

The Community Preparedness Webinar Series Presents...
Disaster Training Opportunities Available to the Public

May 10, 2011

<Transcription Begins>

Hello and welcome to the community preparedness webinar series. Today we are pleased to present presentations from a variety of places that offer training in communities across the nation. As you can see we have several presentations for you today, the primary audience of this webinar is a state and local emergency management authorities citizens Corps councils and community organizations active in disasters. We hope that today's presentations will help these organizations I've been to identify and promote the various opportunities for individuals to get trained and prepared in their communities. And most emergencies, as you may know, the first person on the scene is not a first responder. A trained and informed public is better prepared to protect themselves, their families, their workplace and their neighbors before, during and after disasters. This webinar will showcase several of those various training resources that are available to communities across the nation. The amount recognizes that it takes a team to prepare, but it also takes a whole community approach to meet the needs of the public before, during and after a disaster. So today we will learn about the various resources that can help your community train and educate its citizens to be better prepared and involved in your community's disaster response and recovery efforts.

So a few of the resources that we have to highlight today include the Red Cross, the community emergency response team for Graham, the national weather services Skywarn program, the US neighborhood watch program, operation Hope, and on network, fire court, ARRL, Meals on Wheels, and the volunteer and police service. And before we get started with those I want to just make everyone aware of the FEMA resources. As many of you may know FEMA offers an online independent study program that allows individuals from across the country to take that training, where ever they are.

Okay, so we have a couple of examples of IAS courses that include animals and disasters, are you ready, role of volunteer agencies and emergency management, community hurricane preparedness, protecting your home or small business in disaster, and the list goes on. There are several courses out there that you can take at your leisure and below is the link. We ask that you do for maltose to your community to better prepare themselves and their organizations.

Also as you may know that FEMA has a dedicated team here to work with your communities, work with the states and regions. And these various

organizations and divisions within FEMA offer assistance in this citizen training and community preparedness effort. So those include the community preparedness officers, the ready campaign, the voluntary agency liaison, the Center for faith-based and neighborhood partnerships, the private sector office and the office of disability integration and coordination. And if this is the first time that you are hearing of these different organizations within FEMA, you can certainly get the appropriate context why calling the FEMA help the number 202 help the number 202646 help the number 20264625 help the number 202-646-2500. Also on we have as you know the whole community approach focuses on preparing and empowering the entire community and leveraging the power of individuals and community organizations as a resource before, during and after disasters. The resources that you are about to hear about, the presentations that you are about to listen to, are not exclusive and exhaustive. There are several or other organizations out there, Girl Scouts across the country as a variety of different training for each of their councils. And also, medical reserve Corps will not be presenting today that they are an excellent resource as well for community training and involving their public. And the list goes on. Any member of the national voluntary organizations active in disasters -- and be all a, is also a great resource at the local level. And without further ado I would like to introduce our first presenter, Jacqueline Villafane with the Red Cross to present on their efforts.

RED CROSS

Thank you I wanted to first express a gratitude for inviting the Red Cross on this call. It is critical that we recognize all of the volunteers that are currently within the organization. And those who recognize opportunities to join and be a part of the Red Cross. My name is Jacqueline the tarmac management of leadership the relevant for the disaster services at the American Red Cross.

My Red Cross story goes back a few years when I started a spontaneous volunteer in New York City during the 9/11 event. After gaining disaster experience I went on to serve as a local volunteer at the chapter in my committee. I hope that you already have or will discover a Red Cross story to tell as well. Are so let's get started.

First -- about Red Cross as a whole. In addition to the disaster relief services, we teach thinking skills through our preparedness and safety or so. We provided nearly half the nation's blood supply and we have to connect military service members and their families when there is a family emergency.

You may already know this. But we are involved in disaster relief -- relief preparation. But did you know that we respond to nearly 70,000 disasters and emergency they your. Most of these are fires that occur

everyday across the nation and we do it by empowering ordinary people to perform extraordinary acts.

We invade with volunteers in the community and with partner agencies. By providing training and experience. And bringing the whole community together as part of the solution.

Preparation means building the right relationships with organizations through planning, joint training and exercises. And also means training for individual volunteers. Our most recently -- course for partner agencies is the shelter workshop. This workshop prepares organizations to run shelters. Often in their own facilities. The primary audience is typically faith-based groups.

We also provide a shelter training for local government employees designated to support sheltering opportunities in their communities.

In addition, the Red Cross participates with partners and community exercises. Now let's take a look at the process for preparing individual volunteers.

The first step is to connect with the Red Cross in your community. In a moment I will show you how. Based on your interests, they will provide you with training needed to be successful. This includes an overview training followed by basic training in your area of interest. This may be direct services such as sheltering, feeding or working with families. You might work behind the scenes in logistics or volunteer management. Or you might work as a lead on with government or voluntary agencies.

We also encourage everyone to take FEMA -- to take the FEMA national incident management courses online at training.FEMA.gov.

Following the training, you will have an opportunity to practice your skills locally. And you may take additional supervisory training if you wish.

When you have code your skills, you may be deployed through our disaster services human resources system to support the disaster efforts. And our response efforts in your community. You can get started online at any time.

This is a snapshot of our website. Which is David immediately do. Red Cross.org www.redcross.org this page you can have assistance with disaster need or get started as a disaster volunteer. See Mac was a portly you can find our community Red Cross by simply typing in your zip code. And that is in the area located above the arrow on the screen.

This will give you the contact information and the local information website for your chapter in your community.

You can get started right online. Go to prepare yourself and your family or to become involved as a volunteer. To be an effective responder, you and your family need to be ready first.

By clicking the preparing and getting trained link you will find information about keeping your home and family safe you will also find information on first aid and other training courses offered by the Red Cross.

The red arrow at the lower right hand corner-- important online course. Be Red Cross ready. This online courses hosted by the actress Jamie Lee Curtis provide a foundation for family probation -- preparation. The let's look at volunteering. Going back to the homepage am a the link giving and getting involved that I have highlighted with an arrow, will take you to the information about volunteers.

On this page, you can search for volunteer opportunities using volunteer match. Volunteer match is a service used to post volunteer opportunities. You can also contact the local Red Cross directly from this page. The arrow at the lower right hand the link to an online orientation which you can take anytime.

I am leaving you with the most important gift of preparedness. Connect with the Red Cross in your community by just typing in your zip code. Your story can begin now. Go to www.redcross.org and contact your local Red Cross.

Thank you.

Thank you Jacqueline. That is Jacqueline tarmac from the American Red Cross. As other one is the American Red Cross is a great partner both of the national level with FEMA but also at the local level in communities across the nation we really want to thank the Red Cross for all the work that they do talk all of the training that they have across the country, and preparing the nation really.

Also I want to take a quick moment to mention a few courses that FEMA has to offer. They FEMA I S. series that Jacqueline referred to on training.FEMA.gov.

There are several independent study courses that all individuals, the entire public and take online. There are a few here specifically geared to the public.

I S. 22 -- which is are you ready training so -- personal preparedness. There is I S. 10 and 11 -- focus on animal preparedness. There is I S3 24 -- community hurricane preparedness.

There is I S. to 28th -- the role of volunteer emergency -- there is I S3 94 a. Protecting your home and small-business from disaster.

Again these are all available at [training.FEMA.gov/I S./CRSCRS I ST.ASP](http://training.FEMA.gov/I%20S./CRSCRS%20I%20ST.ASP)

And we will provide that information on the citizen corps website as well.

So again I want to thank Jacqueline for presenting here for us. And thank everyone again for joining us.

And our next presentation is from Rachel Jacky from the community emergency response team here at the individual and community preparedness division of FEMA. Rachel are you on the line quick

COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

Yes I am here. Thank you very much. If you all could go ahead and upload your PowerPoint slides on your end. I just want to say that I am very glad to connect with emergency management and emergency service practitioners out there and for everyone who has made time today to get into this webinar. I think it is really terrific information for everybody. Community emergency response team program very straightforward, very commonsense kind of model. In terms of training for community members and for others who support the program. Taste on the notion that whenever there is a right to spread emergency people step up to help you. People don't step up to help because they get training from CERT or from Red Cross or from any of the organizations you are going to hear about today people step up to gussets what people do in a widespread him urgency. In 1994

Launched the CERT training program essentially to provide skills to community members to help their families, their neighbors, people that they worked with anyone who needs help whenever there is a widespread situation when professional responders may not be able to get on the scene to help everybody as soon as help is needed. That materials that are put together are really quite universal and our approach. Target audiences for CERT training over the years have included the general public Thomas people who can get the training and then be organized for teams in their own neighborhoods, but also high school students, colleges and university students and staff and faculty, Teeple in the workplace, people in government offices is to put a. Typically, CERT training is delivered and teams are managed by local fire department, sometimes it is a local emergency management agency or a law enforcement agency. Many of these entities really top federal grant funding to be able to support the programs. But in addition a to the federal grant funding they also often contribute some local resources from their own jurisdiction. Today there are 1700 local CERT programs in a national CERT registry. If you are connected to a local CERT program and you are not yet in the national CERT registry, I just want to encourage you to get online and get into the registry.

A couple of things about the program. As I mentioned, it is a fairly universal approach. However local programs should be and really are tailored to the local community, to the hazards in that community, to the levels of risk regarding how the training is delivered and so on. But, one thing that all the local programs have in common is basic training that is conducted for the community members there. The training includes not just the basic training for citizens, that also training for CERT trainer's and for local CERT program managers. So let me talk and it about -- let me just get these PowerPoint slides under control. Sorry. I am having a problem with the slides. Tom can you back the slides up by one slide?

Sure. Let me do that right now.

I will tell you what I will just proceed and maybe it will be a relief not having PowerPoint slides. Let me tell you a little bit about training for team members. First of all, FEMA provides basic training course used by local programs for team members. The basic training includes units Tom a final exercise. It takes 21 to 28 hours or could the reason for the difference is some local jurisdictions conduct very large groups of people in which case it takes a little bit longer to deliver each module. Some entities are able to train much of smaller groups of people and then they can do the whole course and about 20 or 21 hours. Epically trainers are national responders or him urgency service individuals. But other local programs also use appropriately trained volunteers to deliver the training. I just want to really emphasize that the emphasis in the basic training course is hands on skills that. This is not a standup in front of a classroom and lecture for three hours at a time, there is lots and lots of active participation. In addition to the basic training materials, FEMA is also developing a series of supplemental training modules because team maintenance volunteer maintenance and to the overtime, really becomes an instant channels and she wants you have a local CERT program up and running. So supplemental training modules typically 3 to 4 hours each and they include topics such as CERT animal response. We have two supplemental modules on that. Traffic and crowd management tools for affective CERT leadership. We are working on two additional supplemental modules now on the CERT exercise watch two of our team members to design and conduct exercises for each other.

Now in addition to that search training for team members, FEMA has also developed CERT training for programming staff. I mentioned this a little earlier. The first of these courses, and these really are fairly brand-new. We just finished the pilots and we are finishing the training material now. The CERT train the trainer course. This is a three door decors -- three day course. Right now this is being delivered by the him urgency management Institute. It down the road we look forward to having states and possibly FEMA regions as well adopt the CERT train the trainer course. In addition to that, because we have realized that CERT trainer is really have a different job and responsibility than CERT rogue rum

managers, so we have developed a two day search program manager course. Sometimes paired when it is delivered with the three-day CERT train the trainer course. These are skills that are needed for individuals who take on the increasingly complex job of managing local CERT programs.

Where do you find all of these great resources. All of the training materials and other resources for local programs are located on the national CERT website. And you can see the address right there. At the website we have got again all of the materials. We also have an online web based course that is an introductory course. For the general public who want to find out more about the CERT program in general.

There is good guidance there on how to start anew CERT program. And you can also access the quarterly CERT newsletter. CERT in action stories that describe stories across the country have they are being used. And also can describe at the national website to gov delivery which is a website to -- for the program office.

For CERT brochures . For doing general outreach to the public about CERT program and training but you can get your hands on lots of CERT brochures from the FEMA warehouse. There is a 100 number there. Last but not least do not -- please take advantage of us. Search@theHS.gov. Thank you very much.

Great thank you Rachel.

I lost connection for a second there but I am back on. Yes we will be doing questions at the end. And for our next presenter we have Jared Klein from NOAA the national weather services Skywarn. Gerrit are you on the line quick

Yes I am here. Unfortunately my computer has frozen. So I don't know if I have access to the PowerPoint. Maybe you could move the slides for me quick

I will definitely move the slides for your. And I do want to mention to everyone on the line that we do apologize for the bit of technical difficulties. We do encourage you to turn your speakers up as loud as they can if you are having trouble hearing. Also there is a lot of presentations and a lot of data eating shared so the slides may move slowly. We will have this webinar recorded and hopefully that will be a better for you to view it live. To view it rather than seeing this slow down version of the slides transitioning. So I do apologize for that.

Jared we are now on the front side so you can speak to that.

SKYWARN

Okay thank you very much. Again my name is Jared Klein and I am representing the National Weather Service and I'm going to talk about the

Skywarn spotter program that we have at the National Weather Service. I'm actually a forecaster at the national weather service weather forecast office that covers the Baltimore Washington DC area. So there is 122 forecast offices just like the one in Baltimore-Washington. So just a quick 15 second overview of the weather services so that you can understand where we have this program. We are the ones who seem to be on the news everyday because of all the active weather that is going on. So we make daily with weather forecasts after seven days. But to save lives and protect property which is our mission at the weather service we also do public watches warnings advisories and anything weather related. And of course some of the big ones that everyone hears about it tornado warnings and severe wonder storm -- severe thunderstorm warnings. So the reason we have the Skywarn program which again is a program where we have volunteer spotters that volunteer to keep the local communities if. And the way they do this is to relay accurate and timely reports of severe weather to the National Weather Service. And although in the weather service and in the field of meteorology we have made lots of leaps and bounds in understanding the science, and lots of advances in technologies including our computer modeling to understand the weather. Also satellite and radar. Are turning to warnings and severe thunderstorm warnings have improved accurately. But still in this day and age the best way to see what is going on is to just look outside your window. So unfortunately our window outside of our office only goes out so far. So a more effective way is to get a whole network of Skywarn spotter's that are all across the country. And for our forecast offices all across the DC and Baltimore area. So ground truth is still the best way to see what is going on on top of all the other stuff I just mentioned.

So eligibility and who usually doesn't. It is pretty much open to anybody in the public is as long as you are 14 years or older and you have access to a telephone. Even now we have e-mail and other ways of communicating but most of the time telephone is the fastest way to get to us. So we anyone in the topic field, a lot of times we have emergency managers, police fire and rescue, public utility workers, business owners, a whole bunch of people that are part of our Skywarn spotter network. And again the hundred and 22 offices around the country. We have about 290,000 trained spotters across the country and at our forecast office in Baltimore-Washington we have about 5000 spotters here at so if there is a severe thunderstorm in a certain area we would give them a call or they will give us a call and see what is going on. And in an average year, about, we affect about 10,000 or more severe wonder storm undersized, but doesn't floods and 1000 tornadoes across the United States. Again that is an average year. It seems as though we are close to that already and it is only May. But all the severe understand can to cause wind damage and floods and distraction. With all those storms does potted network is vital to how we operate here. So once we have a spotter network here and I will show you how exactly they get trained in the next slide in a second,

we have spotters to report severe storms and including if they see any of funnel clouds or tornadoes or tail or wings or damage from the gutter storms or heavy rain and flooding of course. And in the wintertime when we don't usually have tornadoes and thunderstorms, also wise and snow reports are also important. To get it ground truth for what is actually going on.

So if we can look at the next slide. This is the way that we train for the Skywarn program. So we offer classes a few times a year depending on the request and the demand for its. But we have Skywarn spotter classes that are offered free of charge that usually combined efforts with the wetter weather service here and local government agencies, or maybe even some academia or civic groups. What happens is you get somebody from the weather service, so you get a forecaster just like me, to come to a class and we would teach stuff on how to train and how to spot the severe weather. So basically anybody from the public can call us but if you train them it may add so much more value it makes them so much more proactive about calling in for the weather and it also makes them understand what is going on at the time. Also I put a link there for local scheduled classes that is available on our website and that is only for the Baltimore-Washington area, but there are also other links on this presentation that I will show you nationally how to get to your local office. So we offer a couple of different courses from the most basic to the and the most basic common course that we teach is basically one. It is about a 2 to 3 hour course and have also got 15 to 25 times per year and our forecast area. It might be different for another local forecast area but this is a basic ASP, as we said they 61. It is a prerequisite for all the other courses that we offer. And what we do is we just teach how to spot severe weather and it is open for the general public. So it tells the importance and the vital role of being a Skywarn spotter. We teach them what kind of products we issue so reporting if we have a tornado warning out for a certain area and if someone sees a funnel cloud or -- God. It is important that the NOAA to call us right away and it is not something you can just e-mail us and get back to us. And once we get the report it adds so much value to our warnings. When we can extend a tornado for warning even if it is just on our radar but if we have a spotter calling and then we know that there is ground truth there. So that shows how important it is. Besides basic is one we have basics to out there which is just an advanced. You don't have to take it to be a Skywarn spotter but after you take your basics one you are registered Skywarn spotter work also tropical winter storm floods and ham radio operators can take a course called net control and sometimes we offer these courses depending on the demand for these advanced level courses. So if you go to the last slide.

These are just a couple of important links and some contacts for some links there. There is a national Skywarn page and this page is operated by Skywarn spotter's, so emergency managers and people help operate this page. It is not a weather service page but the second link is a National Weather Service page that answers a lot of questions about what Skywarn is

and also local weather service for the Baltimore-Washington area we have a Skywarn page which is the third link. And if you are interested in setting up a cat class, most often it is in that county government building or a sometimes it is at a university. So we had the University of Maryland a couple of times. Typically we have it there and then up our forecasters go there and talks to the public about this. So if you wanted to set this up you could see a couple of contacts there. That is all I have to say here.

Great. Thank you Jerrett. Again that was Jared Klein with NOAA's National Weather Service Skywarn spotter's program. A terrific opportunity available to the public to get trained and volunteered as a spotter. Our next presentation will be by neighborhood watch and that will be Robbi Woodson presenting from USA on what. Robbie are you on the line with us quick

USA ON WATCH/NEIGHBORHOOD WATCH

I am. Can we go to the first slide. Good afternoon everyone. With the national neighborhood watch program which is also referred to as USA on watch.org, which you can find all of the materials that I will be talking about today and of course ways to contact us through that. The program itself, the neighborhood watch program Thomas has been existence in the national level since 1972 and since 2002, that Bureau of Justice assistance program has funded the national initiative which includes a number of different training projects that I will discuss. Overall throughout the country there is over 25,000 neighborhood watch groups who trained from homes in our world area that covers 10 mi.² to 200 homes in a small neighborhood or a medium-size neighborhood. Some are planned communities of some our apartment, some artillery parks. We really covered the gamut. And there's also a number of foreign countries that also participate in the program and call it differently but use the same principles. Our website is the crux of where we get our information out of. Most of the programs that you have been hearing about. We were for you to add number of websites, that hours also holds a database for both law enforcement organizations and agencies that are in a given locality. And with that, you can find whether or not they have a neighborhood watch group or program linked to that. There are a number of features in fact that you can search for, a neighborhood watch in your community, or have your community look for. It is a self-reported information and we are always looking for more, finding more groups. And for people to find our websites to provide that.

In 2006 we piloted a national training program. They had never been anything to really provide a standard base of knowledge regarding how to start a neighborhood watch program, or it is also often referred to as crimewatch, community watch, etc. And so we started about creating a toolkit with a number of different resources and materials. We provide the training nationally, based on grant funding. This year we will do seven

trainings. We have been privileged to partner with a number of local governments and law enforcement agencies and conferences and regional community policing Institute's to provide the training beyond our grant funding it is normally delivered by our trainers which are former or current law enforcement officers or deputies, to both law enforcement at and citizen organizers and community leaders. The tools that we provide are really meant to give an understanding of what the program is and kind of things that you can do with neighborhood watch. I think as Rachel had referred in her presentation, training does not necessarily bring you the volunteers you are looking for. That it is something that retains the volunteers that you have and gives the community of days to continue their education or confront an issue that they may have or be dealing with.

The training that we provide is normally a 12 hour course. That may actually increase next year with the addition of 2 to 3 additional training courses. It is composed in hard case for him, it is a box almost. It has eight CDs. And has 10 community presentations, it has a number of facilitator guides, or does the pen books which do a number of, kind of walks you through a number of practices such as creating an action plan. We also have something that almost looks like a game as if you were playing chutes and ladders to try to help the community or the group specifically in the community walk through some basic steps in developing a program and interacting with other community members and programs. Of course we have posters and flyers and checklist template like a home safety and security, observation and reporting. We also have some safe self-paced training with audio, which we are working on trying to take that South based training that we have on the CD and apply it in a format like you see today. So that you can access it at any time. You don't necessarily have to go to our training to get that material but that training actually targets the topic areas that you have on the right of your screen that I will go over in a moment. The participants that we get in our trainings vary from all over, there levels of knowledge and understanding, some have been working with community partnerships or neighborhood revitalization efforts for years. Others have not. But the topic areas specifically in is the basics. Basically how to organize, how to manage, why to create, why are neighborhood watch program should be formed. Then we cover basics and volunteer management, strategic planning, partnerships, planning and conducting effective meetings about which is very important especially for 45 minutes. If you are lucky you get that many people. The materials that are specifically online which I was because in a moment have to do with the target hardening, we do have a number of presentations in PowerPoint there for that that you can use. Reporting suspicious activities, which is also referred to as our top program amah that is available through our publication Library, and our pandemic awareness also. The resources amah we have a monthly newsletter which we tried to future success stories an upcoming event announcements as far as programs that we think you might be able to tap into. We also

try to feature possible courses of private grant funding that may be small and specifically targeted to local localities that are not necessarily just law-enforcement. Our Facebook page we have taken a little bit different tact on. We really do try to focus on our Facebook page on prevention tips and specifically the citizen and not just informing the group, but prevention tips on a variety of things with. Whether it is fire prevention am a home safety, etc. And suggestions and hints. We have a number of manuals, we have a manual for business watch. We have as citizens watch guide and a law-enforcement be guided and community presentations which I refer to as our PowerPoint there, and there are accessible files in our publication Library. And topical publications that handle current issues. And we are looking at building a few more watch issues that would specifically deal with issues like code enforcement and barking dogs, etc. They are a little bit outside of that disaster preparedness. Our pandemic but resources really focus on disaster preparedness items that you can find in the future. And here is my contact information. And I think I have kept it to the five minutes allotted. And if you have any questions please feel free to contact me. I will be more than glad to, if you have a problem finding you a resource or a PowerPoint, with training notes through our website. Please feel free to contact me and I will be more than glad to help him work with you., Quick

Hello Ravi. I just got disconnected so I am sorry about that, that timing again. Thank you so much for joining us. And I am glad that you are able to provide all of that valuable information to our hard-earned. Next on the docket is operation Hope followed by hands-on network, fire core, ARRL and Meals on Wheels. And we will finish up with volunteers and police service. So without further ado, Jason Yancey with operation Hope.

OPERATION HOPE

Thank you Tom. I am the director of Hope coalition of America. We are essentially the mergers and preparedness effort up for coverage vision of operation Hope. Operation Hope is a nonprofit organization dedicated to financial literacy. This picture is a photo of our chairman Jon Brion sending a new agreement of with an aggregate of FEMA. Getting into the services that we provide. Basically we assist in disaster recovery financially. A lot of people think of the first tier response, food shelter him a water, the immediate needs. We find that not a lot of organizations provide access and in the long-term recovery for the financial aspects of it it disaster recovery budget, what exactly is that. Specifically we had a client who received a check from the insurance company for about \$80,000. This person was used to making about \$12,000 a year so we assisted in creating a budget so that they wouldn't go out and just spend that money buying everything they ever wanted to purchase their whole life. Home inspections and repair, in addition to the insurance claim assistant, what actors to take when to actually make the repairs. We work with creditors. Any type of loan modifications or deferment, we

explain all of the options. An example, another homeowner had their homes destroyed in an emergency and they contacted us after about 12 to 16 months. They had continued making their mortgage payment not knowing that there were different options available. In that specific example we negotiated a settlement for them because their home was destroyed and they did not have enough insurance to cover. Sober for us to government and private agencies. Assistance with obtaining copies of destroyed documents or lost atmospheric we provide one-on-one direct seminars and case management.

Always looking for volunteers. Time, talent, treasure. Many different opportunities before the. One of the opportunities is at the permit that works within schools, elementary, middle and high schools. Teaching kind of language money and dignity. At the difference between Exchequer cashing place and the bank pick for this, my department we exit assist with the recovery. You can be a volunteer without experience and finances. We have a to training seminar for you to go through and we will match a survivor and a volunteer up to your specific talent. You can contact that I am e-mail or go onto our website. And again my name is Jason Yancey. Thank you.

Thank you Jason. I really appreciate your time. And prior to your presentation I was notified that we did have some audio issues with all the folks online listening in on the neighborhood watch presentation. So we will be sure to make adjustments for the recorded version to figure out how to get that posted. So again thanks everyone for sticking with us. That was Jason Yancey with operation Hope. A terrific resource to communities out there across the nation. Our next presenter is Kelly is with hands-on network.

Kelly I think you are playing your presentation, you have the audio on your computer set up, so if you could turn that down, that might be part of the echo effect.

I cannot get it to turn off.

Kelly would you like us to come back to you and we could skip ahead to fire core if they are ready to present quick

That's fine.

Okay. Sarah Lee with fire corps are you ready ask

Yes I am.

Okay take a way.

FIRE CORPS

Thank you so much Tom. I just wanted to take a couple of moments today and talk about fire corps, which is the generally new program but it is really

seven years old now. It was launched in 2004 and the idea behind fire corps is that it often is a way for anyone to support their local fire department. In a non-emergency capacity. Tom is there a way to get back to the first slide quick know I got it.

So fire corps lets anyone support their local fire department in the emergency tasks and facilities. So that could be providing administrative support for the fire department.

Sarah I am sorry to interrupt. This is Tom. I think the online participants are receiving that echo effect. Is your PC speakers on by chance quick

They are off.

So if any of the presenters on the line don't have their mute button on, they might be hearing the presentation through their computers and it is coming back through the phone into the speakers for the online participants to hear. So if all the folks who are presenting if they could just keep their phone on mute. And we will give it another try. Thank you for your patience everybody.

Do you still have the echo quick

No I think we are good.

All right. So through a fire corps, basically a fire department are doing more and more these days than they ever have a for. Back and the fire department for started fire suppression was their primary goal and now they are responding to EMS calls, cats and trios, a recent one I heard was Dox falling and storm drains. It just have so many demands right now that it is really hard for first responders to keep up with a emergency response and still provide other community services that their community needs. The fire core community members can help the fire department through a number of things, whether it is disaster, preplanning, fundraising is a big activity that they help with, public education, doing fire prevention and life safety education and local schools, that is one of the Riemer he activities that fire core teams participate in these days. And other big activity is installing smoke alarms in the local community or doing home safety checks just to make sure that senior citizens are safe in their home, or the other community members are as safe as they can be in preventing fires before they happen. The fire corps members can really increase a fire department ability to by adding new skills and abilities to the department. They can provide the stuffing necessary so that the department can provide innovative services or continue existing programs like fire production programs.

The fire corps today, what today we have got a 1163 registered programs. That is in 49 states, even in qualm and pottery Co. Out of those around

there is nearly 17,000 community volunteers on top of that, we have a state advocate network, which is a network of volunteers which are at essentially subject matter experts in fire core. We have 49 of those are presented dirty seven separate state and they help community members and fire get fire Department fire core program started, improve their program, and give ideas for how they can help and retain volunteers. In addition to that we also have a number of resources on our website that help departments engage volunteers. We have got ideas for activities, we have got a resource type and how you can start a fire core program. Information on recruiting and retaining volunteers. And a bunch more. How to get involved, first I would say if you go to our website which is www.firecorps.org, you can look up a program in your area by a state city or zip code. And you can find a local program, if your local program does not have a fire corps program, you can call you they often need help, I don't think I've ever come across a fire department that does not need assistance with a bright the of tasks. Typically the training is offered through the local department for a fire core program and that usually includes training in TBR. Sometimes at first aid. The incident command system or names, a lot of that is available through FEMA as well. But also recently just as we launch the fire core Academy and that can be found online on our website. You can go to firecorps.org for the Academy and there we have webinars that we host on a regular basis, usually every week or every couple of weeks we offer them. This includes workshops on the introduction to fire core, what is it and how you can help. And the one on growing the fire Corporal. Graham, how you can get more up volunteers or how you as a volunteer can do more for the fire department. And then one in fire core disaster response. We are also adding a number of other workshops to the Academy including one on volunteer management since that is a big challenge for any volunteer program how to collaborate with other agencies such as your Citizen Corps Council, your search program, or other programs, other volunteer programs in your community as well. So to get started I would say go to firecorps.org. You will find a lot more information there and you also find a program in your area near you as well. Thanks,.

Thank you so much for telling us all about fire corps. That was Sarah Lee. Next we will try to go back to Delhi bends with the hands-on network.

HANDS-ON NETWORK

Yes I I did turn my webinar off. I do apologize I only have a couple of minutes so I'm going to go fairly quickly. I am the director of director services for hands-on network and just for a little bit of background many of you may know that our volunteer citizen or hands-on action centers about four years ago go go the headlight merge with hands-on network is on no we have about 250 affiliates worldwide. Disaster is merely one way that we engage volunteers. And our expertise is really around managing spontaneous volunteers that show up at your doorstep unannounced when a

disaster strikes. And so while we try to work with our partners and encouraged collaboration are partnering with flash and other affiliated companies, we still prepare and train our affiliates and partners who work with state commissions and AmeriCorps programs to deliver training on how to manage those of unaffiliated volunteers. One of the best examples right now is probably in Alabama weather is about 15 politer reception centers being run in a conjecture that the five hands-on volunteer centers. And we need to discuss where they are. Have 30,000 volunteers and have to engage them in the field. It did create a process that allows every volunteer to register that they do training involved and you are able to get volunteers in this field and get engaged and also in the community. These training are offered for hands-on operation centers through our national office. And recently maybe of you may know him and 2002 the hands of light addition had co-authored a grant with FEMA that was titled managing volunteers in times of disasters. That training has now been revised and is going to now be a G. level course. The pilot training which started a couple weeks ago in Delaware, where I was one of the backup trainers for that, that does not incorporate the -- center, but also how to incorporate the virtual piece. But as many of you know the virtual and social media has really played a key role in many of these disaster response situations and even the in the preparedness site. We are looking to prepare our partners with that information. I am not sure which side you guys are on and the webinar so I apologize for that. If you could maybe just go down to number four.

This slide basically gives you the contact information for our website for the ready to respond document which can be helpful for many nonprofit organizations as a sort of walk through how your organization may need to be prepared or it just has a checklist for you. And there are many people who are not familiar with the disaster world. The other item that I wanted to mention which may be on a different set or may be added to that last slide which is a national conference on volunteering and service which is coming up in New Orleans June 6 through June 8 and that is incorporation with the national community -- and that is the largest database of a volunteer database. So we would love to have all of you attend that there is a specific disaster track, the features Admiral. Allen, our commander in Katrina and the oil spill. As well as many others. So for more information please follow that link or feel free to contact me.

Thank you Kelly and thank you to all of our participants for sticking with us but we realize it is 3:00 Eastern time and that is when we had planned to wrap it up. But we have had technical difficulties and we want to keep on trucking and try to get, keep our presentations with a couple of our partners here. The next presentation is with the amateur radio relay league, sometimes known as the ham radio operators. And here to present for them I believe is Steve U-Haul.

Yes good afternoon. I also have Ken Bailey here with me. Can you all here is okay quick

ARRL

Good. Thank you very much for allowing us to be a part of this presentation. ARRL is the American radio relay league and is the national association for amateur radio operators here in the United States. A little bit of history. By the year 1914 there were thousands of amateur radio operators in the United States. And higher Percy Maxim who is leaving Hartford Connecticut inventor and industrialist Ammann saw the need for an organization to Dan together as a fledgling group of radio experimenters. So in May of 1914 he founded the American radio relay league, that's ARRL. We are based here in Newington Connecticut. Now today we have more than 156,000 members. And ARRL is the largest organization of radio amateurs in the United States. And speaking of that we also have amateur radio results known the worldwide. There are some hundred and 20 different countries around the world that also have amateur radio organizations. Now speaking of organizations, I think the real strength of ARRL is in the field of organization. Field organization as represented by 71 different section manager is all across the United States it each section in the United States is led by an elected section manager. Now those of section managers are elected by there are members, of the ARRL members. And they are in charge of the various activities within the organization. One of the main organizations for the purpose of this webinar is emergency communication. We have responsibilities of organizing amateur radio operators to emergency communication. I would like to turn it over to can now for more on that.

Okay. Thank you Steve. Amateur radio, as most of you might know is sort of a hobby for a lot of people. But it is more. If you knew a little bit more about the history, you would know that televisions, computers, cell phones, much of today's technology can be attributed to men and women who are or were amateur radio operators. At they figured prominently in all the technologies today. So how does this figure in with virtual communications quick throughout history, and since the beginning, have had a reputation for public service. The Federal Communications Commission's, which rules as regulations governed of the amateur radio service has identified five principles of amateur radio. The first being that they recognize the value of the amateur radio service as a volunteer commercial communications service, particularly with providing emergency communications. So right from the Federal Communications Commission we get the sort of our marching orders. And we do this through a program that the American radio relay league established in 1935. That is called Ares, it a our ESN astounds for him amateur radio service. This service is conducted by about 35,000 licensed amateurs in the United States who voluntarily register their qualifications and equipment for communications duty if and when disasters strike Rick. Everything has been Dutoit or just about every

disaster related emergency one could name from the earliest days to even right now, on going issues in the aftermath of the tornado in Alabama. We have partnered with the American Red Cross, National Weather Service, VHS, Citizen Corps, to help provide radio communications in this stricken area. A lot of hands are there right now. They may not have equipment but they are there in body and spirit. One of the things that we do here at the national organization is to support the folks in the field. And we do that through a number of different ways. Currently we just skip some radio communication equipment of all times. High-frequency radios, handy talkies, antennas to Alabama to work help support the efforts down there. And we also can do some training for our volunteers it. We have several training programs.

One is who we refer to as the introduction to emergency communication. Most of our Ares volunteers do take this training. And there is an online reference to the training program and you can view the outline of the course of their. Now that is basic training that all areas numbers can take. And to let you know that in compassing this particular course, we have included several FEMA online training courses. So our volunteers are going to be exposed to IS 100 and IS 700. Two of the basic FEMA courses that everyone should be familiar with. We have another training course we call it our of this training. Public-service and I'm urgency communications management for radio amateurs. This course, a little bit more in-depth knowledge, and it encompasses an additional 10 FEMA courses. For our members. Notice would be training for our leadership stop staff who are involved in recruiting, training and coordinating. The Ares volunteers in the field. Now we also, as I mentioned amah would have a am a programmer we can send equipment to the various disaster areas. We are currently looking for a additional equipment to send down there. Now the American radio relay league not only reflects the commitment and enthusiasm of the American hands but also provide leadership as the voice of amateur radio in the United States. Weather in dealings with the Federal Communications Commission, the world administrative radio conference, the international radio Union or with the general public. Be RRL is the primary source of information up out what is going on in the ham radio world. It provides books, news and support for individuals and clubs. Special operating event such as a field day of is that help train our operators. All sorts of continuing education classes and other benefits for its members. The American radio relay league is devoted entirely to amateur radio. I think that he much concludes our parts and here is our contact information if you wish to contact us will be pleased to discuss it. Thank you.

Thank you. Our next presentation will be from that Meals on Wheels, Linda Netterville.

MEALS ON WHEELS

Okay. That Meals on Wheels Association of America, we are in membership organization of the oldest known largest organization in the US representing community-based senior nutrition programs. That means that not only home delivered Meals on Wheels programs are represented but also that Senior dining centers, some of the senior centers, those that provide nutrition services during the lunch hour are also a part of our membership base. The target audiences for Meals on Wheels training are Meals on Wheels programs and their volunteers that deliver to clients. And then we also have a module that is for emergency communities stakeholders. Because we feel that it is very important for coordination of services. Because we are a membership organization and all of our programs are not chapters but rather independent, local organizations. They are stand-alone organizations within the community. So sometimes it is difficult to understand the structure of the local Meals on Wheels organization. These organizations are either a standalone or part of a larger organization such as a social service organization. We even have some Meals on Wheels programs that are part of the Salvation Army and Red Cross. Surprisingly enough. So when you are trying to identify the Meals on Wheels program within a community sometimes it will not bear the name Meals on Wheels. But the larger organization. They will either be nonprofit or part of a local government organization. And the funding for these programs come either through government, state or federal resources. Or and nongovernment funds such as contributions, foundations, local fundraising or United Way. So that is what they have all in common is that they are providing meals to homebound individuals that helps to support the health and independence of these older adults. They provide nutritionally balanced meals and importantly they link to social and rehabilitation services. They also provide opportunities for social interaction and a vital safety check. Nearly 2/3 of the people that received Meals on Wheels are living alone. And of those individuals, they report that the majority see no one else except the person who delivers their mail on a daily basis. So you can see how important that contact is on a regular basis just to make sure that the individuals are safe in their home. Or if they leave or if they need any kind of supportive type services, Meals on Wheels can identify and link to community support services.

So these programs are as diverse as the communities they serve. There are over 5000 programs in the United States. With over 1 million volunteers and these volunteers up delivered meals, they provide safety checks. Telephone reassessments, there is packaging of meals, there is a variety of different opportunities for volunteers in the Meals on Wheels program. And over 1 million of meals are served per day, so the scope and impact of Meals on Wheels program in the United States is great. On the older adults and those that are homebound and without other resources. The training that is provided. We provide an instructor led Meals on Wheels Association provides an instructor led course that is specifically designed for Meals

on Wheels programs so that it will help them to better identify clients at risk and to prepare their own programs in the event of an emergency. And also recovery in the event of an emergency. And more importantly, to coordinate with resources within the community. We also provide web based training that are designed for Meals on Wheels programs and their volunteers staffed. And we are in the process of developing this volunteer component to assist clients and emergency preparedness. So that volunteers will be able to identify those clients that are at risk without any formal or informal support that would assist them in the event of an emergency.

All our courses are designed to increase community preparedness and to encourage coordinated planning. To identify those at risk clients, really to build that bridge between Meals on Wheels programs and emergency preparedness organizations or agencies within the communities. So to learn more about our training programs or our or grams you can contact me Linda at Linda@Moab.org or by the hug him and oppose. And that is not at not@MOWEA.org. You can also look at our link on our website, M. old W. AAA or emergency preparedness. If you want more information about our programs but we are always, our local programs are always in need of volunteers at the local level. Forever idea of tasks including delivery of meals that as I also indicated there are other jobs, tasks that individuals can do for Meals on Wheels programs. Thank you.

Thank you Linda. We really appreciate your time. And next we will have Rosemary DeMenno with the volunteers and police service work rosemary are you with us quick

VOLUNTEERS IN POLICE SERVICE

I am. Thank you Tom. Thank you and good afternoon everyone and thank you for sticking around until the end of the webinar. I truly appreciate that. My name is Rosemary DeMenno and I in the program manager and for the volunteers and police service program. We are funded by the US department of justice and managed by the international Association of Chiefs of police. This may is very special to us, we are celebrating our nine year anniversary. We started off in 2001 after the of and the 9/11. I think President. George Bush called on all Americans to dedicate two years which is the equivalent of about 4000 hours throughout their lifetime to volunteering. And I don't see my slides up their Tom, but I will continue on.

We were asked to speak about training and first I would like to give you a little grief aground on the IP. Basically we provide support and resources for agencies who are interested in developing or enhancing our volunteer program and for those citizens who wish to volunteer their time and skills with a law enforcement agency. Now volunteering and policing is really nothing new, folks have been doing it for many many years. But this kind of offers the very first kind of formal time to put everything under one

umbrella, the training, the phone calls, the resources, were folks can go to a one-stop shop we could be the volunteers in police service. We currently have 2144 active programs in all 50 states, DC, Puerto Rico and Guam. That represents more than 242,000 volunteers. As far as training goes. Unfortunately the training dollars that we used to get have dwindled quite a bit over the last several years. But we would not be defeated so we have taken our training online and recently debuted our building blocks for the law-enforcement volunteer program, which is really our introductory course and it is designed for those folks on are just beginning to start a program in their state or local or tribal or campus law enforcement agency. It is a two-hour take at your own pace course. And it basically teaches the program infrastructure, requirement, it teaches about selection, training and recognition. It is really the basics, the building blocks of a law-enforcement volunteer program.

We are also very happy to announce, we just signed a contract with our vendor to begin creation of our latest training which is going to be engaging law enforcement volunteers and emergency response. We hope to have that available by the fall and we would certainly welcome input from anyone on the call or any of the presenters while we are developing that training. And it will follow suit to our building blocks of course it will be done to similar format, two hours online with the test at the end and a certificate of available for those who complete the course.

Now of some of the other resources that the IPS have that deal particularly with disaster response and we have an educational video series and we have very specific video on the IPS in disaster response. It is the eight minute video them stating how law enforcement volunteers can help and work in their communities to prepare and respond for disasters. Something that we put out last year which was a new publication called missing person and it talks about how volunteers can support law-enforcement in missing person cases, whether it is a child gone missing or in Alzheimer's patients or even a runaway. And that talks specifically to volunteers for both the spontaneous volunteers as well as volunteers who could be trained ahead of time to help in such a situation. Like most folks on the call today, our website really is the bedrock of our program. Volunteers in police service.org and we have the from address is there from our videos to our resource guide, we have a great series called the IPS and focus which talks about how volunteer managers deal with certain issues in volunteering and whether it is an issue we have done recently on Chaplin, using volunteers and investigations, using volunteers and disaster response. We have a TA and a mentor program available. And an e-mail discussion forum listserv for registered program coordinators and anyone who has a program related to volunteering and policing I would ask for you to please check online and register with our program. We have a great VIP e-mail discussion forum that talks about folks get on to talk about everything from the death of a volunteer to how do you volunteer in an emergency situation to specific agency and requirements for

volunteers. So we do offer a lot of really wonderful resources and certainly there are certain there are many ways that VIP volunteers can be used in emergency settings whether it is to supplement security or assisting dignitaries site access, worked on traffic control, do home checks, recovering and cleanup, many ways that volunteers could assist.

And then finally, I have contact information, a website is their police volunteers.orc, our e-mail and phone number. I would welcome anyone to call us or e-mail us or get on our website,, as I said all of our resources are available on our website free of charge they are available online. Such as when does it think you for giving us the time to be with us today and thank you for your work. They did Tom.

Thank you Rosemary. Again that was Rosemary DeMenno with the volunteers in police service program located at the international Association of Chiefs of police. At this time we would like to thank all of our presenters and thank you for the traffic work that you do in preparing communities across the nation. This webinar will be recorded and posted and hopefully that we can crop out some of the technical issues so that the recording will be easier for you to watch. We up to shake everyone for sticking with us and at this time we are receiving questions from our online participants. I believe that some of our presenters couldn't stick around the entire duration, so if you ask a question, please direct which organization you would like to ask you to. And if they are not here, then we are happy to forward that question and try to get a response. Any additional information after this webinar will be posted on the same page that you access this webinar, it is the landing page. The community preparedness webinar page entitled disaster training opportunities available to the public so on that page we will post it one page overview of all the presentations today with just a basic design -- to line overview of that organization and the training that they offer. So you do all of the terrific presentations. We are getting a lot of feedback here saying good job and that sort of thing, rather than asking questions, so we can tell that the folks online enjoyed it.

So here our team is going to sift through some questions. And see if we have any pain that our online presenters can answer. The first one is going to be in our Art Harris over at ARRL omelette with Ken Bailey or Steve U-Haul is able to answer this question. Or how to find local contacts for ARRL. Dan from Arizona is asking for the contact for Northern Arizona. So it can or Steve are still on the line, is there a way or a link for some sort of registry where folks can get in touch with their local contacts quick

Yes. Absolutely. At sea. I will get in touch with you. I see you on the computer, you are KD seven, mek? Is that your call sign? If you are just able to write yes, then I will try to contact you via e-mail. Okay, good. Thanks. We will get you in touch with Northern Arizona, your local thanks.

Great. Thanks guys. And we have a couple of questions about the web address. So Sean I would like to thank my colleague Sean Freeman here and Marcus Coleman for helping us out and hosting this web webinar. Shone if you could post the web address for where people can view the recording of this webinar, that would be great.

Another question on the board is for the National Weather Service. Are present are over there from NOAA, Jared Klein, Jared are you able to address this question, in what manner do you use MO used with other volunteer organizations quick

And low use what does that stand for quick

The most of understanding -- the most of understanding or agreement. In other words how do you partner with other organizations or formalize those partnerships.

Okay that's what I thought it was a. Well we don't have a formal way or a I am with agencies come and ask for. But typically we look at managers and we share information with them. We share a lot of the reports from them, we are sharing are still information from the spotters of the program. Typically we try to work as closely with any voter program that wants to help, especially if they want to organize an event where we go to their place and give the presentation for it.

Okay thank you.

You're welcome.

And another question we have on the board is for Rosemary DeMenno at volunteers and police service. I'm sorry I selected the wrong one. The question was Rosemary, is there a set number of hours that folks have to train for volunteers in police service to be volunteers quick

Right, every department across the country does different things. Certainly all departments require some sort of turning. A lot of folks ask people to attend the Citizen police Academy's and after a competition that, many folks will then ask volunteers to kind of trained specifically on the subject matter that they are interested in volunteering with. I think that would answer the question.

Great. Thank you Rosemary. Another question from Loretto Holliday. The writer is having trouble contacting her local CERT program mug manager. And I think I could direct her to either the state of Massachusetts program manager or you can look online to find the local contacts. Search by zip at [Citizen Corps.of/search](http://CitizenCorps.of/search), and that should bring you to the CERT national website and you will be able to search for your local CERT and that would. -- And that way.

Someone asks how many webcasts do you do each year quick it varies. Next week will be our 25th webcast of the community preparedness webinar series. So we thank you for joining us for our loyal fan base and we hope that we can continue bringing great presentations each week.

Still answering a question here from Cindy Cohn Inc. Cindy Cohn Inc. Why weren't animals and disasters addressed quick disaster animal response teams quick that is a great question put to the. I want to say that in communities across the country. Animal care services often have their own training. As far as national programs or training curriculum that is available to the entire country, we have identified I S. to FEMA independent study course which is available for animals and disasters. And I believe your ASPCA and your Humane Society local organizations are great team up with at the local level. And also check with state and local government websites. Florida for example, has a darts team disaster animal response team for both volunteers and animal care professionals. So that is a great question and the animal care community is certainly a part of the team work they do offer local training opportunities, so that is certainly something worth looking into at your local level.

We have several other questions on the board, but it looks like a lot of them are either duplicates or just comments. So I think we are going to wrap it up and hopefully, I am going to post the Citizen CorpsGovernor e-mail address so if you have any additional questions, feel free to ask those questions there. Please join us next week, same time, it is going to be 2 PM Eastern time on Tuesday for a webinar about community-based exercises. And how to design those exercises. Thank you all for joining us.

[Event concluded]