

Assignment Addendum



Cupertino
ARES/RACES

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

Station Type:	Voice Operations #1
General Situation:	<p>This is Day 2.</p> <p>A major earthquake occurred yesterday on the Hayward Fault, rupturing just south of Fremont. The main shock lasted 45 to 60 seconds and was followed by aftershocks of 20 to 25 seconds. There was no other warning. Shaking is felt in Oregon to the north, Los Angeles to the south, and Nevada to the east.</p> <p>The estimated magnitude is M 7.2 with reports of severe to violent shaking, with heavy damage in widespread areas of the most severely affected counties. Most power and commercial communications is out.</p> <p>On arrival, you find the Skilled Nursing Facility and locate your contact.</p>

VOICE STATION INSTRUCTIONS:

Your assignment is as follows:

Event:	Hayward Fault Earthquake
Allied Health Facility:	The Forum at Rancho San Antonio 23500 Cristo Rey Dr, Cupertino, CA 95014
Travel Information:	Roads are starting to clear up.
Assignment:	Voice operator at this AHF to communicate with Cupertino EOC.
Electrical Power:	Power is per your situation
Operational Period:	Day 2, Op Period #2
Supervisor/Contact on arrival:	Kathy Hudson, Head Nurse
Your Tactical Call:	Forum

Message Scenario



Cupertino
ARES/RACES

Station Type:	Voice Operations #1
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You may be approached by someone who has a question or something to share with the City. They don't want to fill out a form, so it is an Informal Message.

1. Assignments like these make you "the eyes and ears" for County Public Health as well as Cupertino EOC.
2. You are partnering with a packet operator.
3. Send **ALL** voice messages to the Cupertino EOC.
4. Respond to all other voice message requests as appropriate.
5. Note the Time now (HH:MM). Next to each message below, add 20 minutes to the time of the last message to identify when this one should be sent.

TIME NOW: _____

SEND TIME	Message
	1. Notify Net Control that you are ready at your location.
+10m _____	2. N01: You arrive at the facility and find no visible damage. Before walking into the building, you see smoke rising from the south. The PG&E substation is over there, isn't it? This seems worthwhile to pass on this information. Create a brief message and send it to the EOC.
+20m _____	3. N09: Two staff members did not show up for their shifts. The administrator asks if the city has any recommendations or ideas for emergency staffing.
+20m _____	4. N23: Staff report poor cellular and landline performance. They want to confirm they can send all outbound requests by amateur radio.
+20m _____	5. N38: A man shows up and introduces himself as a Cupertino Sanitary District employee. He is investigating a small leak at Forum #1 Pump Station. Does the city have any sawdust to help absorb a small spill on the road?
+20m _____	6. N45: Facility tells you that the water supply is fine, but food delivery is delayed. Does the city know how congested I-280 is? They want to know if they should get ready for "Plan B".
11:20	7. Notify Net Control you are shutting down.

Assignment Addendum



Cupertino
ARES/RACES

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

Station Type:	Voice Operations #2
General Situation:	<p>This is Day 2.</p> <p>A major earthquake occurred yesterday on the Hayward Fault, rupturing just south of Fremont. The main shock lasted 45 to 60 seconds and was followed by aftershocks of 20 to 25 seconds. There was no other warning. Shaking is felt in Oregon to the north, Los Angeles to the south, and Nevada to the east.</p> <p>The estimated magnitude is M 7.2 with reports of severe to violent shaking, with heavy damage in widespread areas of the most severely affected counties. Most power and commercial communications is out.</p> <p>On arrival, you find the Skilled Nursing Facility and locate your contact.</p>

PACKET STATION INSTRUCTIONS:

Your assignment is as follows:

Event:	Hayward Fault Earthquake
Allied Health Facility:	Sunny View Retirement
Location Information:	22445 Cupertino Rd, Cupertino, CA 95014 See Local Team
Assignment:	Voice operator at this AHF to communicate with Cupertino EOC.
Electrical Power:	Power is per your situation
Operational Period:	Day 2, Op Period #2
Supervisor/Contact on arrival:	Kathy Hudson, Head Nurse
Your Tactical Call:	Sunny View

Message Scenario



Cupertino
ARES/RACES

Station Type:	Voice Operations #2
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You may be approached by someone who has a question or something to share with the City. They don't want to fill out a form, so it is an Informal Message.

6. Assignments like these make you "the eyes and ears" for County Public Health as well as Cupertino EOC.
7. You are partnering with a packet operator.
8. Send **ALL** voice messages to the Cupertino EOC.
9. Respond to all other voice message requests as appropriate.
10. Note the Time now (HH:MM). Next to each message below, add 20 minutes to the time of the last message to identify when this one should be sent.

TIME NOW: _____

SEND TIME	Message
	1. Notify Net Control that you are ready at your location.
10m _____	2. N02: The facility has lost commercial power. The backup generator has started and is functioning. The Staff is concerned about how long the outage will last and is asking if the city knows the status on when the power will be back on?
+20m _____	3. N10: The A/C is not working in one wing. The Staff is hydrating residents and monitoring closely. They want the city to be aware in case the situation gets worse.
+20m _____	4. N17: Only one of the wheelchair-accessible vans is working. The Staff asks if the city has other transport support options that that might be able to use.
+20m _____	5. N39: All facility air conditioning just failed. The staff is deploying what fans they have to common areas for their residents.
+20m _____	6. N37: A Staff member is asking whether any cooling stations are open nearby in case A/C cannot be restored by tomorrow morning.
11:20	7. Notify Net Control you are shutting down.

Assignment Addendum



Cupertino
ARES/RACES

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

Station Type:	Voice Operations #3
General Situation:	<p>This is Day 2.</p> <p>A major earthquake occurred yesterday on the Hayward Fault, rupturing just south of Fremont. The main shock lasted 45 to 60 seconds and was followed by aftershocks of 20 to 25 seconds. There was no other warning. Shaking is felt in Oregon to the north, Los Angeles to the south, and Nevada to the east.</p> <p>The estimated magnitude is M 7.2 with reports of severe to violent shaking, with heavy damage in widespread areas of the most severely affected counties. Most power and commercial communications is out.</p> <p>On arrival, you find the Skilled Nursing Facility and locate your contact.</p>

VOICE STATION INSTRUCTIONS:

Your assignment is as follows:

Event:	Hayward Fault Earthquake
Allied Health Facility:	Cupertino Healthcare and Wellness
Location Information:	22590 Voss Ave, Cupertino, CA 95014 See office staff for setup details
Assignment:	Voice operator at this AHF to communicate with Cupertino EOC.
Electrical Power:	Power is per your situation
Operational Period:	Day 2, Op Period #2
Supervisor/Contact on arrival:	Kathy Hudson, Head Nurse
Your Tactical Call:	Cupertino Healthcare

Message Scenario



Cupertino
ARES/RACES

Station Type:	Voice Operations #3
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You may be approached by someone who has a question or something to share with the City. They don't want to fill out a form, so it is an Informal Message.

1. Assignments like these make you "the eyes and ears" for County Public Health as well as Cupertino EOC.
2. You are partnering with a packet operator.
3. Send **ALL** voice messages to the Cupertino EOC.
4. Respond to all other voice message requests as appropriate.
5. Note the Time now (HH:MM). Next to each message below, add 20 minutes to the time of the last message to identify when this one should be sent.

TIME NOW: _____

SEND TIME	Message
	1. Notify Net Control that you are ready at your location.
+10m _____	2. N03: Water pressure inside the building is weak but functional. Staff is concerned about a possible issue with the city water systems and ask if other facilities have reported the same issue.
+20m _____	3. N11: A staff member experienced a mild allergic reaction to food. The issue was handled internally, but they want to pass this along as an FYI.
+20m _____	4. N18: Staff report they are running low on adult diapers and incontinence supplies. They ask if the city can assist with a restock or should they go ask the County?
+20m _____	5. N24: The administrator wants to make sure the facility's emergency contact info is current with the city. What was the last date it was updated in the City records?
+20m _____	6. N46: A staff member reports minor roof leaks but no safety issues. Is this from the Air Conditioning? They ask what the weather will be over the next 48 hours?
11:20	7. Notify Net Control you are shutting down.

Assignment Addendum



Cupertino
ARES/RACES

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

Station Type:	Voice Operations #4
General Situation:	<p>This is Day 2.</p> <p>A major earthquake occurred yesterday on the Hayward Fault, rupturing just south of Fremont. The main shock lasted 45 to 60 seconds and was followed by aftershocks of 20 to 25 seconds. There was no other warning. Shaking is felt in Oregon to the north, Los Angeles to the south, and Nevada to the east.</p> <p>The estimated magnitude is M 7.2 with reports of severe to violent shaking, with heavy damage in widespread areas of the most severely affected counties. Most power and commercial communications is out.</p> <p>On arrival, you find the Skilled Nursing Facility and locate your contact.</p>

VOICE STATION INSTRUCTIONS:

Your assignment is as follows:

Event:	Hayward Fault Earthquake
Allied Health Facility:	Marianist Center
Location Information:	22683 Alcalde Rd, Cupertino, CA 95014 Set up on the patio outside the main area. See map.
Assignment:	Voice operator at this AHF to communicate with Cupertino EOC.
Electrical Power:	Power is per your situation
Operational Period:	Day 2, Op Period #2
Supervisor/Contact on arrival:	Kathy Hudson, Head Nurse
Your Tactical Call:	Marianist Center

Message Scenario



Cupertino
ARES/RACES

Station Type:	Voice Operations #4
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You may be approached by someone who has a question or something to share with the City. They don't want to fill out a form, so it is an Informal Message.

1. Assignments like these make you "the eyes and ears" for County Public Health as well as Cupertino EOC.
2. You are partnering with a packet operator.
3. Send **ALL** voice messages to the Cupertino EOC.
4. Respond to all other voice message requests as appropriate.
5. Note the Time now (HH:MM). Next to each message below, add 20 minutes to the time of the last message to identify when this one should be sent.

TIME NOW: _____

SEND TIME	Message
	1. Notify Net Control that you are ready at your location.
+10m _____	2. N04: The automatic gate at the facility entrance is stuck. A staff member is manually operating it. No immediate issue, but they asked if the city could notify County Fire in the event they must respond.
+20m _____	3. N12: A resident is agitated and is refusing food. The nurse is managing the case. A staff member asks if these types of incidents should be formally reported to the city.
+20m _____	4. N19: Trash pickup hasn't occurred. Waste is accumulating by the loading dock. The staff wants to confirm if refuse pickup services are still planned for today.
+20m _____	5. N40: A Staff member is asking about updated recommendations for COVID protocols. Are masks still required for visitors or is that all over?
+20m _____	6. N31: A non-staff individual claiming to be a volunteer showed up and requested access to the facility. Staff turned them away but are unsure if they were legitimate. Our phones are still out; can we get the sheriff out here?
11:20	7. Notify Net Control you are shutting down.

Assignment Addendum



Cupertino
ARES/RACES

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

Station Type:	Voice Operations #5
General Situation:	<p>This is Day 2.</p> <p>A major earthquake occurred yesterday on the Hayward Fault, rupturing just south of Fremont. The main shock lasted 45 to 60 seconds and was followed by aftershocks of 20 to 25 seconds. There was no other warning. Shaking is felt in Oregon to the north, Los Angeles to the south, and Nevada to the east.</p> <p>The estimated magnitude is M 7.2 with reports of severe to violent shaking, with heavy damage in widespread areas of the most severely affected counties. Most power and commercial communications is out.</p> <p>On arrival, you find the Skilled Nursing Facility and locate your contact.</p>

VOICE STATION INSTRUCTIONS:

Your assignment is as follows:

Event:	Hayward Fault Earthquake
Allied Health Facility:	Bedside Manor Senior Care
Location Information:	Cupertino Senior Center 21251 Stevens Creek Blvd, Cupertino, CA 95014 Set up in the area by the parking lot. See Map.
Assignment:	Voice operator at this AHF to communicate with Cupertino EOC.
Electrical Power:	Power is per your situation
Operational Period:	Day 2, Op Period #2
Supervisor/Contact on arrival:	Kathy Hudson, Head Nurse
Your Tactical Call:	Bedside

Message Scenario



Cupertino
ARES/RACES

Station Type:	Voice Operations #5
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You may be approached by someone who has a question or something to share with the City. They don't want to fill out a form, so it is an Informal Message.

1. Assignments like these make you "the eyes and ears" for County Public Health as well as Cupertino EOC.
2. You are partnering with a packet operator.
3. Send **ALL** voice messages to the Cupertino EOC.
4. Respond to all other voice message requests as appropriate.
5. Note the Time now (HH:MM). Next to each message below, add 20 minutes to the time of the last message to identify when this one should be sent.

TIME NOW: _____

SEND TIME	Message
	1. Notify Net Control that you are ready at your location.
+10m _____	2. N05: One of the facility's elevators is stuck on the third floor. Maintenance is working on it. There are no injuries, but staff want to report the incident in case the fire department shows up.
+20m _____	3. N13: The facility's resident cat is missing. It's not an emergency, but the residents are distraught, and the staff is searching the premises. Can we get some CERT volunteers to help?
+20m _____	4. N20: PPE supplies are low, especially gloves. The facility is asking the city if they can help with a resupply or should they go directly to the County?
+20m _____	5. N33: Staff asking whether garbage collection services are still operating during this emergency.
+20m _____	6. N08: Staff report the parking lot lights failed after sunset last night. There was no safety incidents, but security has increased patrols. They want the city aware in case it's a broader power outage.
11:20	7. Notify Net Control you are shutting down.

Assignment Addendum



Cupertino
ARES/RACES

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

Station Type:	Voice Operations #6
General Situation:	<p>This is Day 2.</p> <p>A major earthquake occurred yesterday on the Hayward Fault, rupturing just south of Fremont. The main shock lasted 45 to 60 seconds and was followed by aftershocks of 20 to 25 seconds. There was no other warning. Shaking is felt in Oregon to the north, Los Angeles to the south, and Nevada to the east.</p> <p>The estimated magnitude is M 7.2 with reports of severe to violent shaking, with heavy damage in widespread areas of the most severely affected counties. Most power and commercial communications is out.</p> <p>On arrival, you find the Skilled Nursing Facility and locate your contact.</p>

VOICE STATION INSTRUCTIONS:

Your assignment is as follows:

Event:	Hayward Fault Earthquake
Allied Health Facility:	Green Acres Retirement Community
Location Information:	Quinlan Center, rear parking lot 10185 N Stelling Rd, Cupertino, CA 95014 Set up anywhere you can find shade
Assignment:	Voice operator at this AHF to communicate with Cupertino EOC.
Electrical Power:	Power is per your situation
Operational Period:	Day 2, Op Period #2
Supervisor/Contact on arrival:	Kathy Hudson, Head Nurse
Your Tactical Call:	Green Acres

Message Scenario



Cupertino
ARES/RACES

Station Type:	Voice Operations #6
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You may be approached by someone who has a question or something to share with the City. They don't want to fill out a form, so it is an Informal Message.

1. Assignments like these make you "the eyes and ears" for County Public Health as well as Cupertino EOC.
2. You are partnering with a packet operator.
3. Send **ALL** voice messages to the Cupertino EOC.
4. Respond to all other voice message requests as appropriate.
5. Note the Time now (HH:MM). Next to each message below, add 20 minutes to the time of the last message to identify when this one should be sent.

TIME NOW: _____

SEND TIME	Message
	1. Notify Net Control that you are ready at your location.
+10m _____	2. N06: Nearby traffic lights are out, and vehicles are backing up near the entrance. The Staff is concerned about emergency access and ask whether the city can assist with traffic control.
+20m _____	3. N14: A resident who lives in the memory care unit was briefly unaccounted for but is now safe. The staff is asking for tips on how to prevent this in the future.
+20m _____	4. N21: A delivery of MREs arrived unexpectedly. The Staff isn't sure who ordered it or sent it and is asking if the city coordinated this supply drop.
+20m _____	5. N34: You are being asked if there's an update on the city-wide curfew hours. The staff Head Nurse is preparing the night shift schedule and needs to understand if there will be a problem getting the next shift staff into the facility.
+20m _____	6. N44: Five residents reported upset stomachs after lunch. Staff are evaluating. May need food delivery assistance if the kitchen is closed.
11:20	7. Notify Net Control you are shutting down.

Assignment Addendum



Cupertino
ARES/RACES

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

Station Type:	Voice Operations #7
General Situation:	<p>This is Day 2.</p> <p>A major earthquake occurred yesterday on the Hayward Fault, rupturing just south of Fremont. The main shock lasted 45 to 60 seconds and was followed by aftershocks of 20 to 25 seconds. There was no other warning. Shaking is felt in Oregon to the north, Los Angeles to the south, and Nevada to the east.</p> <p>The estimated magnitude is M 7.2 with reports of severe to violent shaking, with heavy damage in widespread areas of the most severely affected counties. Most power and commercial communications is out.</p> <p>On arrival, you find the Skilled Nursing Facility and locate your contact.</p>

VOICE STATION INSTRUCTIONS:

Your assignment is as follows:

Event:	Hayward Fault Earthquake
Allied Health Facility:	Harmony Haven Senior living
Location Information:	Creekside Park 10455 Miller Ave, Cupertino, CA 95014 Set up at the covered pavilion area, near parking lot.
Assignment:	Voice operator at this AHF to communicate with Cupertino EOC.
Electrical Power:	Power is per your situation
Operational Period:	Day 2, Op Period #2
Supervisor/Contact on arrival:	Kathy Hudson, Head Nurse
Your Tactical Call:	Harmony

Message Scenario



Cupertino
ARES/RACES

Station Type:	Voice Operations #7
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You may be approached by someone who has a question or something to share with the City. They don't want to fill out a form, so it is an Informal Message.

1. Assignments like these make you "the eyes and ears" for County Public Health as well as Cupertino EOC.
2. You are partnering with a packet operator.
3. Send **ALL** voice messages to the Cupertino EOC.
4. Respond to all other voice message requests as appropriate.
5. Note the Time now (HH:MM). Next to each message below, add 20 minutes to the time of the last message to identify when this one should be sent.

TIME NOW: _____

SEND TIME	Message
	1. Notify Net Control that you are ready at your location.
+10m _____	2. N07: A Staff member reports that the backup generator is making unusual sounds. It's still operating, but they want to know if the city has maintenance resources available who they could call if necessary.
+20m _____	3. N15: Three residents have reported mild stomach issues after lunch. The Staff is investigating and is requesting from the city any backup meal options in case the kitchen is shut down.
+20m _____	4. N22: The generator is running, but fuel is low. A Staff member is asking whether fuel resupply is being coordinated by the city, or are they on their own?
+20m _____	5. N35: A Staff member is asking if visitation restrictions are still in place or lifted.
+20m _____	6. N43: A Resident in the memory care wing has wandered off-site before was found. The Staff is asking the city for any tips on tracking tools.
11:20	7. Notify Net Control you are shutting down.

Assignment Addendum



Cupertino
ARES/RACES

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

Station Type:	Voice Operations #8
General Situation:	<p>This is Day 2.</p> <p>A major earthquake occurred yesterday on the Hayward Fault, rupturing just south of Fremont. The main shock lasted 45 to 60 seconds and was followed by aftershocks of 20 to 25 seconds. There was no other warning. Shaking is felt in Oregon to the north, Los Angeles to the south, and Nevada to the east.</p> <p>The estimated magnitude is M 7.2 with reports of severe to violent shaking, with heavy damage in widespread areas of the most severely affected counties. Most power and commercial communications is out.</p> <p>On arrival, you find the Skilled Nursing Facility and locate your contact.</p>

VOICE STATION INSTRUCTIONS:

Your assignment is as follows:

Event:	Hayward Fault Earthquake
Allied Health Facility:	Golden Years Senior Residence
Location Information:	City Hall Breeze way 10300 Torre Avenue, Cupertino, CA 95014 Tables will be set up for your operation. See local staff.
Assignment:	Voice operator at this AHF to communicate with Cupertino EOC.
Electrical Power:	Power is per your situation
Operational Period:	Day 2, Op Period #2
Supervisor/Contact on arrival:	Kathy Hudson, Head Nurse
Your Tactical Call:	Golden

Message Scenario



Cupertino
ARES/RACES

Station Type:	Voice Operations #8
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You may be approached by someone who has a question or something to share with the City. They don't want to fill out a form, so it is an Informal Message.

1. Assignments like these make you "the eyes and ears" for County Public Health as well as Cupertino EOC.
2. You are partnering with a packet operator.
3. Send **ALL** voice messages to the Cupertino EOC.
4. Respond to all other voice message requests as appropriate.
5. Note the Time now (HH:MM). Next to each message below, add 20 minutes to the time of the last message to identify when this one should be sent.

TIME NOW: _____

SEND TIME	Message
	1. Notify Net Control that you are ready at your location.
+10m_____	2. N50: A tree fell and is blocking one of the driveways used for supply deliveries. Staff ask if city crews are available to get the tree out of the way.
+20m_____	3. N53: The main kitchen refrigerator is starting to fail. Staff is asking if the city has ideas for any backup food storage or delivery options.
+20m_____	4. N56: Administrator is concerned about conflicting information between city updates and media and wants confirmation from official channels.
+20m_____	5. N57: Staff is unsure if they should continue scheduled medical transports. They request updated city policy for off-site trips.
+20m_____	6. N51: A resident has a scheduled dialysis appointment off-site but there is no available transport. The Staff is requesting ideas from the city on what they can do.
11:20	7. Notify Net Control you are shutting down.