



Standard Operating Procedures - Guidelines (*Template*)

CERT Member Application – describe the application process and requirements to include:

- **Background Checks (if applicable)** - describe requirements and any fees.
- **Hold Harmless or Volunteer Liability Waiver** - describe its purpose.
- **Required Training**– List and describe the required training, drills and exercises that one needs to complete to become a CERT Team Member. Describe length of course (hours), fees, and other logistics.
- **Supplemental training** – list other training that your program may or will provide its CERT members.

CERT Team Organizations

List and describe roles & responsibilities for your CERT team positions, for example:

- **Incident Commander**
- **Team Leaders**
- **Team Members**
- **Other roles**

Deployment

- Describe who has authority to deploy the CERT Team. **Note: Self-Deployment should be prohibited.**
- List the Response Activities in which CERT Members can assist, like light search & rescue, basic first aid, triage, etc.
- Describe SAFETY procedures/protocols. CERT Team Member Safety should always be a priority.

Activation & Call out Procedures – Describe how CERT members will be activated, who and where they report to. Describe what the CERT members should expect in step-by step detail. For example:

- Who & how CERT members will be activated and instructed.
- CERT members should never perform tasks outside of their skill set.

- If members are in a disaster area, they should take care of their families and neighbors first.
- Will they use the “buddy system” – go in pairs.
- Other relevant information

Weapons – describe any rules you have around possession of weapons when deployment, training, or any scenario where they are serving as a CERT Member.

Communications – List and describe how and what type of equipment or communication platforms your CERT program will utilize. This could include Amateur Radio, telephone, email, text, etc. Be sure to describe protocols when certain communications systems are down.

Equipment and Supplies – List what supplies, equipment, uniform, and ID that your CERT members will receive once they have completed the required training. Describe any rules regarding this, like:

- Does this property belong to the CERT member, or does it belong to the CERT Program/ Sponsor Agency and is considered borrowed while they are serving.
- How to maintain and utilize supplies and equipment. What to wear, when and where.
- What happens when equipment or supplies are lost, stolen, or broken.

CERT Meetings – describe how often your program will hold meetings and the CERT Members’ attendance requirements.

CERT Recognition Program – if you have one, provide a description.

Grounds for Dismissal of a CERT Member - describe grounds for dismissal and the process. Below are samples of activities that might constitute a dismissal.

- Self-deployment to an incident
- Failure to follow directions from authorities.
- Unprofessional or aggressive behavior toward other CERT members, residents, first responders, or other authorities
- Unauthorized use of CERT signage or logos
- Being found guilty of a felony, sex offense or other crime.