed.
	The City has been broadcasting on Radio Cupertino 1670 that if anyone has an emergency or needs help, they should stay tuned for a list of locations where they can go for information or to report a problem.
Weather:	Weather is current conditions at the time of the drill

INSTRUCTIONS:

Taking and passing messages
You will be presented with reports that come to you either from the community or from your own observations (both simulated).

1. Read this section before proceeding.
2. Pick the following messages from the pages below:
    a. About 3 messages from #1 to #13
    b. Any 2 messages from #14 to #36
3. Send one message about every 20 minutes. This will spread them out. The Net Control will also help with the message pacing.

1. Read each report as if someone was coming to you and telling you their problem.
2. When you create your message, the EOC only wants only the facts, not the entire story "told" to you.
3. For information to be passed, do the following:
   a. Determine the nature of the report, the urgency, and who should receive it.
   b. For messages that look like an emergency request for FIRE, an Ambulance (EMS), or the Sheriff (LAW) that would normally go by 9-1-1, use the <u>ALT911 Message Form</u>. Send these messages to the EOC.
   c. For messages that are Public Works related and is something the City would normally handle (local road closures, trees down, etc.), use the <u>ICS213 Message Short Form</u>.
   d. For everything else, send it to the EOC.
4. If the message you pick shows <u>*<number/street>*</u>. then this means you need to come up with an address. We need a real address and street near your location. To do this:
   a. Open your browser. Go to https://www.google.com/maps
   b. Zoom in on your location. As you get closer, you will see the property boundary outline and resident structure outline.
   c. Find a resident close to where you are on the map (within a few blocks).
   d. Single left-click on a resident structure.
   e. At the bottom of the form, it will show the address. Use this address!
5. If you need to provide a "Last seen?" time (mainly for Alt911 messages), enter a 24-hour time, about 5 to 20 minutes before now.
6. Don't forget there are other people on the frequency.

OK, lets do it! Check into the CARES message net on the frequency to which you were assigned!

1.	Someone walks up and asks: *"Is the city providing a place where I can charge my cell phone like they did last year?"* You think you remember a flier being mailed to all residents, but can't recall the details. Create a message and ask the EOC.
2.	Someone walks up and asks: *"Are there any cooling centers open where I can take my mother-in-law?"* Create a message and ask the EOC.
3.	Someone walks up and tells you: *"It looks like my neighbor is getting ready to cut down a tree in his yard. He asked the city for permission to do that last year and was told he cannot cut it down. Apparently, he now thinks that he can get away with it, because they won't be enforcing ordinances like that. His address? It's <u><number/street> .</u>"* Create a message and let the EOC know.
4.	Someone walks up and asks: *"Are there any gas stations open? I need gas for my generator."* Create a message and ask the EOC.
5.	Someone walks up and tells you: *"I have low water pressure at home. Is this typical during a power outage?"* Good question… create a message and ask the EOC.
6.	Someone walks up and asks: *"I need to buy some candles before it gets dark. Do you know of any supermarkets or hardware stores that are open?"* You don't know. Create a message and send this to your supervisor.
7.	Someone walks up and asks: *"Is there any place where I can recharge my propane tank? I only have this one for my generator."* Create a message and ask the EOC.

8.	Someone walks up and tells you: *"My freezer is starting to defrost. Where can I buy ice?"* You don't know. Create a message and send this to the EOC.
9.	Someone walks up and tells you: *"I have an extra Honda 2000 generator if the city wants to borrow it."* How nice! You ask for their name and address. They tell you, *"My name?" Its* <u><name></u> _____ *,* *My address is* <u><number/street></u> _____ *.* Create a message and let the EOC know.
10.	Someone walks up and tells you*: "I think my sewer line is blocked. Can you call someone to and have them come out?* *My address is* <u><number/street></u> _____ *. "* Create a message and pass this request to the EOC.
11.	Someone walks up and tells you: *"The winds last night knocked down a tree and is blocking the road in front of* <u><number/street></u> _____ *.* *No one can get through."* Create a message and send this to the EOC.
12.	Someone walks up and tells you: *"I'm trying to run my car radio but can't get the garage door open so I can start the car. Is there anyone who can help me?"* Create a message and send this request to the EOC.
13.	Someone runs up and tells you: *"My neighbor is running a generator inside his house. I told him it is not very safe, but he wouldn't listen. Can you send someone out to his house before someone gets hurt?"* *My name? its* <u><name></u> _____ *.* *My address is* <u><number/street></u> _____ *.* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)

14.	Someone runs up and tells you: *"I just started to smell gas outside my house and think it is coming from my neighbor's house.* *His address?* _{*<number/street>*} _____, *Cupertino* *My name?* _{*<make up a name>*} _____, *408-345-2122"* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
15.	Someone runs up and tells you: *A vehicle ran through an intersection where the traffic light was out and hit a pedestrian. The person is down on the ground and is not responsive.* *Location:* _{*<number/street>*} _____, *Cupertino* *Person's Age: 26, Male, Conscious: No, Breathing: Yes* *My name? June Kim, 408-452-1223* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
16.	Someone runs up and tells you: *I just found my father; he fell down the stairs in the dark and I can't get him up.* *Location:* _{*<number/street>*} _____, *Cupertino* *My name? Alice Young, 408-521-2234* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
17.	Someone runs up and tells you: *My mom is struggling. Her oxygen concentrator stopped running and is having difficulty breathing. What should I do?* *Location:* _{*<number/street>*} _____, *Cupertino* *Person's Age: 69, female, Conscious: Yes, Breathing: Yes* *My name? Tim Hastrup, same address, 408-212-2345* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
18.	Someone runs up and tells you: *A car ran into a power pole and the wires are all down. I don't think the wires are energized, but the pole is blocking the road.* *Location:* _{*<number/street>*} _____, *Cupertino, in front of that house* *My name? Mary Chu, 408-453-2894* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)

19.	Someone runs up and tells you: *I see smoke from my neighbor's garage. I don't see any flames. He's always bragging about his solar panels and his home-made battery storage; I always thought it was not safe. I knocked on the door, but no one answered.* *Location: <number/street> _____, Cupertino* *My name? John Connors, 408-328-9445* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
20.	Someone runs up and tells you: *A car ran into a fire hydrant, snapped it off, and now there is water gushing all over the place.* *Location: <number/street> _____, Cupertino* *My name? Clarence Morris, 408-532-8944* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
21.	Someone runs up and tells you: *The high winds blew a tree down at the end of the block, and it is blocking the road. Cars cannot pass. Some neighbors are attempting to clear it.* *Location: <number/street> _____, Cupertino* *My name? Lisa Grant, 21603 La Playa Ct, 408-289-4453* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
22.	Someone runs up and tells you: *I found a woman in the road; She looks like a jogger who tripped over some downed branches and she may have broken her leg. She cannot get up.* *Location: <number/street> _____, Cupertino* *Person's Age: 51, female, Conscious: Yes, Breathing: Yes* *My name? Mai-Lin Chan, 408-894-4532* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
23.	Someone runs up and tells you: *My aunt is breathing heavily, seems to be stressed out from the power outage. Her pulse is very high, and she is sweating.* *Location: <number/street> _____, Cupertino* *Person's Age: 66, female, Conscious: Yes, Breathing: Yes* *My name? Connie Marking, 408-445-3289* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)

24.	Someone runs up and tells you: *A large tree fell across the road and the road is now blocked. I can't get to my house.* *Location: <u><number/street>_____, Cupertino, closest cross-street: <make it up>_____,* *My name? Cliff Clavin, 408-944-5328* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
25.	Someone runs up and tells you: *A neighbor was attempting to move a wire that fell on his property. He must have thought all the power was off, I think he was shocked, and is now down on the ground. I was able to get the wire out of his hands just in case.* *Location: <u><number/street>_____, Cupertino* *Person's Age: 46, Male, Conscious: No, Breathing: Yes* *My name? Betty Jackson, 408-532-8944* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
26.	Someone runs up and tells you: *My mother-in-law is having chest pains. I checked her pulse, it seems high.* *Location: <u><number/street>_____, Cupertino* *Person's Age: 87, female, Conscious: Yes, Breathing: Yes* *My name? Rob Nelson, 408-453-2894* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
27.	Someone runs up and tells you: *Traffic Lights are out, not even flashing red. I see lots of cars speeding through this intersection. This is a problem waiting to happen.* *Location: Cupertino, by <pick two streets that cross>_____.* *My name? Mitch Faine, 408-328-9445* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)

28.	Someone runs up and tells you: *I saw two guys shouting and arguing with each other at the gas station, and then a fight broke out.* *Location: <u><number/street> </u>, Cupertino* *Perp Desc: #1: about 5'7"", 150 lbs, wearing jeans and red sweatshirt. #2: 6'2"", 240 lbs, jeans and a blue jacket.* *Weapon Involved? No* *My name? James Jeffreys, 408-289-4453* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
29.	Someone runs up and tells you: *My brother just stepped on something sharp and has severe bleeding from his foot. I have a compress on it, but it is still bleeding.* *Location: <u><number/street> </u>, Cupertino* *Person's Age: 14, Male, Conscious: Yes, Breathing: Yes* *My name? Allan Yang, 408-894-4532* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
30.	Someone runs up and tells you: *There's a man down in front of my house. I don't know what happened to him.* *Location: <u><number/street> </u>, Cupertino* *Person's Age: 50s, Male, Conscious: No, Breathing: Yes* *My name? Dave Cunningham, 408-584-4672* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
31.	Someone runs up and tells you: *One of our group had the bright idea to bring a generator into a building for a meeting. When two people passed out and others felt sick, we all got out of the building. The generator is still running. We think there could be another 2 to 3 people still inside.* *Location: <u><number/street> </u>, Cupertino* *people inside: Yes* *Ages: 50s, Male, Conscious: No, Breathing: Yes* *My name? Joe Silverman, 408-844-6725* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)

32.	Someone runs up and tells you: *I just heard a loud crash and it looks like a large redwood tree blew over down the street. The street is blocked.* *Location: <u><number/street></u>_____, Cupertino* *My name? Tiang Chang, 408-467-2584* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
33.	Someone runs up and tells you: *A large tree in our yard was blown over and came through the ceiling. My husband is trapped under the rubble. We can't get him out. He's in quite a bit of pain but is conscious.* *Location: <u><number/street></u>_____, Cupertino* *My name? Susie Tang, 408-672-5844* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
34.	Someone runs up and tells you: *Water coming from the tap at my house is brownish and smells bad. Same at my neighbor's house. Is this normal during a power outage?* *Location: <u><number/street></u>_____, Cupertino* *My name? Loretta Manson, Same, 408-725-8446* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
35.	Someone runs up and tells you: *The lady next door is pregnant and is in pain, I think she is about to deliver. She needs help.* *Location: <u><number/street></u>_____, Cupertino* *Person's Age: 36, female, Conscious: Yes, Breathing: Yes* *My name? Danny Remus, 408-258-4467* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)
36.	Someone runs up and tells you: *The street light pole is down on our street and blocking traffic* *Location: <u><number/street></u>_____, Cupertino* *My name? Salvador Ramirez, 408-584-4672* Create an ALT911 message and send it to the EOC. What Emergency Service do you think should get this? (LAW, FIRE, EMS, LGOV)