



Warehouse Use Policy

Effective: 1/13/2025

Review: 1/13/2028

Approved: [Link to Record of Revisions and Approvals](#)

i. Purpose

The Health Emergency Preparedness and Response (HEPR) team within the Alameda County Emergency Medical Services (EMS) Agency, a department within Alameda County Health, maintains a warehouse located at 1910 Fairway Drive in San Leandro, California. The primary purpose of the warehouse is to provide emergency supplies, disaster logistics, and support operations before, during, and after disasters throughout Alameda County and, at times, throughout California. The warehouse maintains assets for use during disasters, and for training, within Alameda County departments and with Alameda County partners. At any time, the warehouse can be transformed into a secondary support unit to assist as a Department of Operations Center (DOC) during emergency activations. Additionally, the warehouse can double as a training facility for exercises in EMS and Health Emergency Preparedness and Response.

ii. Hours of Operation

The warehouse operates on a Monday through Friday flex schedule with two full-time employees as shown in the table below. Warehouse hours are adjusted accordingly during emergency activations, disaster response, and training that may extend beyond normal business hours. Visits to the warehouse should always be pre-planned and scheduled with warehouse staff to ensure their presence and availability.

Access to the warehouse is through programmed county badges assigned to Warehouse and HEPR staff and any additional EMS staff as determined by EMS leadership. To contact Warehouse staff, you may call or text message (925) 307-6633 or send an email to emswarehouse@acgov.org. To reach HEPR staff, email hepr@acgov.org.

The warehouse is organized utilizing racks, shelves, and containers. All items are managed and tracked using an online inventory management system with given stock locations. Non-exigent requests for supply issuance from the warehouse should be placed at a minimum of 2 business days in advance via email. For emergent circumstances that require supply issuance after hours and/or on weekends, contact Warehouse staff at (925) 307-6633 or the EMS Duty Officer.



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| Warehouse Normal Business Hours* | | | | | | | |
|----------------------------------|-----|-------------|-------------|-------------|-------------|-------------|-----|
| | SUN | MON | TUES | WED | THURS | FRI | SAT |
| Regular Week | n/a | 0600 – 1530 | 0600 – 1530 | 0600 – 1530 | 0600 – 1530 | 0600 – 1530 | n/a |
| Flex Week | n/a | 0600 – 1430 | 0600 – 1730 | 0600 – 1730 | 0600 – 1730 | 0600 – 1700 | n/a |

- i. * You may also view the EMS Warehouse schedule as an Outlook calendar by adding “EMS Warehouse Schedule” to your list of calendars.

iii. Deliveries

All deliveries to the warehouse must be pre-approved, pre-scheduled, and arrive between the hours of 0800 – 1300 hours. Pre-approval communication must include a description of the product, anticipated quantity, the short-term/long-term storage plan, and any distribution requirements. For internal EMS deliveries, an invoice, packing list, and/or purchase order copy must be sent to the warehouse along with any associated grant information prior to receiving it into the inventory management system. Prior to external partner deliveries being received, appropriate documentation, to include but not limited to, an executed Memorandum of Understanding (MOU) as noted below, packing list, and/or purchase order/order copy along with any additional supporting documentation requested by the warehouse shall be provided.

iv. General Warehouse Operations

Warehouse operations are focused on receiving, staging, storing, maintaining, and deploying EMS supplies for emergency response. Supplies include personal protective equipment (PPE); first aid, trauma, and wound care; incident command supplies; shelters and support equipment; and a variety of trailers and EMS response vehicles. When appropriate, as able, and per the guidelines outlined in the “Warehousing and Distribution Memorandum of Understanding,” the warehouse will entertain requests from county departments and agencies to provide warehousing facilities and support. During certain instances, EMS reserves the right to waive the warehouse storage fees to support county efforts in response to health emergencies and disaster response and mitigation as determined by EMS administration.

v. Use as a Training Facility

The EMS Warehouse may be used as a training facility. All requests for training must be submitted in writing to the EMS Warehouse Manager at least 90 days prior to the exercise date for review. Requests will be approved or rejected on a case-by-case basis within 10 days of the request being submitted. The EMS Warehouse reserves the right to decline requests as appropriate due to warehouse scheduling or interference with warehouse operations. The main office space within the warehouse, existing



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employee work areas, office equipment, computers and other fragile electronic devices, may not be used in active training scenarios and are strictly off-limits. Early access to the warehouse may be granted for briefings, exercise controller preparations, or administrative training activities leading up to an exercise or training session. Please include this in your request. The use of fluids, liquids, and/or simulated blood moulage (including mixing, applying, and on persons or manikins) are restricted from all areas within the warehouse and inside any trailers or shipping containers. Fluids, liquids, and simulated blood moulage is only allowed outside with the accompaniment of tarps and drop cloths under preparation areas and under people and/or manikins to protect surfaces from exposure and must be promptly cleaned up at the conclusion of the exercise. The use of plastic blood spots and casualty simulated non-bleeding strap-on or stick-on wounds without liquid blood moulage are acceptable inside the warehouse.

Requests for training must include:

- a. A full description of the exercise including identification of agencies who will be involved, nature, purpose, and target audience,
- b. Training date and time to include time for set up and clean up,
- c. Estimated number of participants and expected number of vehicles and types to be on site,
- d. The name of the person responsible for the training, who must be on-site during the conduction of the training,
- e. A detailed outline of the training, including the use of any warehouse equipment (forklifts, pallet jacks, etc.),
- f. The desired location(s) inside and outside of the warehouse,
- g. Description of props and/or projectiles and how they will be used,
- h. Description of simulated injuries (including the use of fluids, liquids, and/or simulated blood moulage),
- i. Details regarding the use of non-lethal ammunition, airsoft, or similar training weapons, use of simulated gunfire or explosive noise that may be part of the exercise, and
- j. A Safety Plan must be submitted at least 20 days prior to the exercise. It should include the identification of a safety officer, what to do in the event of a medical or safety emergency (call 9-1-1), known risks and hazards, exit routes, participant PPE requirements, and designations of "Cold, Warm, or Hot" exercise areas.

Prior to the start of training and exercise operations, all participants will be presented with a safety orientation. All participants will be required to properly wear the pre-determined PPE for the event and abide by any specific instructions issued by warehouse management.



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The lead agency is responsible for providing all support staff and supplies to support the training or exercise. The lead agency is responsible for cleaning up and ensuring the warehouse is returned to the condition it was found. This includes but is not limited to all conference tables, desktops, and kitchen surfaces to be wiped down, airsoft/non-lethal ammunition debris swept up, garbage collected and disposed of in the proper dumpsters, and all tables and chairs returned to their original locations. Warehouse staff can be requested to provide oversight and assistance as needed for trainings occurring during regular business hours and with pre-approved permission for after-hour activities.

Failure to comply with training and exercise guidelines may result in the denial of future opportunities to use the EMS Warehouse.

vi. Use as a Meeting Location [See Attachment C]

The EMS Warehouse can be used as a location to host meetings and classes. All meeting and classroom requests must be submitted 90 days prior to the meeting or class start date. Requests will be approved or rejected on a case-by-case basis within 10 days of the request being submitted. The EMS Warehouse reserves the right to decline requests as appropriate to warehouse scheduling or interference with warehouse operations. Requests for meetings or classes must include:

- a. A description of the meeting,
- b. Meeting date and time to include time for set up and clean up,
- c. Estimated number of attendees and expected number of vehicles and types to be on site,
- d. The desired meeting space you wish to use, and
- e. The intended use of any warehouse equipment (Surface Hubs, etc.).

The lead agency is responsible for providing all support staff and supplies to support the meeting. The lead agency is responsible for cleaning up and ensuring the meeting area is returned to the condition it was found. This includes but is not limited to all conference tables and surfaces to be wiped down, debris and garbage disposed of in the proper dumpsters, and all tables and chairs returned to their original locations. Warehouse staff can be requested to provide oversight and assistance as needed for meetings occurring during regular business hours and with pre-approved permission for after-hour activities.

vii. Use as a DOC or Backup DOC

The EMS Warehouse can operate as a Department Operations Center (DOC) or as a backup DOC location. The warehouse is equipped with a generator that, during a power outage, will power all electricity and HVAC systems inside the warehouse. There are many spaces that can hold meetings and sub-groups that have whiteboards, power outlets, and Wi-Fi coverage



along with two televisions connected to DirecTV for monitoring news and media coverage of events.

Additional support supplies include, but are not limited to:

- a. Portable Surface Hubs and monitors,
- b. Laptops, video conferencing monitors, keyboards, mice, and docking stations,
- c. Cradlepoint cellular modem/routers, and
- d. Alternate communication devices to include satellite phones, ham radios, multi-use radio service transceivers, portable radios, and walkie talkies.

viii. Safety and Security Information [See Attachments A&B]

Entrance into the Alameda County EMS Warehouse parking lot is through a security gate that is always closed. To have the gate opened during regular business hours, visitors can either call the main warehouse line at (925) 307-6633 or exit their vehicle and push the intercom button on the right side of the driveway to speak with someone. For after-hours access or during an emergency, warehouse staff can relay a gate code or [future] remotely open the gate. The interior of the warehouse is alarmed with motion and door sensors and must be disarmed upon entry and set upon exiting. During an emergency, a pre-programmed badge can be obtained. Contact warehouse staff for location information and to gain a one-time passcode. Lastly, the warehouse property is under 24/7 video surveillance both inside and outside of the warehouse.

In the event of a medical emergency, an AED is located inside the front office, there are two eyewash stations on either side of the two main roll up doors along with spill kits and Safety Data Sheet (SDS) folders, and there is a bleeding control kit next to the office roll up door. In the case of a medical emergency requiring treatment and/or transport beyond basic first aid or when directed by an EMS staff member, 9-1-1 should be contacted.

In the event of a fire, the warehouse is protected with a sprinkler system and has fire extinguishers appropriately spaced throughout the warehouse. If the fire is greater than what can be managed with a fire extinguisher, 9-1-1 should immediately be contacted and all individuals within the warehouse should be evacuated a safe distance from the building and/or item that is on fire. The sprinkler system emergency water valve shut-off is outside the door near the restrooms. Only fire department personnel should turn it off.

In the event of electrical or network issues, the electrical panels and server room are behind a secure door next to the west bathrooms, just before the exit door to Fairway Dr. Access into the room is restricted to a limited number of people. Contact warehouse management to gain entry.

ix. Warehouse Equipment and Supplies

The EMS Warehouse is a fully operational and functioning warehouse. The warehouse is equipped with forklifts, pallet jacks, carts, tables, tools, and more. The use of any equipment or



resources must be pre-approved and require appropriate use and safety training. Certain items may be checked out if necessary. The warehouse has three forklifts and two electric pallet jacks. These machines are to be operated by certified personnel only. The operation of manual pallet jacks is acceptable after a brief training. All items must be returned to where they were previously located in the same condition. General office supplies, including printers and copiers, are found inside the front office.

x. Parking and Use of Onsite Vehicles [See Attachment B]

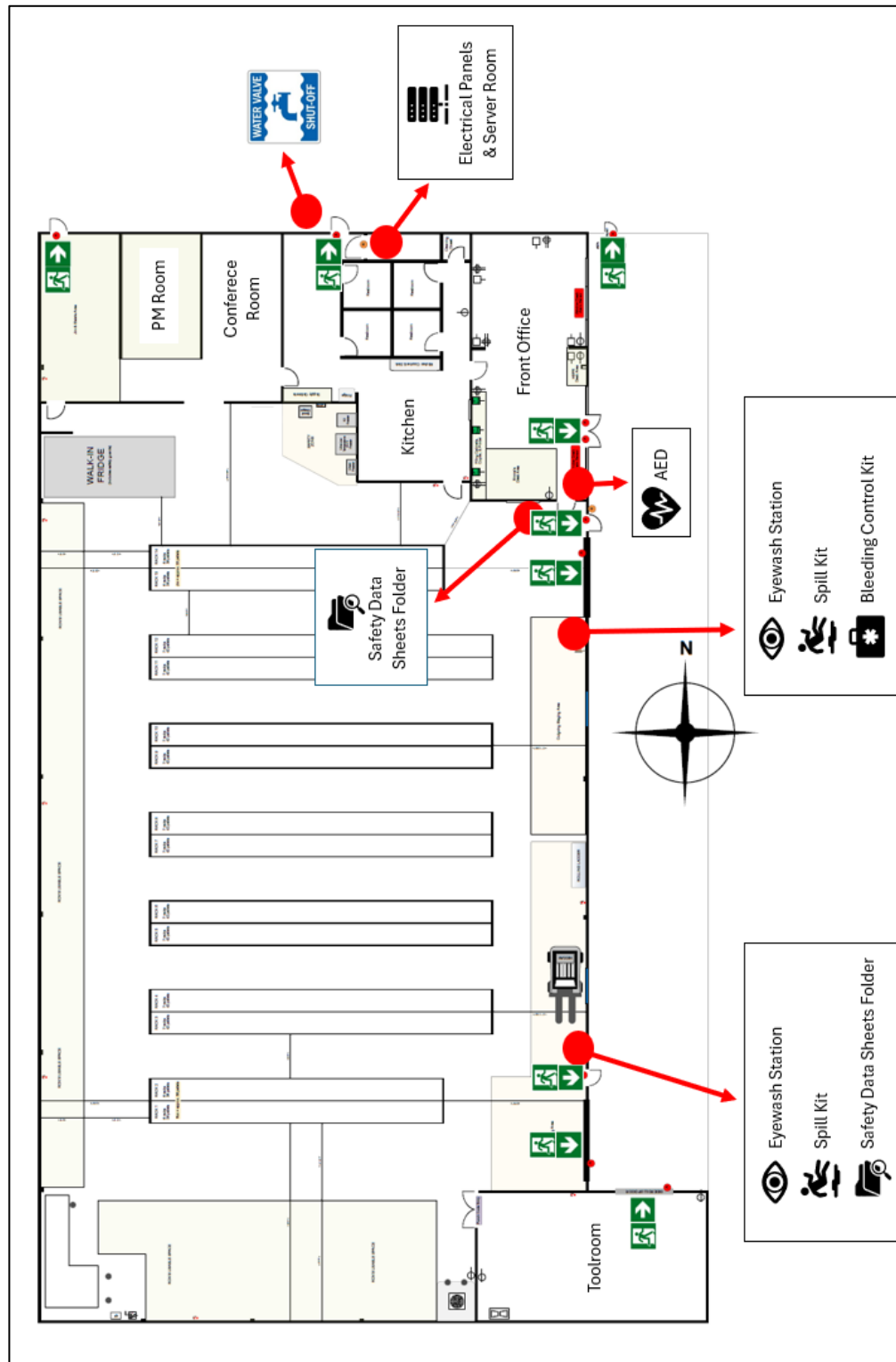
All rules of the road are to be followed inside the parking lot. There is a posted speed limit of 5 mph for both inside and outside. Unless you are loading and unloading, do not park in the designated loading zones and/or block the roll up doors. There are two loading zones, one in front of the roll up door closest to the front office and the other near the loading ramp and the adjacent roll up door.

During regular working hours, onsite parking is allowed along the Fairway fence, in front of the warehouse, and in the center row, next to the EMS vehicles. Overnight parking is allowed along the Fairway fence or next to the EMS vehicles and your keys must be turned in at the front office in case the vehicle needs to be moved. There are two designated electric vehicle parking spots in front of the warehouse. You must bring your own cord to plug into the 110w outlet. The parking spaces opposite the EMS vehicles are permissible during scheduled events, after hours, and/or with pre-approval; otherwise, these spots are kept open as an exit route for tractor-trailer trucks.

There are several EMS vehicles parked onsite at the warehouse, including: GMC Sierra truck, Ford 150 with camper shell, Ford 350, the Mass Casualty Incident (MCI) bus, a training ambulance, and two High Consequence Infectious Disease (HCID) vans. Additionally, there are two deckover trailers, four Vericor trailers, and several enclosed trailers of various sizes. Vehicles identified as emergency response have a Code 3 (lights and siren) package that can only be operated by authorized personnel. These include the GMC Sierra and F350. Additionally, only the Sheriff's Department is permitted to operate the MCI bus. If you are unauthorized for Code 3 driving and must move a Code 3 vehicle, you must place "out of service" signs around the vehicle for clear identification. All vehicles are in the Outlook reservation system and must be properly checked out before removal from the parking lot. All EMS vehicle keys, and associated warehouse keys are locked in key boxes inside the warehouse.

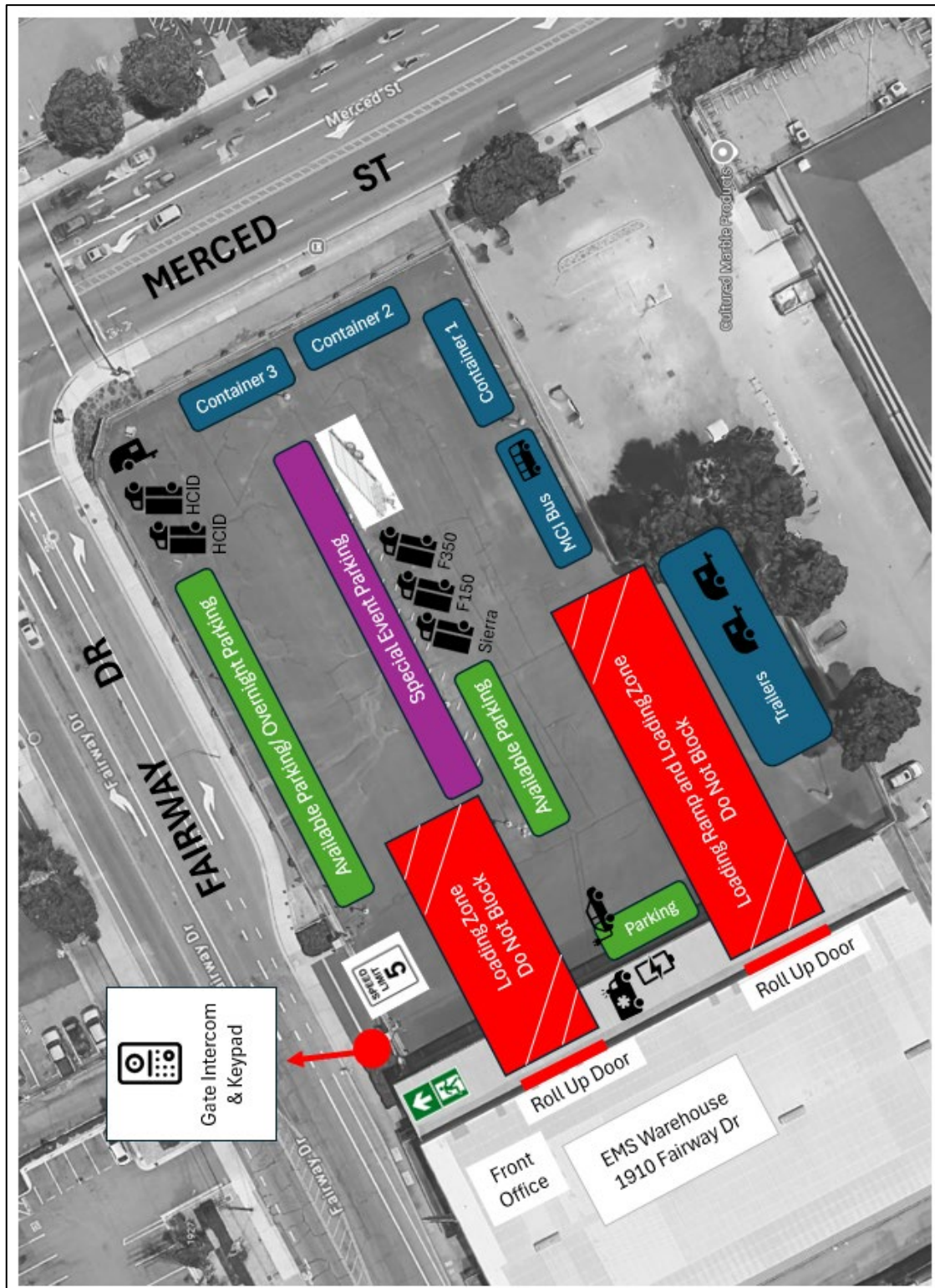


ATTACHMENT A – Interior Warehouse Items



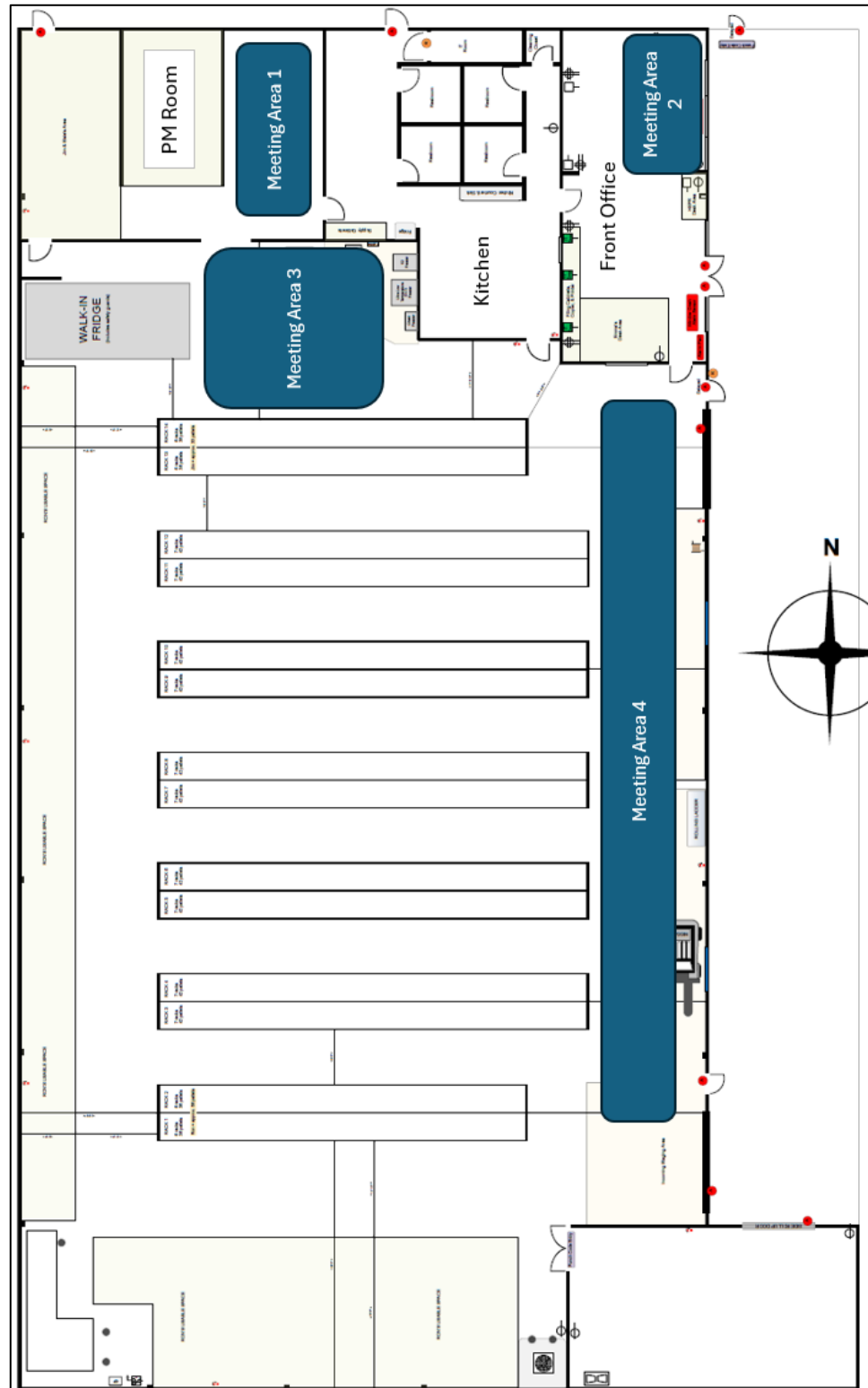


ATTACHMENT B – Parking Lot Map





ATTACHMENT C – Meeting Area Locations inside the Warehouse





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**Meeting Area 1, Configuration 1a:
Classroom**

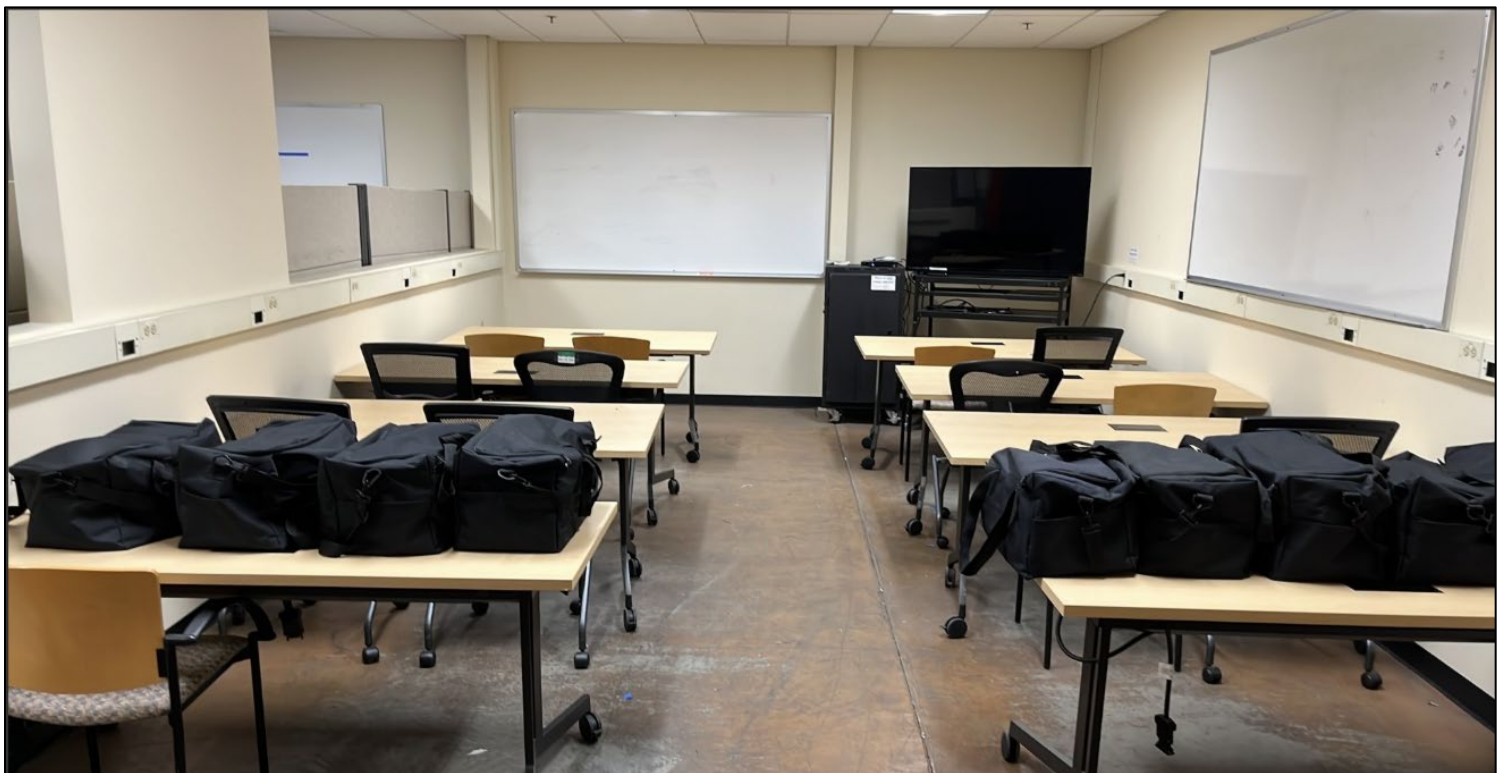
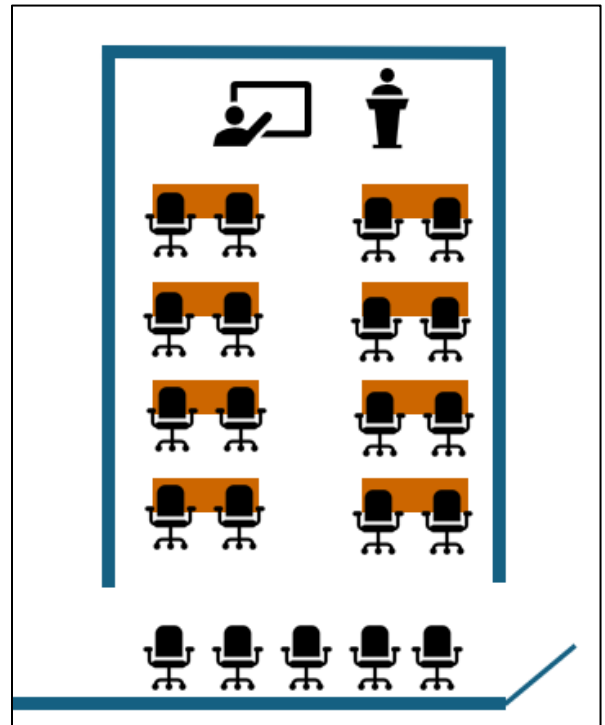
Up to 16 people at tables with 1-2 instructors.
Ability to add 5 chairs against back wall.

PROs:

- Climate-controlled
- Access to power outlets
- Whiteboards
- Surface Hub and DirecTV
- Proximity to restrooms & kitchen

CONs:

- Semi-private
- Traffic to/from main office into sub-areas
- Noise from warehouse & sub-areas





Meeting Area 1, Configuration 1b: Boardroom

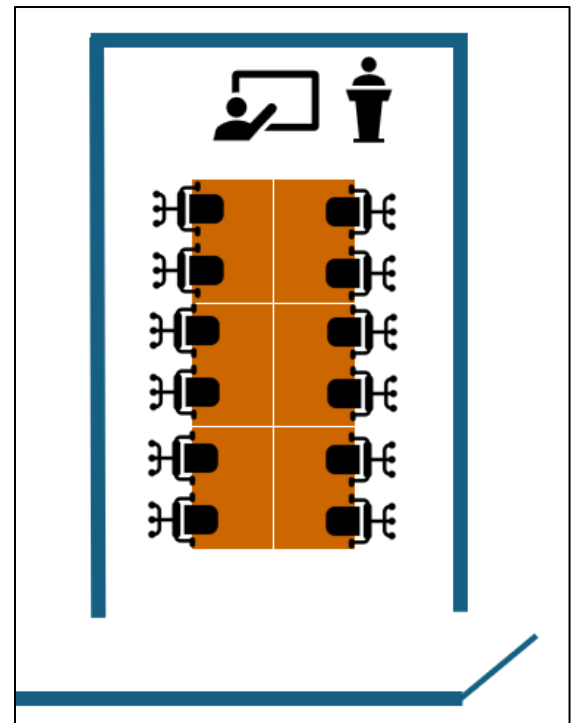
Up to 12 people at tables. Ability to add 2 people at the end and for people to stand or sit along walls.

PROs:

- Climate-controlled
- Access to power outlets
- Whiteboards
- Surface Hub and DirecTV
- Proximity to restrooms & kitchen

CONs:

- Semi-private
- Traffic to/from main office into sub-areas
- Noise from warehouse & sub-areas





Meeting Area 1, Configuration Style 1c: Extended Boardroom

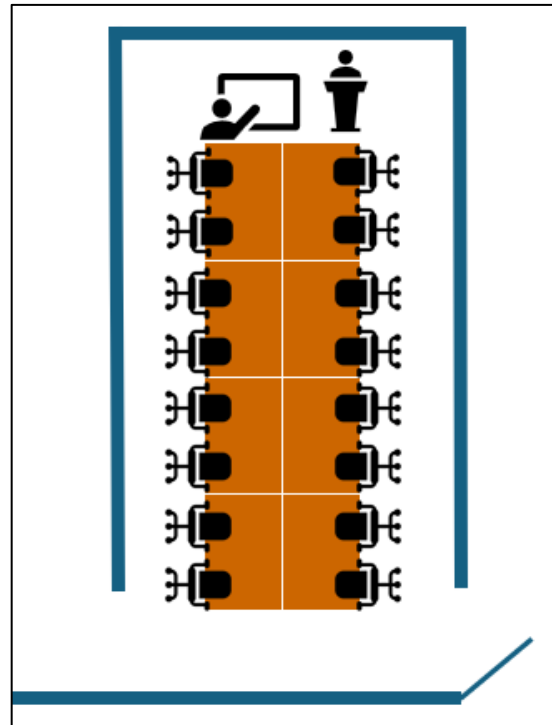
Up to 16 people at tables. Ability to add 2 people at the end and for people to stand along walls.

PROs:

- Climate-controlled
- Access to power outlets
- Whiteboards
- Surface Hub and DirecTV
- Proximity to restrooms & kitchen

CONs:

- Semi-private
- Traffic to/from main office into sub-areas
- Noise from warehouse & sub-areas





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**Meeting Area 2, Configuration 2a:
Oval Table**

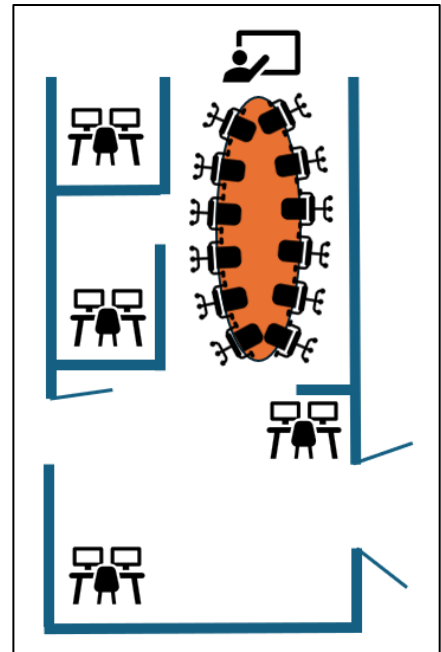
Up to 12 people at the table

PROs:

- Climate-controlled
- Access to power outlets
- Surface Hub
- Proximity to restrooms & kitchen

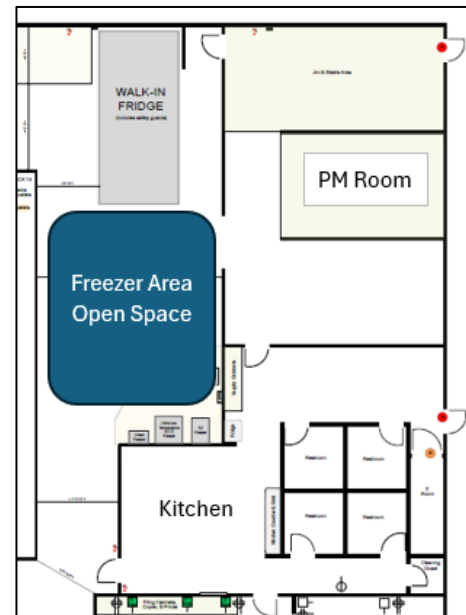
CONs:

- Not private
- Noise and distractions from front office





| Meeting Area 3, Configuration 3a: Freezer Area Open Space | |
|--|---|
| Variable space for standing, chairs, or tables | |
| PROs: | <ul style="list-style-type: none">• Surface Hub can be brought out• Supplemental power available via Jackery Portable Power Stations• Can set up any configuration |
| CONS: | <ul style="list-style-type: none">• Not climate-controlled = cold in winter, warm-hot in summer• Not private• Noise and distractions from warehouse operations• Potential to disrupt warehouse operations during regular hours |





| Meeting Area 4, Style 4a: Warehouse Main Drag Area |
|--|
| Variable space for standing, chairs, or tables |
| PROs: <ul style="list-style-type: none">• Surface Hub can be brought out• Supplemental power available via Jackery Portable Power Stations• Can set up any configuration |
| CONs: <ul style="list-style-type: none">• Not climate-controlled = cold in winter, warm-hot in summer• Not private• Unable to host during regular warehouse hours |

