

Sixth Annual

SAN ANTONIO

CITIZEN
PREPAREDNESS
WORKSHOP
2 0 1 5

“BECOMING AN ACTIVE BYSTANDER”

SATURDAY, SEPTEMBER 12TH 2015

Presented by: The San Antonio Office of Emergency Management



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MESSAGE FROM THE EMERGENCY MANAGEMENT COORDINATOR

September 12th, 2015

Welcome to the 6th Annual Citizen Preparedness Workshop hosted by the San Antonio Office of Emergency Management (SAOEM).

This year marks the 10th anniversary of Hurricane Katrina and its aftermath. The devastation that resulted from that event reminds us of the role each of us plays in individual and community preparedness. Citizen preparedness does not simply involve creating a supply kit, but encompasses the ability of our cities, businesses, and families to return to normal life.

With the addition of the *Active Bystander* training to this year's workshop, this event has evolved to reflect both the needs of our citizens and the ever changing hazards that face our nation. Disasters disrupt hundreds of thousands of lives every year. Often, those who are able to immediately respond to an emergency are those who are at the scene but not injured. These bystanders can and do save lives.

Emergency preparedness is the responsibility of every citizen. It takes a team effort to ensure that we are ready for any disaster. When we involve active, concerned citizens we not only lessen the impact of disasters in our community, we also speed up the recovery process. Through partnerships with neighborhoods and community organizations, we can work together to prepare ourselves, our families, and our community for emergencies.

I want to personally thank you for taking the time to attend this important public safety training.

**Lawrence Trevino, Division Fire Chief
Emergency Management Coordinator
City of San Antonio Office of Emergency Management**

WORKSHOP AGENDA

08:00 - 09:00 **Check-In, Breakfast, and Partner Agency Table Exhibits**

09:00 **Welcome and Opening Remarks**

Chief Lawrence Trevino, San Antonio Office of Emergency Management

09:15 **Emergency Management Overview**

James Mendoza, San Antonio Office of Emergency Management

09:30 **Module 1: Bystanders Can Make a Difference**

Presenter: James Mendoza, San Antonio Office of Emergency Management

10:00 **Module 2: Assessing the Situation**

Presenter: Jenny Ramirez, Development Services Department

10:30 - 10:45 **Break**

10:45 **Module 3: Providing Initial Care**

Presenter: Sarah Ventura and Roberto Guajardo, American Red Cross

12:00 - 12:45 **Lunch**

12:45 **Keynote: Weather Preparedness**

Presenter: Paul Yura, National Weather Service

1:30 - 1:50 **Break**

1:50 **Module 4: Working with Uniformed Responders on the Scene**

Presenters: Officers Vincent Gonzalez and Carlos Guillen, San Antonio Police Department, San Antonio Fear Free Environment (SAFFE) Unit, South Substation

2:20 **Module 5: Offering Comfort**

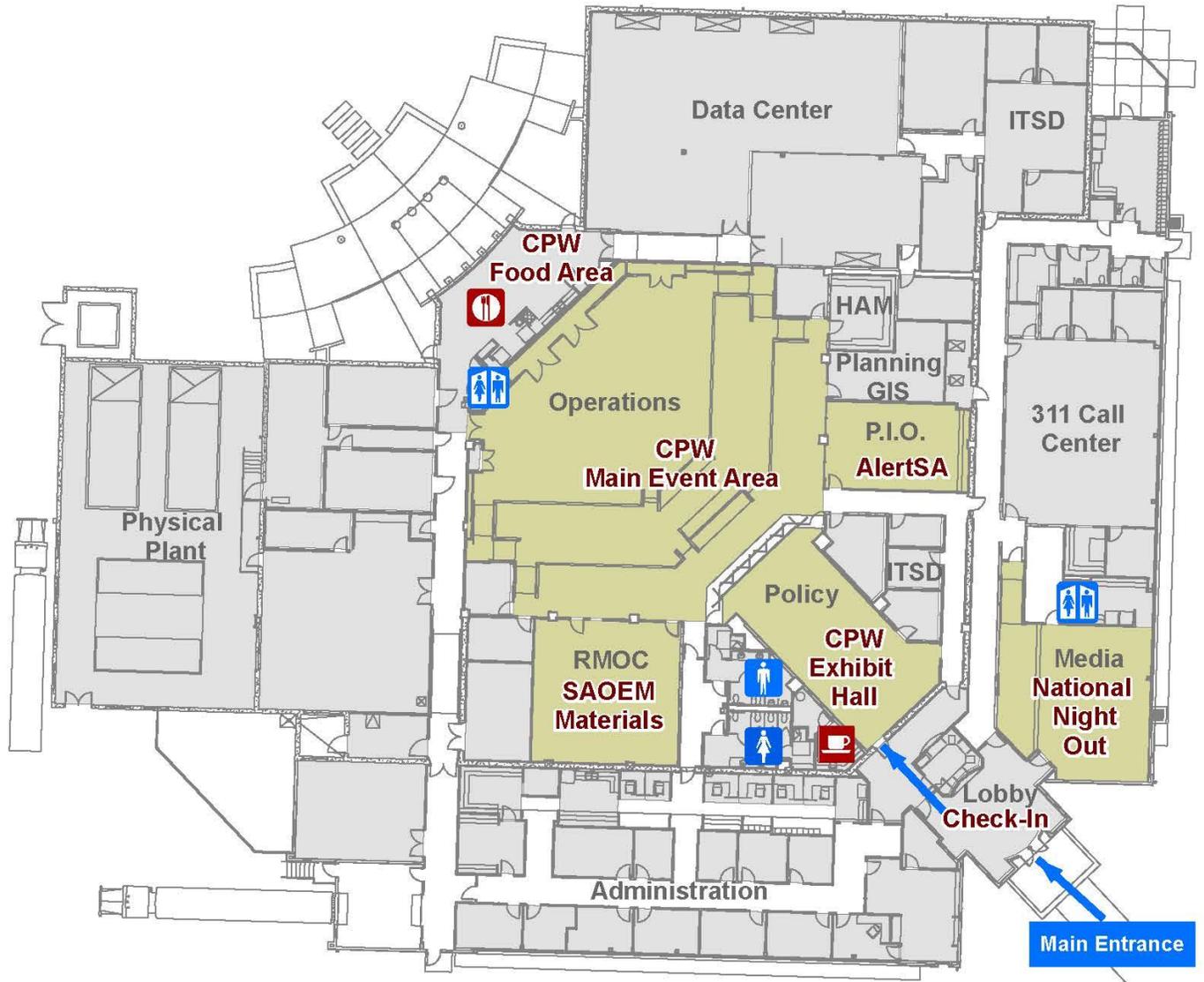
Presenter: Jeannette Davolt, American Red Cross

2:50 **Module 6: Preparing to be an Active Bystander**

Presenter: Scott Paul, Bexar County Office of Emergency Management

3:20 **Closing**

The City of San Antonio and Bexar County Emergency Operations Center



This Map was produced: 9/2/2015 9:22:04 AM
by the San Antonio Office of Emergency Management's
Planning and Analysis Section.

For further information please contact:
Emergency.OperationsCenter@sanantonio.gov
PO Box 23339, San Antonio, TX 78223-0339
Voice: 210.206.8564
Fax: 210.206.8570
www.sanantonio.gov/emergency/



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WORKSHOP OVERVIEW and SPEAKER CONTACT INFORMATION

Welcome

Becoming an Active Bystander – Simple Steps to Save Lives

Course Goal:

The overall goal of Becoming an Active Bystander is to strengthen the role and ability of bystanders who help at the scene of an emergency but are not part of the formal emergency response system.

Speaker: Lawrence Trevino, Emergency Management Coordinator

San Antonio Office of Emergency Management

Email: lawrence.trevino@sanantonio.gov

Phone: 210-206-8580

Website: www.sanantonio.gov/emergency

Course Overview and Module 1: Bystanders Can Make a Difference

Participants will be provided with an overview of how bystanders have responded in recent emergencies and the valuable role that they can play.

Speaker: James Mendoza, Assistant Emergency Management Coordinator

San Antonio Office of Emergency Management

Email: james.mendoza@sanantonio.gov

Phone: 210-206-8580

Website: www.sanantonio.gov/emergency

Module 2: Assessing the Situation

Participants will learn how to assess a situation before taking action and some important tips on what they can do during an emergency.

Speaker: Jenny Ramirez, Code Enforcement Supervisor, Development Services Department

City of San Antonio - Code Enforcement Services

Email: Jenny.Ramirez@sanantonio.gov

Phone: 210-207-6000

Website: www.sanantonio.gov/CES

Module 3: Providing Initial Care

Participants will learn about and practice a number of key skills that they may utilize if they find themselves in an emergency situation.

Speakers: Sarah Ventura and Roberto Guajardo

American Red Cross

Phone: 210-224-5151

Website: www.redcross.org/tx/sanantonio

Luncheon Keynote: Weather Preparedness

Participants will learn the importance of being "Weather Aware" and reporting weather events to the appropriate authorities.

Speaker: Paul Yura, Warning Coordination Meteorologist, National Weather Service

National Weather Service

Email: paul.yura@noaa.gov

Phone: 830-606-3617

Website: <http://www.srh.noaa.gov/ewx/>

Module 4: Working with Uniformed Responders on the Scene

Participants will learn about how to support responders during an emergency.

Speaker: Officer Vincent Gonzalez

Email: Vincent.Gonzalez@sanantonio.gov

Speaker: Officer Carlos Guillen

Email: Carlos.Guillen@sanantonio.gov

San Antonio Police Department, San Antonio Fear Free Environment (SAFFE) Unit, South Substation

Phone: 210-207-8191

Website: www.sanantonio.gov/sapd

Module 5: Offering Comfort

Participants will learn about the emotional impact of emergencies on survivors and bystanders.

Speaker: Jeannette Davolt, Volunteer

American Red Cross

Phone: 210-224-5151

Website: www.redcross.org/tx/sanantonio

Module 6: Preparing to be an Active Bystander

Participants will be provided with a final selection of tips to help them become better prepared and how they can encourage others to do the same.

Speaker: Scott Paul, Alamo Area Regional Citizen Corps Coordinator

Bexar County Office of Emergency Management

Email: Scott.Paul@bexar.org

Phone: 210-335-0300

Website: gov.bexar.org/oem

PARTNER AGENCY EXHIBIT INFORMATION

311 – City Call Center

311 connects citizens with specially-trained customer service representatives ready to assist with City service requests - potholes, stray animals, downed street signs, trash collection or other City requests.

Contact: Eduardo Garza-Fourquet

Email: Eduardo.Garza-Fourquet@sanantonio.gov

Phone: 210-206-8905

Website: www.sanantonio.gov/311



Alamo Federal Executive Board

The Alamo Federal Executive Board is the collaboration hub for 63 Federal Agencies in the greater San Antonio area. We continue to form partnerships to accomplish Emergency Preparedness, Employee Safety and Security; Workforce Development and Support; and Intergovernmental and Community Activities.

Contact: Bruce Bebow, Community Manager

Email: afpc.afeb.workflow@us.af.mil

Phone: 210-565-1850

Website: <http://sanantoniofeb.org>



American Red Cross – Southwest Texas Region

The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

Contact: Tracy Langlois

Email: Tracy.Langlois@redcross.org

Phone: 210-224-5151

Website: www.redcross.org/tx/sanantonio



Citizen Emergency Response Team – Bexar County

Empowering communities in Bexar County for disaster readiness and response by offering free trainings in their neighborhoods.

Contact: Fred Reyna, Volunteer Services Specialist

Email: Fred.Reyna@bexar.org

Phone: 210-335-0300

Website: gov.bexar.org/oem



Development Services Department – City of San Antonio

Code Enforcement function resides within the City's Development Services Department and works closely with the development process. Code Enforcement is charged with the following regulations: Property use, buildings and premises maintenance, dangerous structures including emergency demolitions, inoperable vehicles, and other quality of life-related codes.



Contact: Jenny Ramirez, Code Enforcement Supervisor, Development Services Department

Email: Jenny.Ramirez@sanantonio.gov

Phone: 210-207-6000

Website: www.sanantonio.gov/CES

National Night Out

National Night Out (NNO), sponsored by the National Association of Town Watch, is a neighborhood crime and drug prevention event that occurs annually and is celebrated in every city, town and village in the US. In addition to increasing awareness of crime and drug prevention programs, NNO also strengthens neighborhood spirit and community-police partnerships.



Contact: Linda Tomasini

Email: linda.tomasini@sanantonio.gov

Phone: 210-207-8927

Website: www.sanantonio.gov/SAPD/NationalNightOut

National Weather Service

The National Weather Service (NWS) provides weather, hydrologic, and climate forecasts and warnings for the United States, its territories, adjacent waters and ocean areas, for the protection of life and property and the enhancement of the national economy. NWS data and products form a national information database and infrastructure which can be used by other governmental agencies, the private sector, the public, and the global community.



Contact: Paul Yura

Email: paul.yura@noaa.gov

Phone: 830-606-3617

Website: www.srh.noaa.gov/ewx/

San Antonio Fear Free Environment (SAFFE)

SAFFE (San Antonio Fear Free Environment) Units were first established in 1995 with 60 officers and supervisors, then enlarged in 1996 with an additional 40 officers. The SAFFE Unit consists of officers who focus on identifying, evaluating and resolving community crime problems with the cooperation and participation of community residents.



Contact: Officer Vincent Gonzalez

Email: Vincent.Gonzalez@sanantonio.gov

Contact: Officer Carlos Guillen

Email: Carlos.Guillen@sanantonio.gov

Phone: 210-207-8191

Website: www.sanantonio.gov/sapd

San Antonio Fire Department – Fire Prevention Division

The San Antonio Fire Department is committed to providing life safety education for the citizens of our community. The Fire Prevention Division is dedicated to ensuring every city resident is safe at home, at work and at school.



Contact: David Lopez

Email: david-lopez@sanantonio.gov

Phone: 210-207-8420

Website: www.sanantonio.gov/SAFD/CommunitySafetyandEducation

San Antonio Voluntary Organizations Active in Disaster (SAVOAD)

During times of major disaster, the SAVOAD in coordination with the City of San Antonio and the Bexar County Offices of Emergency Management, activates the Volunteer Operations Center (VOC). The VOC serves as a One-Stop-Shop where volunteers come to receive access badges, empowerment, training, and deployment assignments during major disasters like hurricanes.



Contact: Dan Franklin

Website: www.nvoad.org

United Way of San Antonio and Bexar County

We bring together the caring people of San Antonio and Bexar County to reach out to those in need.



Contact: Lea Urshan, Information & Referral Specialist/Disaster Response Coordinator

Email: surshan@unitedwaysatx.org

Phone: 210-352-7148

Website: www.unitedwaysatx.org

SAOEM EDUCATIONAL AND OUTREACH PROGRAMS



AlertSA

The City of San Antonio has developed the AlertSA Program as an enhancement to the emergency notification system. Previously, the system only used landline phone numbers but now allows for additional ways of contacting users, such as cell phone, home phone, text and e-mail. The information you enter will be used for emergency purposes only.

This system will notify those homes and businesses at potential risk with information on the event and/or actions (such as evacuation) that the City and local Public Safety Officials are asking them to take. Messages will be sent to all standard voice and text communication devices that you have registered.

You can sign up for AlertSA Program through one of the following:

Online Registration: www.alertsa.com

Telephone Registration: call 3-1-1



Ready South Texas

Preparedness is one of the most important aspects of emergency management. By planning and preparing for hazards, you and your family will respond better to disasters, as well as contribute to the overall readiness of our region.

Ready South Texas is a one-stop emergency preparedness site designed to help families, businesses, neighborhoods, and communities prepare for or respond to any type of emergency. www.readysouthtexas.gov



San Antonio Flood Emergency System

The San Antonio Flood Emergency (SAFE) System is a flooding preparedness program that helps the community by providing flood education for the public on actions necessary to protect life and property.

SAFE alternate routes have been established in key Low Water Crossing locations throughout San Antonio so that citizens can easily find alternate routes away from flooded roads. If you come across a road that has been flooded, **Turn Around Don't Drown**. Do not attempt to cross. Seek a SAFE Alternate Route and follow the SAFE route signs away from dangerous low water crossings. www.safloodsafe.com

About the San Antonio – Bexar County Emergency Operations Center

General Information

The joint City and County Emergency Operations Center (EOC) was opened December 3, 2007.

The EOC was approved by voters in November 2003 as part of separate City (\$20.5 million) and County (\$4.0 million) public safety bond initiatives. The larger, joint-use facility allows for seamless integration and operation of City, County, State and Federal emergency management. The EOC is a central command and control facility responsible for carrying out the principles of emergency preparedness, management, and disaster response functions at a strategic level in an emergency situation. This facility supports more than 120 first responders during a disaster.

The 36,200 square-foot facility includes a dedicated policy room, command and operations room, a media briefing room, Regional Medical Operations Center (RMOC), public information office, planning and analysis section, HAM radio room, administrative area, technical infrastructure, and redundant communications and electrical systems. The interior walls are made of 12-inch thick concrete with reinforced steel plates in the middle. In addition to EOC operations, the facility houses the City's 311 Call Center, data center, cyber security team, and radio shop.





Facility Highlights

- The sculpture in front of the facility is comprised of stacked letters spelling out the words “NEVER FORGET” in observance of 9/11 and a pledge to take the “Good Deed Challenge” inspired by a young lady born on 9/11.
- The Regional Medical Operation Center (RMOC) operates as the medical command center during a large scale disaster. Representatives from all major hospitals and ambulance operators meet in this room to track available bed days, emergency rooms, etc. This provides the Emergency Management Coordinator and community leaders fast and accurate information to better respond to a catastrophic disaster.
- The Public Information Office (PIO) is designed for Public Information Officers (PIOs) to have a remote office within the EOC. This effort is necessary to ensure that one concise and accurate message is communicated to residents and leadership during a disaster.
- The Planning and Analysis Section, staffed by four full-time employees, provides immediate access to GIS information and capabilities such as developing plume modeling, evacuation radius, etc.
- The HAM radio room provides a redundant level of communications within the facility. Considered “old” technology, at times it is still the most reliable.
- The Policy Room is utilized as a conference room for senior leadership during a disaster. It is also designed to be a secondary EOC in the event of multiple disasters.



San Antonio Office of Emergency Management
PO Box 23339
San Antonio, Texas 78223

For questions concerning the Citizen Preparedness Workshop,
please contact Leigh Middleton at
Leigh.Middleton@SanAntonio.gov or by calling 210.206.8552.