Pittsylvania County Department of Emergency Management

COMMUNITY EMERGENCY RESPONSE TEAM

STANDARD OPERATING PROCEDURES

10/31/06

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Mission Statement

"To provide information and training on disaster preparedness, provide assistance to our families, neighbors and citizens within our County, support for first responders, provide leadership and coordination for volunteers, and coordinate our response within the Incident Command System."

CERT Program History

Nationally

The Community Emergency Response Team (CERT) concept was developed and implemented by the City of Los Angeles Fire Department (LAFD) in 1985, based on their findings of events related to the Mexico City earthquake earlier that year.

A Los Angeles City investigation team was sent to Mexico City following the registering a magnitude 8.1 on the Richter scale killing more than 10,000 people and injured more than 30,000. Mexico City had no training program for citizens prior to the disaster. However, large groups of volunteers organized themselves and performed light search and rescue operations. Volunteers are credited with more than 800 successful rescues; unfortunately, more than 100 of these untrained volunteers died during the 15-day rescue operation.

The lessons learned in Mexico City strongly indicated that a plan to train volunteers to help themselves and others, and become an adjunct to government response, was needed as an essential part of overall preparedness, survival, and recovery.

 The LAFD recognized that citizens would very likely be on their own during the early stages of a catastrophic disaster. Accordingly, they decided that some basic training in disaster survival and rescue skills would improve the ability of citizens to survive until responders or other assistance could arrive. The training program that the LAFD initiated makes good sense and furthers the process of citizens understanding their responsibility in preparing for disaster and it increases their ability to safely help themselves, their family and their neighbors.

The Whittier Narrows earthquake in 1987 underscored the area-wide threat of a major disaster in California and it confirmed the need for training civilians to meet immediate post-disaster needs.

The training program that the LAFD initiated proved to be so beneficial that the Federal Emergency Management Agency (FEMA) felt that the concept and the program should be made available to communities nationwide. In 1994, the Emergency Management Institute (EMI), in cooperation with the LAFD, the Emergency Management Institute (EMI) and the National Fire Academy, expanded CERT materials to make them applicable to all hazards and opened the CERT program to localities across the United States. As of January 2004, 50 states, three territories and six foreign countries are using CERT training.

CERT currently falls under the Department of Homeland Security.

CERT History in Virginia

Through FEMA, CERT classes began in Virginia in the late 1990's.   After the events of September 11, 2001 President Bush asked all Americans to volunteer in the service of their country through Citizen Corps. To help channel this volunteer effort in Virginia, Governor Mark Warner created Virginia Corps, a one stop resource that localizes the national homeland security and preparedness initiative known as Citizen Corps. Virginia's Citizen Corps will help residents make their communities safer from emergencies and disasters by getting them involved in these preparedness efforts. CERT was selected as one of the primary programs offered to meet this challenge by harnessing the power of every individual through education, training, and volunteer service.

Through volunteerism and service such as CERT and Virginia Corps, people across Virginia are helping to strengthen their neighborhoods, communities, state, and nation.

CERT History in Pittsylvania County

In continuing the commitment to protecting its citizens, businesses, and infrastructure from disasters, the County started a CERT program in September 2003 by holding its first class. The idea behind the CERT program, of neighbor helping neighbor before, during, and after an emergency, supported the overall philosophy of preparing our citizens in case of terrorist attack or any man made or natural disaster.

Cert members continue their training with American Red Cross CPR/First aid classes, Amateur Radio Operator, Shelter Operations, advanced terrorism classes just to name a few.

It is our desire to continue to provide training opportunities to every citizen in the county to be better prepared for the next disaster.

Recruitment

Community Need Assessment

Due to the geographic layout of the County there are many diverse needs exhibited by various communities. Recruitment should be targeted to attract all areas of Pittsylvania County. Utilizing our GIS Mapping equipment, Pittsylvania County continues to reach and fill the gap within our communities with new CERT members.

Community Contacts

Community partnerships should be made by each team to spread the message about disaster preparedness and the response of the CERT. These relationships could take a variety of forms such as:

- schools
- faith based organizations
- civic groups
- service organizations
- businesses

Advertisement

Advertisement of the CERT program also takes many forms. Every CERT member is a recruiter so our best form of advertisement is each other. However, formal advertisement is also necessary to ensure that the program matures and grows over time.

All formal advertisement in the form of print, audio, or video to reach the masses, should be approved by the CERT Coordinator.

Legal / Human Resources

Seeking reimbursements for CERT related expenses

Any expense related to participation in a CERT function will be reimbursed by Pittsylvania County as long as the following criteria is met:

1) The expense has been pre-approved by the CERT Coordinator or designee.
2) The expense is directly related to performance or support of a sponsored function on the countywide or team level.
3) Reimbursements utilizing grant funding will fall within the limitations as outlined by the Virginia Department of Emergency Management (VDEM).

All travel expenses shall meet the previously outlined expenses and will include the following:

1) all lodging expenses including nightly rate and applicable taxes,
2) meals at a rate of what is approved by the BOS
3) mileage at a rate of what is approved by the BOS.
4) tips relating to travel, i.e. meals, bellhop, skycap
5) metered parking or parking garages.

Original receipts will be required for all requested reimbursements with the exception of tips. Mileage must be recorded with a beginning and ending odometer reading.

Upon return, a Travel Expense Voucher form must be completed and returned to the CERT Coordinator within 3 working days of the trip. A W-9 form must also be on file before any payment can be made.

Government Property

All issued equipment will remain the property of the Pittsylvania County Department of Emergency Management. This policy is mandated by the Office of Domestic Preparedness and is a condition of grant funding. Once a member has decided to resign from a CERT team, he/she will be responsible for returning the equipment either to their respective Team Leader or CERT Coordinator.

Use of CERT Logo

The CERT logo will be used on various forms and equipment to reflect a professional appearance of the program at all levels.

The CERT logo will be used individually in accordance with regulations set forth by the Department of Homeland Security (DHS) or any superseding body.

Use of the CERT logo along with any identifying words, symbols, or phrases relating to the CERT must be approved by the CERT Coordinator. This includes any documents, clothing, or correspondence.

Injury on the Job

All injuries occurring while serving in the capacity of a CERT member **will not be covered under workers compensation coverage.** Regardless of county liability, the CERT Coordinator should be notified immediately of any injury whether it does or does not require medical attention. This notification will ensure a proper investigation of the incident ensuring that all safety procedures were followed.

Background Checks

- Background checks will be required for all CERT members that work or assist in any secure area facility of Pittsylvania County before they are assigned to work. Examples of this include Pittsylvania County Emergency Operations Center.

Standards of Conduct

All CERT members will conduct themselves in order to give the best representation of Pittsylvania County, and the CERT program.

1.0   General Rules: Conduct

1.01   Members will not report for duty in a condition that would prohibit or impair the proper discharge of their duties.

1.02   Members will provide timely notification of changes in personal information (i.e. address, telephone numbers, etc.)

1.03   Members will not solicit compensation, reward, or any other consideration from any source for services performed in the line of duty.

1.04   All requests for information outside the department will be referred to the appropriate office and supervisor for response.

1.05   Members may not sell, lend, or give away public property without obtaining proper authorization.

1.06   Members in the performance of their duties will have CERT ID cards available for inspection.

1.07   No CERT member will report for duty under the influence of any substance which may impair their ability to perform assigned duties. Medications taken for the treatment of an illness, disease, or condition of any kind are not exempt.

1.08   Gambling while on duty or in or about the premises is not permitted.

1.09   To avoid any appearance of "conflict of interest" CERT members should, while in the performance of their duties, refrain from making any recommendation to any citizen with regard to any physician, attorney, company or corporation who may provide professional or other services.

1.10   Members will cooperate with and assist other county departments when requested or circumstances dictate.

1.11   Members will not violate any federal or state laws or ordinances of the County of Pittsylvania.

1.12   Members should not publicly criticize or ridicule the CERT program, Pittsylvania County Department of Emergency Management, or the County of Pittsylvania, its policies, employees, or members by talking, writing, or expressing in any manner that would tend to impair the operation of the group by interfering with its efficiency or response. Reckless disregard for the truth or falsity must be avoided.

1.13   Members will not use obscene, immoral, profane, insolent, or offensive language to any other member or citizen. Members will not make any derogatory or otherwise offensive religious, racial, ethnic, or sexual remarks. Members witnessing such behavior are expected to report the incident to the CERT Coordinator immediately. Such action will necessitate a request for that member to cease their participation with the program.

1.14   Members will not remove any property, regardless of its value or condition, from the scene of any incident. This does not prevent the gathering of possible evidence by authorized personnel that may be required to determine cause, origin, or criminal activity regarding the incident. Any property, including County of Pittsylvania and personal property recovered by a member must be reported and transferred to the incident commander or CERT Coordinator for appropriate return to the owner(s).

1.15 Members will not participate in or incite an altercation in the performance of their duties.

1.16 Members will not self-deploy to disaster scenes within the County without prior notification from the CERT Coordinator or his designee.

1.17 Members shall not "Run" any EMS, Fire or Law Enforcement calls. Ie., listening to news reports or police scanners and responding to the scene without being officially deployed by the Office of Emergency Management.

2.0 Dangerous Weapons

Purpose
The purpose of this standard operating procedure is to ensure all members of the CERT Team are provided the safest possible environment and to establish a policy that defines parameters for the possession and use of dangerous weapons while on duty or present on County property.

Definitions
1) Any pistol, revolver, rifle, shotgun or other weapon designated or intended to propel a projectile(s) of any kind.
2) Any dirk, bowie knife, switchblade knife, ballistic knife, razor, slingshot, spring stick, metal knucks, or blackjack.
3) Any flailing instrument consisting of two or more rigid parts connected in such a manner as to allow them to swing freely, which may be known as nun chucks.

Policy

The intent of this policy is to effectively minimize the possibility of incidents involving dangerous weapons, whether accidental or intentional, from occurring. The following procedures will be enforced regarding the use or possession of dangerous weapons by any member of the department while on duty as well as visitors to **County property**.

Procedures

1) The use and possession of dangerous weapons while under emergency or non-emergency activation in the performance of duties or on County property **shall be in accordance with all state and local laws**.
2) Dangerous weapons will not be allowed to be carried while under emergency or non-emergency activation in the performance of duties as a CERT member.
3) All dangerous weapons, as defined in this policy, will remain locked in the member or visitor's private vehicle at all times. Weapons are not to be removed from or put on display from one's personal vehicle at any time for any reason.
4) Knives used by members in the performance of their duties may be a folding lock blade, sheath or pocket knife with a blade not to exceed 4 ½". Blades should be appropriate for use as rescue or fire ground tools.

*Exception: CERT Members that have a court issued concealed weapon permit shall abide to the ordinances of Virginia as they pertain to carrying a concealed weapon.

Uniform Code

During all functions of participation in the CERT Program, it is essential that members maintain a clean, neat appearance. This appearance should be maintained at an individual's discretion so that it does not reflect negatively on the individual or the Emergency Management Department.

There is no requirement that members be uniformed at all times during CERT participation. The following is a guideline should a team or group elect a uniform presence.

CERT Coordinator

Sworn Employee
The CERT Coordinator may elect to wear the issued CERT polo with appropriate badge replacing the County of Pittsylvania logo on the left breast. All other times the CERT Coordinator should wear the appropriate departmental uniform contingent with the occasion ensuring the highest representation of the Emergency Management Department.

Team Leader / Administrative Staff /CERT Member

CERT authorized green or white polo shirt, with black pants, belt, shoes, and socks. Or gray t-shirt or sweatshirt with blue jeans.

Organization

Typical CERT Team Organization Chart

During disasters and when activated, CERT members and teams will become part of Pittsylvania County's Incident Management System (IMS).

A detailed discussion of IMS is beyond the scope of this document. CERT members should be familiar with the basic organization associated with IMS. There is considerable information on this subject on the FEMA website, in the basic CERT course CD, and in the manual titled "Starting and Maintaining A CERT Program" (pages 17-19).

During non-activated periods, CERT teams are relatively independent, self-governing entities and may organize in a manner that best meets their needs.

Using an organization which recognizes span of control issues and meets both the day-to-day administrative needs, as well as the operational requirements of an activated CERT team, will be the most effective.

Key positions and short job descriptions

CERT Coordinator

> The CERT Coordinator is responsible for the overall operation and function of the CERT program and answers directly to the County Administrator (Deputy Director of Emergency Management).

CERT COORDINATOR RESPONSIBILITIES

- Assess county's disaster preparedness needs
- Develop a risk assessment of possible events
- Develop program goals and objectives
- Develop a written response plan addressing goals/objectives
- Design a CERT program addressing county needs
- Develop a system of budgeting and financial controls
- Develop a system of information capture and retrieval
- Seek funding through DHS/VDEM Grants programs
- Recruit and maintain a cadre of instructors
- Recruit and maintain a cadre of recruiters / presenters
- Develop a cadre of administrative support volunteers
- Market CERT to county and fire departments leadership, businesses, media, service organizations, military organizations, retirees, etc.
- Create and maintain CERT Partnerships in the community
- Organize CERT teams
- Organize CERT communications (e-mail, newsletter, web site, external communications for use during incidents)
- Develop a CERT program that meets the needs of all participants; national course modified to meet county needs.
- Accommodate participants with special needs
- Maintain a database of all members in the CERT Program
- Establish Standard Operating Procedures for CERT utilization in disaster and non-disaster conditions
- Maintain a Telephone-Call-Up Tree of key members.
- Create Teams when needed; divide Teams into new Teams
- Assign Team Leaders and Assistants when needed
- Provide training opportunities for all members
- Periodically conduct leadership meetings
- Actively participate in the Pittsylvania County LEPC & Citizen Corps Council
- Provide Teams with "equipment and supplies"
- Develop and maintain a program evaluation system

Deputy CERT Coordinator   (3 Appointed Positions)

> The Deputy CERT Coordinator is responsible for the management of the Training, Marketing, and daily administration of the CERT program and answers directly to the CERT Coordinator.

DEPUTY CERT COORDINATOR RESPONSIBILITIES
- Assist in assessing county's disaster preparedness needs
- Assist in developing a risk assessment of possible events and the response from CERT
- Assist in developing program goals and objectives
- Assist in developing a written response plan addressing goals/objectives
- Assist in design of a CERT program addressing county needs
- Develop a system of information capture and retrieval
- Develop a cadre of administrative support volunteers
- Assist Marketing Coordinator to advertise CERT to county and fire departments leadership, businesses, media, service organizations, military organizations, retirees, etc.
- Create and maintain CERT Partnerships in the community
- Organize CERT teams
- Organize CERT communications (e-mail, newsletter, web site, external communications for use during incidents)
- Accommodate participants with special needs
- Maintain a database of all members in the CERT Program
- Maintain a Telephone-Call-Up Tree of key members.
- Provide training opportunities for all members
- Periodically conduct leadership meetings
- Actively participate in the CERT Administrative Committee
- Ensure that the Logistics Coordinator provides Teams with "equipment and supplies"

Administrative Committee

The Administrative Committee is the "board of directors" for the Pittsylvania County CERT program. It is responsible for implementing broad policy guidance in concert with the CERT Coordinator and other county leadership.

STRUCTURE: The Administrative Committee consists of the CERT Coordinator serving as Chair, Deputy CERT Coordinators, all Team Leaders, all Assistant Team Leaders and all functional coordinators in such areas as Training, Communications, Marketing, Animals in Disasters and the Executive Administrative Assistant.

MEETINGS: The Administrative Committee meets monthly on a schedule established by the CERT Coordinator. The meetings are held at Pittsylvania County Educational Cultural Center. All meetings will be conducted according to Robert's Rules of Order.

SUB-COMMITTEES: The Administrative Committee has the authority to create and task sub-committees for special short-term projects such as research, plan development, etc.

SPECIFIC TASKING: The Administrative Committee is specifically tasked with:

- Voting on annual program goals and objectives
- Creating sub-committees
- Assisting in the develop of a written response plan which addresses annual goals/objectives
- Assist the CERT Coordinator as part of a cadre of administrative support volunteers
- Assist the CERT Coordinator in marketing CERT to county and fire department leadership, businesses, media, service organizations, military organizations, retirees, etc.
- Assist the Marketing Coordinator in creating and maintaining CERT Partnerships in the community
- Nominate and vote to appoint CERT team leadership
- Assist in the development of Standard Operating Procedures for CERT utilization in disaster and non-disaster conditions
- Develop list of needed "equipment and supplies"

Marketing Coordinator
MARKETING COORDINATOR RESPONSIBILITIES

- Market CERT to County leadership, businesses, media, service organizations, military organizations, retirees, etc.
- Working with team leadership, develop a cadre of <u>marketers</u> to present the program to appropriate audiences
- Working with team leadership, develop a cadre of <u>recruiters</u> to present the program to appropriate audiences
- Create and maintain CERT Partnerships in community
- Working with the Administrative Committee, develop necessary recruiting and marketing literature.
- Accommodate participants with special needs.
- Develop operating guidelines for CERT Marketing which are consistent with all DHS, VDEM and County guidelines
- Working with the CERT Coordinator and Administrative Committee develop program marketing goals and objectives
- Develop a written response plan addressing program marketing goals/objectives
- Maintain records of contacts and the results of those efforts
- Report your efforts and those results at scheduled meetings with the Administrative Committee

Training Coordinator
TRAINING COORDINATOR RESPONSIBILITIES

- Working with the CERT Coordinator, provide initial and continuing training opportunities for all members.
- Develop training based on the assessment of the County's disaster preparedness needs
- Working with the CERT Coordinator and Administrative Committee develop program training goals and objectives
- Develop a written response plan addressing program training goals/objectives
- Maintain records of classes and the results of those efforts
- Report your efforts and those results at scheduled meetings with the Administrative Committee
- Working with the CERT Coordinator, recruit and maintain a cadre of instructors
- Working with the CERT Coordinator and the Administrative Committee, develop training materials for use by teams during regular monthly meetings.
- Accommodate participants with special needs
- Working with the Administrative Committee develop training-related Standard Operating Procedures for CERT utilization in disaster and non-disaster conditions
- Working with the CERT Coordinator and Administrative Committee develop lists of required "equipment and supplies" for initial and continuing training of membership
- Working with CERT Coordinator, develop and maintain a system to evaluate the effectiveness and efficiency of the County's CERT training program.

Communications Coordinator
COMMUNICATIONS COORDINATOR RESPONSIBILITIES

- Working with the Training Coordinator, develop guidelines for initial and continuing communications training for all members.
- Develop communications training content based on the assessment of the county's disaster preparedness needs
- Working with the CERT Coordinator and Administrative Committee develop program communications goals and objectives
- Develop a written response plan addressing program communications goals/objectives
- Maintain records of CERT Communications equipment and member-owned communications equipment
- Report your efforts and those results at scheduled meetings with the Administrative Committee
- Working with the CERT Coordinator, recruit and maintain a cadre of communications instructors
- Working with the Training Coordinator, develop communications training materials for use by teams during regular monthly meetings.
- Accommodate participants with special needs
- Working with the Administrative Committee develop communications-related Standard Operating Procedures for CERT utilization in disaster and non-disaster conditions
- Working with the CERT Coordinator and Administrative Committee develop lists of required communications "equipment and supplies" for use by membership
- Working with CERT Coordinator, develop and maintain a system to evaluate the effectiveness and efficiency of the County's CERT communications program during actual mobilization.

Animals in Disaster Coordinator

ANIMALS IN DISASTER COORDINATOR RESPONSIBILITIES

- Working with the Training Coordinator, develop guidelines for initial and continuing "animals in disaster" training for all members.
- Develop "animals in disaster" training content based on the assessment of the county's disaster preparedness needs
- Working with the CERT Coordinator, develop a risk assessment of possible "animals in disaster" events.
- Working with the CERT Coordinator and Administrative Committee develop relevant program goals and objectives
- Develop a written response plan addressing relevant program goals/objectives
- Report your efforts and results at scheduled meetings with the Administrative Committee
- Assist the CERT Coordinator in seeking funding through special grant programs pertaining to Animals in Disaster
- Accommodate participants with special needs
- Working with the Administrative Committee develop relevant Standard Operating Procedures for CERT utilization in disaster and non-disaster conditions

Working with CERT Coordinator, develop and maintain a system to evaluate the effectiveness and efficiency of the County's CERT "animals in disaster" efforts during actual mobilization.

Logistics Coordinator
LOGISTICS COORDINATOR RESPONSIBILITIES

- Working with the Training Coordinator, assure that there is a proper stock of all materials pertinent to training such as student manuals, CERT bags, etc.
- Working with the CERT Coordinator and Administrative Committee develop program communications goals and objectives
- Report your efforts and those results at scheduled meetings with the Administrative Committee
- Accommodate participants with special needs
- Working with the Administrative Committee develop logistics related Standard Operating Procedures for CERT utilization in disaster and non-disaster conditions
- Working with the CERT Coordinator and Administrative Committee develop lists of required "equipment and supplies" for use by membership
- Create and update an inventory of all CERT capitol assets to include those items distributed in the team, at the storage facility on Depot St at the CERT Headquarters
- Notify the CERT Coordinator when items need to be ordered to maintain an acceptable level of equipment in the inventory for training or within the teams

Executive Administrative Assistant
EXECUTIVE ADMINISTRATATIVE RESPONSIBILITIES

- Attend all CERT meetings and Executive Committee meetings and record the minutes accurately.
- Provide the previous minutes for review and approval by the Executive Committee.

Historian
HISTORIAN RESPONSIBILITIES

- Attend all CERT meetings and Executive Committee meetings
- Document the history of the organization.
- Supervising the association's historical records
- Determining, with the approval of the board, the most appropriate location for the records

- Reviewing the association's records and select those which shall be part of the permanent archival collection

- Encouraging the preservation of association artifacts and documents that may have relevance at future times

- Establishing and following guidelines for the preservation and access of the permanent archival collection

- Organizing the permanent collection in a way that the information contained therein is retrievable and useful

- Keeping members interested in the association's past and its implication for the present

- Bringing meaning and relevance out of the archival collection

- Reviewing past events frequently enough to acquaint current members with how the past has affected and is affecting the present

- Coordinating visual documentation for the year.

Team Leader
TEAM LEADER RESPONSIBILITIES

- Maintain a database of all members in their CERT component
- Advise CERT Coordinator of any changes or additions to database
- Maintain a Telephone-Call-Up Tree of all members
- Provide training opportunities for all members
- Encourage members to recruit new members
- Coordinate group members' training needs with opportunities
- Collect member personal profile data for all Group members and ensure its confidentiality to the maximum extent possible
- Ensure group members obtain photo ID cards
- Solicit volunteers when the need arises
- Develop inventories of available member equipment and tools
- Utilizing County-provided lists, identify neighbors who require special assistance during disasters
- Develop a list of high-risk potential problems in neighborhoods
- Encourage members to keep telephone call up tree accurate
- Conduct meetings periodically for all members
- Participate in County-wide program's leadership meetings
- Maintain "equipment and supplies bin" provided by CERT program

Assistant Team Leader

> Same as the Team Leader description and under their direction. During any circumstance the Team Leader is unable to perform their job, the Assistant Team Leader will assume those responsibilities.

CERT Member

CERT MEMBER RESPONSIBILITIES
- Assist in recruiting new members
- Participate in all available training opportunities
- Provide personal profile data and keep it current
- Obtain a CERT photo ID card
- Volunteer for program activities whenever possible
- Maintain equipment and tools in good condition
- Assist in developing neighborhood-based list of possible resources
- Assist in identifying neighbors requiring special assistance during disasters
- Assist in developing a list of high-risk potential problems in neighborhoods
- Keep your data in the telephone call up tree accurate
- Respond to the telephone call-up tree when activated
- Maintain your own household in a state of readiness so that you can effectively respond to events in your neighborhood

Team Operations

Span of Control

Span of control is a concept relating to the number of people who can effectively be supervised or directed by one individual. Naturally, the number varies greatly among organizations based on the type of work being done, the risk involved, the geographic distances involved, the quality of the supervision, and the trustworthiness of those supervised.

An operationally oriented, high-risk organization, like a fire department, appropriately requires a small 3 to 7 person span of control.

A low-risk, non-operational, training and administration-based organization, like a CERT team, can function well with a larger span of control until it is activated and becomes operational.

A span of control of 10:1 is considered reasonable when providing training and performing administrative functions.

Telephone Call-Up Tree

A telephone call-up tree is a document listing the names and telephone numbers of all persons who must be contacted about an event. It is arranged in a hierarchy like the branches of a tree (up side down image). See below.

It starts with a single person calling a small number of key people. Most likely, this would be the CERT Coordinator contacting Team Leaders.

The next step requires that this small number of members contact another small number of members passing the same information on and indicating a need to activate the Call-Up Tree. In CERT organizations this would be the Team Leader contacting each Group Leader in charge of members in certain neighborhoods. Group Leaders call or visit all members of the group.

The goal is to have the Call-Up Tree represent each Team's organization by displaying information like a flow chart or organizational tree with names and phone numbers.

The advantage of keeping the last level of communications neighborhood based is that members can be reached easily in-person by the Group Leader or Assistant Group Leader. Personal relationships are likely to develop among members.

PITTSYLVANIA CERT TELEPHONE CALL-UP TREE

STEP 0   Event occurs

STEP 1   CERT Activation decision is made

STEP 2   CERT COORDINATOR contacts Certs

STEP 3   Report to Event Location

__NOTE__ **CERT has automated phone dial out for notifications. This system will be maintained by the CERT Coordinator utilizing the membership database records. Members will be notified of all meetings, important announcements, activations and training sessions. The above mentioned phone tree will be utilized as a back up to the automated systems failure.**

CERT Member Profile Form and database

> Each Team Leader should ask each Team Member to complete a CERT TEAM MEMBER-PERSONAL PROFILE. Upon completion, it should be filed in a three-ring binder which is maintained in an area readily available to the CERT Team Leader.

> Team Leaders should be familiar with the contents of these sheets as they provide essential information about the resources at their disposal and where those resources are located.

> CERT TEAM MEMBER-PERSONAL PROFILES should be updated annually to ensure the most current information is available.

Team meetings – frequency, length, location, content

- Upon completion of the basic CERT training, periodic team meetings are the primary means of keeping members involved, trained, and up to date.

- These meetings also provide a social opportunity to get to know other team members and to develop trust based relationships before a disaster.

- Meetings should be held frequently enough to ensure an acceptable level of readiness to respond. This might be monthly in the period just before hurricane season and quarterly at other times of the year. Not having meetings during the busy year-end holiday season is always appreciated by the members.

- If new members are regularly added to your team, keep in mind that waiting six months before they are invited to attend a group meeting will likely result in reduced enthusiasm and a loss of skills and knowledge gained in basic CERT training.

- Meetings should be held evenings after work on days when most members can attend. A rotating schedule between two different days of the week, or different weeks of the month might reduce the overall conflict that members could have with attendance at other organizations' meetings.

- Typically, except in rare circumstances, meetings should not exceed 90 minutes in length. Meetings should have a short break at the mid-point. Simple refreshments could be served if the membership responds well to such a suggestion. Alcoholic beverages will not be served at any CERT function. The County will reimburse pre-approved meeting expenses for refreshments.

- CERT meetings may be held in public libraries, fire stations, community meeting rooms or in space made available by a community-minded business. The location should be convenient to the greatest number of members. Parking needs should be considered. Formal appreciation should be provided for the use of all gratis meeting space.

- CERT meeting's content is totally a function of the needs of each team's membership. Organized, refresher training on the key areas provided in the basic CERT course is always needed. Special training from a guest speaker or particularly knowledgeable member offers a nice change. Spending a great deal of time on organizational or political issues will likely lead to reduced attendance. Only a small portion of the meeting's agenda should be devoted to such activity.

- The use of committees to research issues and bring proposals to the membership is encouraged rather than always trying to make decisions "on the spot". Change should be introduced through a member vote after open and public discussion of the issue. There is no need to follow "formal parliamentary procedures", but good order and decorum should be maintained at all times.

Sign In Sheets at all meetings – form, why, where submitted

> Every formal meeting should have a member sign-in sheet. A standard Sign-In Sheet form is available. A copy is provided with this document.

> All members should be encouraged to sign or print their names before leaving the meeting.

> Completed sign-in sheets must be forwarded to the Pittsylvania CERT Coordinator so that member activity can be properly reported to county, state and federal officials supporting the program.

Member data base creation and upkeep

A "necessary evil" in any organization is the paper work. CERT is no exception.

Each Team Leader is responsible to ensure that all required program information is collected and submitted in a timely manner and that all required reports are prepared and submitted in a timely manner.

Examples of required program information include:
- An accurate database of all team members
- An accurate telephone call-up tree
- Current and complete CERT member profiles
- A list of which members have completed which training sessions
- A list of which members have been issued county-owned equipment

When a new member completes basic CERT training, the appropriate Team Leader is notified by the CERT Coordinator. The Team Leader should contact the new member, verify that the received information is accurate and alert the new member to important facts such as upcoming meeting dates, upcoming training opportunities and the name and phone number of the Group Leader to which they will be assigned, if that is the organizational form chosen.

Anytime the information reported to you from the CERT Coordinator changes for a member, alert the CERT Coordinator of that change. This includes such things as e-mail addresses, telephone numbers and residential addresses.

Each Team Leader is encouraged to maintain a local database of all team members and their vital information. This might be in a notebook, on 3 x 5 cards, a personal computer or a personal digital assistant. Update this information as changes take place. Validate the accuracy of the information at least annually.

Team Leaders may delegate accurate record keeping responsibility to the Group Leaders for the members in that group.

Overall record keeping responsibility may be delegated to the Administrative Group if that form of organization is chosen. Ultimate responsibility remains with the Team Leader, of course.

Pittsylvania CERT Website

The Pittsylvania CERT website is available at **www.pittcert.org**

Members are encouraged to visit this site regularly for program- and Team-specific content about contact information, up-coming meetings, scheduled training classes, and other newsworthy events.

Photo ID cards

Each CERT member is required to posses a photo identification card. These cards are issued after satisfactory completion of basic CERT training and your willingness to join the team.

Identification cards are needed to permit member access to disaster scenes and planned CERT events in a simple and orderly manner.

Identification cards may be obtained during planned group card preparation sessions or by contacting the CERT Coordinator during the 8:30 am to 5:00 pm business day Monday through Friday. 434-432-7920 or 434-656-6211

Email Addresses

Each CERT member will be issued an email address by the County. This will assist in distribution of all written communications between members, team leaders, Executive Committee, and the Coordinator. The email system is web based, meaning you must have internet ability to access your email account. For those that do not have email internet capabilities, information will be mailed utilizing the US Postal Service.

__Operations__

Team Mobilization Checklists

Purpose

To provide teams a printed set of checklists which can be torn out during a mobilization and placed on clipboards for section leaders.

Procedures

- Upon receipt of this document, the team leader should photocopy two or three sets of the attachments.

- These copies should be placed at the front of the team's SOP Manual and located within the equipment cache.

- When a drill is scheduled or when the team mobilizes, one copy of each checklist should be removed and placed on a clipboard for each section leader.

- The section leader should use this checklist to recall the job functions and organize their section's personnel.

- Each section leader should place necessary blank forms under this checklist on the clipboard.

- The team logistics leader should insure that sufficient numbers of clipboards, binders, folders, blank forms and other office materials are available in the cache to perform all functions during a mobilization.

Team Assembly at Staging Area

1. Setup Command Center; communications, maps, forms, documentation, time, date, event locate UP HILL and UP WIND!

2. Count responders and sign them in to the laptop database. (PAR) Personnel Accountability Recorder

3. Assign personnel with at least two people per group for Medical and Morgue, Logistics and Communications and at least three people per group to Fire Suppression, Search and Rescue. The third person will act as safety backup, perform documentation and be a runner as needed.

4. Distribute supplies; first aid, stretchers, backboards, blankets, pry-bars, log sheets.

5. Setup medical and morgue areas, transport up hill and up wind.

6. Check that all personnel have helmets, goggles, vests, dust masks, gloves, proper clothing and whistles or other signal devices.

Identifying divisions immediate, delayed, morgue.

Gather Facts	Assess damage to the building
Identify your resources	Establish rescue priorities
Develop a rescue plan	Conduct the rescue
Evaluate progress	Rotate Crews
Food	Water
Shelter	

Fire Suppression

1. Crews stay together, Up Hill and Up Wind.

2. Before you enter a structure, STOP, LOOK, LISTEN and Assess the Facts.

3. Watch for Hazards! Is it safe? If not, STOP

4. Watch for Hazardous Materials signs and Placards.

5. Watch for Flammable or Combustible Liquids.

6. If anybody shouts "STOP", then do so. They may see something you don't.

7. Does Electricity need to be shut off?

8. Does Gas need to be shut off?

9. Can the Fire be fought safely? Will the structure collapse? Can you escape if it does?

Medical and Morgue

1. Partners stay together, Up Hill and Up Wind.

2. Setup Triage Area (Immediate, Delayed, Dead), Treatment Area, Convalescents Area, Morgue Area (preferably some distance from live victims) and Transportation Staging Area.

3. Assemble medical supplies, get ready to receive victims.

4. Talk to victims, tell them who you are.

5. Ask permission to help conscious victims, perform Total Body Assessments when given.

6. Tell the victim and your partner what you are going to do to help them.

7. Treatment (A, B, C, B, S, S, E); Airway, Breathing, Circulation, Bleeding, Spine, Shock and Evacuation.

8. Blanch test for capillary refill. Check circulation often.

9. Document patient condition, location and complaints.

10. Describe; Age, Sex, Body Build, Height, Weight, Clothing, Injuries, Treatment Rendered, and transfer location.

Search and Rescue

1. Crews stay together, Up Hill and Up Wind.

2. STOP, LOOK, LISTEN, Size up for Safety, Plan Rescue.

3. Caution Hazardous Materials and Areas, Risks. If anybody says STOP, Everybody STOP!

4. Mark Building before going in, and again when leaving. Go slowly.

5. Call to victims to come to you when you go in. Time is critical.

6. Perform Total Body Assessments then perform Triage; Airway, Breathing, Circulation, Bleeding, Spine, Shock, Evacuation, Tag as I, D, or Dead.

7. Tell all victims who you are and ask permission of conscious victims to help them.

8. Talk about what you are doing as you do it to inform your team mates and victim.

9. Document results, Deployment, Location, Number of Casualties and degree or severity.

10. Evaluate Progress.

Triage and Assessments

1. Checking the Airway and Breathing Rate (30 breaths per minute average)

   - If Higher, person is in Shock, Mark I for immediate.

   - If lower, check circulation and control bleeding.

2. Check for Bleeding and Capillary Refill (2 seconds average)

   - If Higher, person is in Shock, Mark I for immediate.

   - If lower, check mental status.

3. Checking Mental Status

   - If Failing to follow simple commands, possible head injury, Mark I for immediate.

   - If following simple commands, Mark D for Delayed.

4. Perform Head to Toe Assessment

   - If structure is lightly damaged, check for bleeding, broken bones, then evacuate.

   - If structure is heavily damaged, evacuate to safe area then perform assessment.

Heart Rate normal 60 to 90 beats per minute.

Logistics

1. Issue supplies; First Aid, Stretchers, Backboards, Blankets, Pry-bars and all other equipment.

2. Arrange victim transport.

3. Provide Water.

4. Provide Food.

5. Sanitation.

6. Equipment.

7. Ground Covers and Tarps. Arrange for and provide Shelter.

Communications

1. Organize all message form and daily report form blanks.

2. Place message form blanks at the team's radio base station.

3. Start generators if necessary and test radio for operation by attempting to sign-on to the emergency net.

4. Open all radio battery wells and install fresh alkaline or rechargeable batteries.

5. Use a piece of masking tape to mark each radio with a call sign (such as "SAR 33 Alpha" or "Med 33 Alpha") which specifically identifies the team group to which the radio is being assigned.

6. Assign one radio to each team function Leader, Including the Team Leader.

7. Set up a "radio log" on regular paper with the following headings:

8. Time Call Sign Description Operator's Initials

9. Record every message that comes in from the field units of your team

10. Set up an easel with a bulletin board and post a copy of the Team's service area map that has been imprinted with all the mapping information.

11. Use colored thumbtacks to track the last known location of each field unit.

12. Collect all field unit forms at the end of the day, compile them and complete the daily report for the team's activities.

13. Collect all radio, replace or recharge all batteries and reissue them.

14. Assign a team communicator to operate the station base for each 6 hour shift during the entire disaster response. Twenty-four hour coverage of the radios should be maintained until local authorities have been able to respond into the service area.

15. File all completed reports and message forms in the team's cache for future reference.

Training

Basic Training

All members of the Pittsylvania CERT Program will have, at a minimum, completed the Basic Training modules as outlined by the Federal Emergency Management Agency (FEMA). These modules include but are not limited to :

- Disaster Preparedness
- Fire Safety
- Disaster Medical Operations I/II
- Light Search and Rescue Operations
- CERT Organization
- Disaster Psychology
- Terrorism and CERT
- Course Review and Disaster Simulation

Overview of Basic Training Modules

Disaster Preparedness
- Introduction
- Recent Disasters and Emergencies
- Course Preview
- Disasters and Disaster Workers
- Impact on the Infrastructure
- Structural and Nonstructural Hazards
- Hazard Mitigation
- Home and Workplace Preparedness
- Community Preparedness
- Protection for Disaster Workers

Fire Safety
- Fire Chemistry
- Reducing Fire Hazards in the Home and Workplace
- Hazardous Materials
- CERT Sizeup
- Firefighting Resources
- Fire Suppression Safety

Disaster Medical Operations I
- Treating Life Threatening Conditions
- Triage

Disaster Medical Operations II
- Public Health Considerations
- Functions of Disaster Medical Operations
- Establishing Treatment Areas
- Conducting Head-to-Toe Assessments
- Treating Burns
- Wound Care
- Treating Fractures, Dislocations, Sprains, and Strains
- Splinting
- Nasal Injuries
- Treating Hypothermia

Light Search and Rescue Operations
- Search and Rescue Sizeup
- Conducting Search Operations
- Conducting Rescue Operations

CERT Organization
- CERT Organization
- CERT Decisionmaking
- Documentation

Disaster Psychology
- Team Well-Being
- Working with Survivors' Trauma

Terrorism and CERT
- What is Terrorism?
- Terrorist Targets
- Terrorist Weapons
- B-NICE Indicators
- Preparing at Home and Work
- CERTs and Terrorist Incidents

Course Review and Disaster Simulation
- Course Review
- Disaster Simulation

The basic training module will last for a total of eight weeks with classes to be held one night per week. Attendance is essential for all modules.

Continuing Education

Upon completion of basic training a CERT member may elect to participate in additional classes that them to further their knowledge and ability to respond as a volunteer. The following are approved continuing education classes and the certifying agency:

American Red Cross

Adult CPR with First Aid and AED Training
Skills taught include CPR, rescue breathing and care for choking for adults and first aid for bleeding, shock, eye injuries, fractures, sprains, poisoning, stroke & seizures. Also includes use of an AED (Automated External Defibrillator). Certification: Adult CPR AED valid for 1 year and First Aid valid for 3 years.

Bloodborne Pathogens
Bloodborne Pathogens Training (Preventing Disease Transmission) is designed to train and provide individuals with an understanding of the intent of the blood borne pathogens regulation issued by the Occupational Safety and Health Administration (OSHA); how blood borne pathogens are spread; how to help prevent exposure incidents by following work practice controls, using engineering controls and personal protective equipment, practicing good personal hygiene and properly cleaning and disinfecting equipment and supplies; and to recognize, report and follow up on employee exposures to infectious materials. This class must be updated on a yearly basis.

Infant and Child CPR
This six-hour course teaches the skills of CPR, rescue breathing, and care for choking infants and children. Certification: Infant and Child CPR, valid for 1 year.

Emergency Management Institute

The Emergency Management Institute's (EMI) Independent Study Program is an excellent source for information in the field of emergency management that CERT members can directly apply to various roles that they may be asked to fulfill. All training is conducted via the Internet at:

http://www.training.fema.gov/emiweb/IS/crslist.asp

Federal Communications Commission

Amateur Radio Technician
The privileges of a Technician Class operator license include operating stations while transmitting on channels in any of 17 frequency bands above 50 MHz with up to 1,500 watts of power. To pass the Technician Class examination, at least 26 questions from a 35 question written examination must be answered correctly. A Technician Class licensee who also has passed a 5 words-per-minute (wpm) telegraphy examination receives privileges in four long distance short-wave bands in the HF range (3-30 MHz). *Morse code is not required for Technician Exam*.

National Weather Service (WFO Blacksburg)

SkyWarn
SkyWarn is a program where ordinary citizens can be trained as certified weather spotters. Reports from the spotters can be submitted to WFO Blacksburg via telephone, email, or HAM radio. These reports will be given along with the individual's assigned spotter ID.

Virginia Department of Emergency Management

CERT Train-the-Trainer
This course is designed to prepare participants to institute a CERT program in their communities. Organizational topics to be briefly reviewed include: program planning, funding sources, recruiting, training, supervision, team member retention and legal concerns. Topics to be covered from the CERT course will include: disaster preparedness, fire suppression, first aid, light search and rescue, disaster psychology, animals, and disaster, and terrorism awareness. There will be a variety of hands-on practical exercises for certain topics.

Sustaining and Expanding Your CERT and Citizen Corps Program
This new two-day course is designed to assist local Citizen Corps leaders and CERT instructors with sustaining and expanding local programs. Its emphasis is on volunteer management, marketing, and program sustaining and expansion. Topics covered are: involving special needs populations, delivering training exercises and creating partnerships that foster growth and sustainment.

Virginia Department of Emergency Medical Services

Mass Casualty Incident Management Module I (MCI I)
This is a four-hour lecture that discusses how to use triage tags, triage tape, and utilize the START triage system. The class has no certification expiration.

Virginia Department of Fire Programs

Hazardous Materials First Responder Awareness
A course designed for all emergency responders who may respond to potential hazardous materials emergencies. Includes hazard recognition and instruction on using the DOT Emergency Response Guidebook.

CERT Training Levels

Level I "Basic"
- CERT Basic Training Modules
- EMI IS-317 Introduction to CERT

Level II "Enhanced"
- All requirements for Level I
- American Red Cross First Aid
- American Red Cross CPR/AED
- American Red Cross Blood Borne Pathogens
- EMI IS-100 Introduction to Incident Command System
- EMI IS-700 Introduction to NIMS (National Incident Management System)

Level III "Intermediate"
- All requirements for Level II
- Mass Casualty Incident Management Module I
- National Weather Service SkyWarn
- EMI IS-22 Are you ready? A Citizen's Guide to Preparedness

Level IV "Advanced"
- All requirements for Level III
- VDFP Hazardous Materials Awareness
- Participation in a CERT disaster simulation drill or actual disaster
- EMI IS-230 Principles of Emergency Management
- EMI IS-200 Single Incident Command System

Level V "CERT Professional"
- All requirements for Level IV
- Completion of FEMA's Professional Development Series
- Completion of Command Scenario with CERT Coordinator
- Recommendation from Team Leader and/or CERT Coordinator of proficiency with all phases of disaster response.

<u>Safety</u>

Overview

In all activities undertaken by the CERT program, SAFETY is always the first consideration. Safety is accomplished through proper decision making and the use of appropriate Personal Protective Equipment (PPE). All basic PPE will be provided by the Pittsylvania County Emergency Management Department during the basic training phase of a CERT member.

<u>Basic PPE will include:</u>
• CERT Helmet
• CERT Vest
• Eye Protection
• Utility Gloves
• Medical Gloves

Additional PPE may be added at the discretion of the individual CERT member. The CERT Coordinator must approve all non-issued PPE. Non-issued PPE must also meet or exceed the level of protection as that of the issued PPE.

CERT Safety Officer

During operations that may pose a risk (or potential risk) a safety officer must be appointed to oversee operations being conducted. This individual will be an "observer" and <u>not</u> actively involved in the operation of the event.

This officer will be appointed by and report directly to the Incident Commander and at any time has the obligation and authority to immediately stop incident operations should a safety infraction (or potential one) be present.

Use of PPE

Level I "Non-Emergency"

Examples
- Non-hazardous activations where there is no potential of physical injury.

PPE
- CERT Vest

Level II "Active Disaster or Drill"

Examples
- Disaster Training Drill
- Emergency Activation where potential exists for physical injury

PPE
- CERT Vest
- CERT Helmet
- Eye Protection
- Utility Gloves

Level III "Medical"

Examples
- Any situation where there is a risk of contact with Body Fluids (blood, mucus, saliva, etc.)

PPE
- Non-latex medical gloves. Medical gloves may be worn under utility gloves or alone if there is no risk of physical injury.
- Eye Protection
- CERT Helmet
- CERT Vest

Radio Operations

Amateur Radio

Amateur Radio Operators (AROs) will be assigned to each team throughout the county. During times of disaster these operators will communicate to the CERT Communications Coordinator located in the Emergency Operations Center (EOC) and provide the latest damage assessments, weather reports and reports of deployed CERT teams.

Prior to activation the Communications Coordinator will hold a briefing with all CERT AROs, informing them of all preparations being made for storm activity and specific assignments.

Use	Name	Channel	Frequency
County Wide Repeater Ops	**K4AU Repeater, White Oak Mtn.**	**1**	**146.700**
Chatham Team TAC Ch.	**Chatham Team TAC**	**34**	**147.435**
Dan River Team TAC Ch.	**Dan River Team TAC**	**35**	**147.450**
Gretna Team TAC Ch.	**Gretna Team TAC**	**36**	**147.465**
Tunstall Team TAC Ch.	**Tunstall Team TAC**	**37**	**147.480**
County Wide TAC Ch.	**County Wide TAC**	**38**	**147.495**
County Wide Backup Repeater	**KD4TBC Repeater, Smith Mtn.**	**48**	**444.075**
Tactical Field Repeater	**WB4KJR**		**440.800 445.800**