

Standard Operating Guidelines



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Program Manager: _____

Introduction

The City of Beckley recognizes the need for an organized and trained group of volunteers that can respond to a disaster or the imminent threat of disaster within the City of Beckley. This group of volunteers is known as Beckley CERT (Community Emergency Response Team). Beckley CERT operates under the authority of the City of Beckley Department of Emergency Services and the guidance and support of the Southern WV Preparedness Partnership.

CERT, when activated for an emergency, will function under the direction of the City of Beckley's Director of Emergency Services within the guidelines set forth in the City of Beckley Emergency Operations Plan. CERT is unique in that it is designed to operate independently for a given period of time when normal emergency response services are overwhelmed.

Beckley CERT will train and prepare individual citizens in communities, businesses, schools and institutions in emergency preparedness and basic disaster response techniques and enable them to prepare, as volunteers, to take an active role in providing critical support to emergency management and emergency response personnel during emergencies. In addition, training that CERT members receive will help them to assist effectively in other smaller scale mishaps that are within the scope of everyday crisis.

The structure of CERT will provide improved communications, management of resources, specific action plans and a better understanding of the events that are taking place prior to and during a disaster and how to respond to them. CERT affiliation brings with it a responsibility to act and function professionally during emergency and non-emergency events. This requires self-discipline and the ability to take direction from those in leadership positions.

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Membership and Responsibilities

Membership requirements

The membership of Beckley CERT shall be volunteers of Beckley and the surrounding area who are over the age of eighteen (18).

Individuals wishing to become members of Beckley CERT will be required to fill out an application that will be provided before the start of the CERT basic training program. Among other information, application addresses the following issues:

- Credentials check
- Background check
- Release of liability
- Insurance
- At-will status
- Use of photographs and video
- Contact information

Such application will be returned to the Director of Emergency Services for review and ultimate approval/denial.

Code of Ethics

The manner in which Beckley CERT members perform their duties is vitally important. CERT members will be asked to interact with the public in both emergency and non-emergency settings.

CERT members agree to abide by the Code of Conduct as listed below. CERT members are expected to conduct themselves at all times in a manner consistent with the mission and values of the CERT program. Violation of the following standards constitutes cause for dismissal from the CERT program.

- CERT members agree to treat all members of the public with equal care and compassion.
- CERT members agree to not accept, either directly or indirectly, any personal gift, gratuity or anything of value from the public they serve. Members should refer any individual or agency wishing to make a donation to the CERT Trainer for follow up.
- CERT members, while in CERT attire, shall not circulate subscription papers, sell tickets, or collect money from any person for any purpose, without the permission of the CERT Director.
- CERT members agree to not offer medical advice beyond their level of training.
- CERT members agree to not accept an activation while under the influence of alcohol or a controlled substance.
- CERT members agree to not consume alcohol or use a controlled substance while activated.

- CERT members agree to be neat and clean and dressed appropriately for the nature of their assignments.
- CERT members agree to wear their CERT ID badge at all times when activated.
- CERT members agree to refrain from sexual harassment of teammates or members of the public.
- CERT members agree to obey all local, state and federal laws while activated.
- Should a volunteer member of CERT become the subject or focus of a criminal investigation by a law enforcement agency, that member has a duty to notify, as soon as reasonably possible, the CERT Director.
- In summary, members are to maintain a code of conduct that accurately represents the mission and standards of the Beckley CERT program and does not bring discredit to the organization.

Fundamental expectations

Other general expectations include:

- Prepare their homes and families for emergencies by developing a family emergency plan and assembling an emergency supplies kit.
- Always keep their own safety and the safety of their CERT team the top priority.
- Work with their employers, children's schools, civic groups and faith-based organizations to prepare for emergencies.
- Encourage community members to prepare for emergencies.
- Maintain response equipment.
- Attend regularly scheduled Beckley CERT meetings.
- Maintain and improve their skills through training, drills and practice.
- Maintain situational awareness and make appropriate plans to respond if necessary.
- Operate only within their scope of work and level of training.
- Notify the CERT Director of any change in their business and/or residence addresses, telephone numbers, name or other emergency information as soon as possible.

Equipment

Beckley CERT Team members are provided with a backpack containing basic supplies upon the successful completion of the initial CERT training course. Members can add to this equipment as they see fit in order to meet response needs. The following points are in relation to issued equipment:

- Beckley CERT Team members are responsible for replenishing their own supplies contained within their backpacks.
- Persons participating in the Beckley CERT program agree to and understand that equipment and supplies provided to them for training and/or activation is the property of the City of Beckley Department of Emergency Services.
- Members will use the equipment and supplies provided only for the Beckley CERT

training sessions and/or activations.

- Members will maintain equipment and supplies in proper working condition.
- Members will report damaged equipment and supplies to the Team Director or Team Leader immediately.

Equipment and supplies must be returned to the Team Director when a member:

- Resigns from the Beckley CERT program
- Is terminated from the Beckley CERT program
- Is physically unable to complete tasks

Termination

CERT members may be dismissed from the program for the following reasons:

- Violating the code of conduct
- Failure to maintain training and participation hours
- Insubordination
- Operating outside their level of training
- Intentionally operating in direct opposition to the standard operating guidelines
- Acting with reckless abandon or malicious intent
- Conviction of a felony or a crime against a person.

Upon dismissal, the member must return their CERT ID badge, return all clothing, equipment and supplies that are property of the CERT program and replace any missing or damaged equipment or provide the program fair financial compensation for such items.

Resignation

Members can terminate their association with the organization at any time and must:

- Submit a letter of resignation to the CERT Director.
- Return CERT ID badge
- Return all equipment, clothing and supplies that are property of the CERT program

Training

Initial training

To be considered a member of the Beckley CERT program, individuals must first complete the recognized CERT basic training course which is taught in accordance with the guidelines established by the Federal Emergency Management Agency.

Individuals applying for membership within the Beckley CERT program and who have already completed this training are required to provide adequate documentation

Ongoing training and activities

CERT members will receive refresher/additional related training regarding the topics taught in the basic course at least once per year. The Beckley CERT Team Director and Team Leader are responsible for scheduling and documenting training. Training in additional topics will be provided at scheduled CERT meetings throughout the year as well.

To complement classroom instruction, hands-on drills and exercises will be conducted. When possible, these will be performed with other CERT programs or pertinent agencies (e.g. law enforcement, emergency medical services, etc.).

In addition, on-line instruction is available on a number of topics related to CERT team efforts. These opportunities will be made available to members on an ongoing basis.

There are also a number of community activities in which Beckley CERT will have a presence in. These may include, but are not limited to, the Friends of Coal Auto Fair, Chili Night, and other similar events.

Specialized training

Certain members will be assigned specific roles that require training pertinent to those positions. Individuals assuming these roles will receive additional specialized training related to the duties of specific CERT roles, whether they be administrative or within the command or general staff.

Requirements

CERT team members are required to participate annually in an exercise in some capacity.

In order to continue to remain an active Beckley CERT participant, members must complete the following requirements in each successive 12-month period following graduation from the basic CERT class training: attend at least six of the monthly membership meetings and/or be involved in at least six CERT activities or advanced training classes offered each year. This requirement can be a combination of meetings, trainings, or volunteer activities, but must total at least six.

It is the responsibility of each member to receive the required hours of continuing training each year to renew membership and to provide appropriate proof (i.e. certificate, attendance roster, letter of appreciation, etc.) to the CERT Team Director.

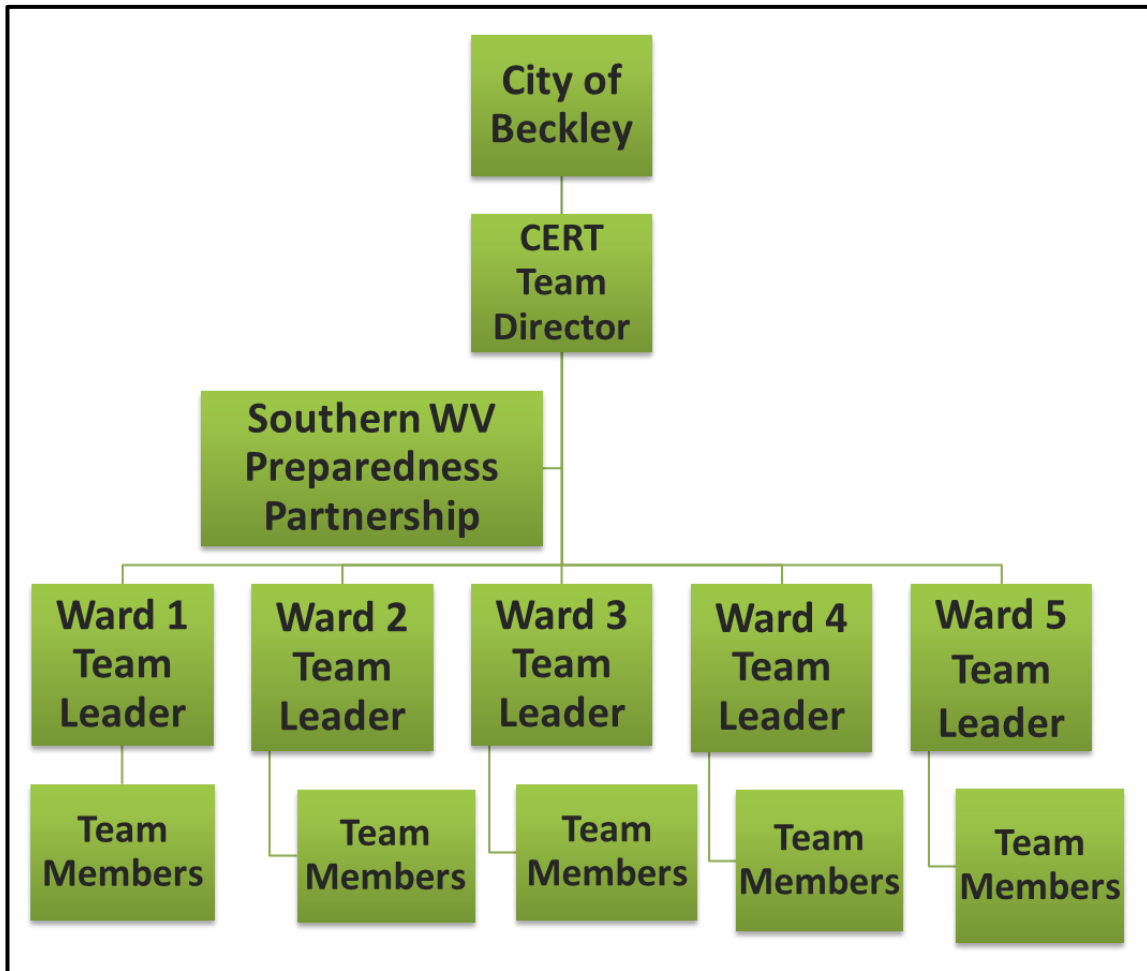
Team Structure and Administration

The Beckley CERT program is structured in a way that clearly delineates all lines of authority. Figure 1 provides an illustration of this structure and includes the following positions.

- City of Beckley Administration
- CERT Team Director (Beckley Director of Emergency Services)
- Southern WV Preparedness Partnership (Serving in a support role)
- CERT Ward Team Leaders (Filled as membership allows)
- CERT Team Members

Beckley CERT Organizational Chart

Figure 1



Additionally, specific administration positions have been established in order to maintain the organization, operation and maintenance of the Beckley CERT program. Positions will be comprised of trained Beckley CERT members who have the ability and desire to fill such roles.

- CERT Team Director
- Team Leader
- Communications Leader
- Public Information Officer (PIO)
- Fire Department Liaison
- Police Department Liaison
- Team Members

Team Director

The Beckley CERT Team Director (Director of Emergency Services) shall:

- Serve as primary liaison between the Beckley CERT program and city administration and agencies, as well as other related entities on county, state, and federal levels
- Oversee all Beckley CERT activities
- Schedule and oversee team meetings
- Assists Communications Leader in disseminating information to team members, media, or other intended audiences
- Maintain and test communication links with team members
- Apply for grants and other funding sources. Ensure that funds are utilized and documented in an appropriate manner.
- Maintain Beckley CERT database (applications, training, meeting minutes, etc.)
- Research and pursue appropriate non-emergency activities for CERT team involvement
- Act as primary incident commander for CERT operations when activated

Team Leader

- Keep abreast of emerging training and educational opportunities and share with Beckley CERT members
- Plan and implement all training activities
- Develop and maintain calendar for training and on-going training sessions
- Assist with planning and execution of all non-training activities
- Ensure that credentials for all Beckley CERT members are current and remain current (valid photo ID, required training, etc.)
- Assume Operations role when team is deployed
- The CERT Team Leader shall assist Team Director as needed, assuming responsibilities as delegated or completely if Team Director is unable

Communications Leader

The communications Team Leader shall assist in the areas of publicity and correspondence as they relate to team efforts.

Media Publicity

- Acts as liaison between Beckley CERT and all media, including newspapers, radio, and television under the direction of the Team Director
- Creates and posts announcements of events in advance
- Creates and posts advisement of events after they occur (news articles, editorials, etc.)
- Informs community at large of CERT events, openings, and opportunities, including those for new membership and community service

Correspondence

- Responsible for written correspondence, including thank-you notes and other general greetings
- Prepares notices, agendas, or other pertinent documents for scheduled team meetings or activities
- Records meeting minutes and distributes accordingly

Police and Fire Liaisons

The Police and Fire Liaisons serve an instrumental role in fostering professional working relationships between the Beckley CERT team and their respective agencies. Although not required to be a Beckley CERT member, they will serve in the following capacity:

- Shall be an active member of the Beckley Police and Fire Departments
- Serve as a liaison between the Beckley CERT organization and their respective Chief and members at large
- Inform their department of the CERT program, its mission, capabilities, and the manner in which they can assist in emergency and non-emergency settings
- Deliver training and educational offerings where appropriate
- Attend team meetings and training sessions when possible

Concept of Operations

General comments

Concerning emergency situations, Beckley CERT is primarily intended for use during those disasters or large scale local emergencies where firefighters, law enforcement officials and emergency medical services are overwhelmed. CERTs are not intended to be used for routine emergencies typically addressed by professional first responders. Therefore, the purpose of this section is to set forth the protocol under which Beckley CERT volunteers respond to an emergency event or disaster. This policy will set forth the sequence CERT volunteers will follow in order to respond to, and mitigate the effects of an emergency or disaster.

Beckley CERT members will only be used in situations for which they are trained and execute tasks within the scope of their training. This may include assisting public safety personnel by providing logistical and administrative support.

When Beckley CERT is deployed in support of local authorities, it will be documented with responding member names, time on the scene, locations, etc.

Activation procedures

Self-Deployment

At no time are Beckley CERT members to self-activate in a manner that would appear they are part of an official team deployment. However, members are encouraged to respond in a responsible manner if their home or neighborhood has been struck by a disaster.

Beckley CERT trained individuals will first act to aid their families and adjacent neighbors. Once initial safety measures have been completed, team members are to assess damages and conduct a size-up of the overall situation.

Once this fundamental information has been acquired, members are to contact the Team Director and inform them of the situation, where a decision will be made concerning full team activation.

Team Activation

Beckley CERT will be activated by the Director of Emergency Services when an emergency or other event requires additional human resources for assistance. Activations can be made based upon obvious situation at hand or when requested by city administration or other city agency representative (e.g. law enforcement or fire service).

Team members will be notified of activation in various ways and in the following order:

- Nixle notification system
- Direct phone call

Message information will include nature of event, expected actions of team and anticipated duration if known, as well as meeting location.

All responding CERT personnel are to bring their assigned equipment, ID tag, cell phone, and any other equipment and clothing needed for the incident at hand.

Once team arrives at announced location, a briefing will be held between Team Director and members in order to assign pertinent roles and tasks. If established team leader is not present, a team leader will be chosen based upon nature of incident and experience and expertise of members present.

Beckley CERT will follow the command and control structure of the Incident Command System (ICS) for all emergency activations. This system establishes an incident commander who oversees the emergency operation and assigns positions within the command and general staff as appropriate.

During those times when first responders arrive on scene or if CERT team reports to location where Incident Command Post has been established, CERT members will take instructions from the designated on scene Incident Commander or their designee. These public safety officials have jurisdiction over disaster events. As such, Beckley CERT members respond to an event:

- To assist and supplement public safety and City officials in their disaster recovery and assessment efforts.
- Are not to become a hindrance or an obstacle in public safety efforts.
- Shall not, by their failure to obey orders or their unwitting actions, become part of a larger problem.
- Must exercise discipline and follow the specific orders they will be given from their CERT leaders or public safety officials.

Should CERT volunteers, while in the field and acting in official CERT capacity, receive orders from on-scene public safety responders that are designed to protect them from harm, they will follow those orders immediately and without delay.

Should CERT volunteers receive conflicting orders from first responders/public safety officials while in the field, they will first obey the orders they receive from public safety personnel and then ascertain new direction from their Team leader.

The following steps are expected to be taken concerning any emergency activation:

- The leader will provide for safety by assuring that all team members have the appropriate safety and other equipment necessary and are physically capable of performing the assigned tasks.
- Team leader will set priorities and delegate responsibility and specific assignments for each team member.
- Teams will always have a minimum of two (2) members before activating, and those teammates shall stay together until reassigned.
- Team leader will be responsible for establishing and maintaining team communications with the Team Director and/or Incident Commander at the scene of deployment.
- Team members will communicate only with the team leader as pre-instructed using NIMS/ICS span of control procedures.
- Team members must stay together as assigned and will not deviate from their assigned task.
- Team members will only perform tasks equal to their level of training, and at no time will they attempt to perform tasks beyond their scope of training and the assignment directive.
- Team leader and members will return to staging and wait for further instructions after they have completed their assigned task(s).

Upon deactivation from the incident, each team will:

- Return to their predetermined staging location for possible reassignment.
- Critique deployment and as soon as possible, contact the Team Director to convey the results of the team's critique of the deployment.
- Inventory and replace equipment as needed and receive follow up instructions.

As stated earlier in this document, Beckley CERT may be called upon for a variety of non-emergency community functions. When the team is activated for these types of events, the same organizational structure and chain of command will be followed as previously outlined

in these guidelines to ensure accountability and safety to all members and the public that we are assisting.

Communications

The manner in which Beckley CERT members will communicate with one another in both emergency and non-emergency settings is extremely important, as it impacts our team's ability to operate in a safe and effective manner.

As was stated in an earlier section, the Nixle notification system will be the primary way in which members will be notified of an upcoming meeting, training effort or actual activation. This will be supplemented by placing phone calls to member as needed.

Once on the scene of an activation, it is imperative that the Team Director has direct contact with the Team Leader, as well as the Team Leader with the members under their supervision. Currently, the primary way for team members to communicate in this fashion will be by cellular phone. Therefore, it is imperative that team members ensure the Team Director has current and accurate information concerning these numbers and changes are forwarded as soon as possible.

If conditions are such that make cellular phones inoperable, operations will need to be conducted in a way that still maintains a communications link. An example would concern team members who have been given a specific task to perform. Upon the completion of this task, these members could report back to the Incident Command Post personally or by runner. Either way, communications with the Team Leader is maintained.

To further enhance this capability in the future, Beckley CERT looks to implement the usage of two-way and amateur radio equipment. This capability will be dependent upon issues such as funding for equipment and those members qualified to operate such equipment.

Documents

Various forms have been produced by the CERT program in order to facilitate documentation and information flow. The forms are consistent with the Incident Command System and the Beckley CERT program will make every effort to utilize them when appropriate. Therefore, it is imperative that each team member become familiar with these documents and that efforts are made to implement them in training sessions and real-world events when appropriate.

These forms are listed in the Appendix.

Appendix

CERT Forms

- Damage Assessment
- Personnel Resources Sign-In
- Incident/Assignment Tracking Log
- Briefing Assignment
- Victim Treatment Area Record
- Communications Log
- Equipment Inventory
- General Message

Damage Assessment

DAMAGE ASSESSMENT FORM				CERT				DATE							
LOCATION															
SIZE UP (check if applicable)															
FIRES		HAZARDS				STRUCTURE		PEOPLE			ROADS		ANIMALS		
BURNING	OUT	GAS LEAK	H2O LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING
OBSERVATIONS															
CERT MEMBER										PAGE ____ OF ____					

Personnel Resources Sign-In

PERSONNEL RESOURCES CHECK-IN		CERT						DATE		
CHECK IN TIME	CHECK OUT TIME	NAME	ID # (CERT badge or other)	CONTACT (cell # or radio)	PREFERRED ASSIGNMENT			SKILLS	TEAM ASSIGNMENT	TIME ASSIGNED
					FIRE	MEDICAL	SAR			
SCRIBE(S)								PAGE ____ OF ____		

Incident/Assignment Tracking Log

ASSIGNMENT TRACKING LOG				CERT		DATE	
ASSIGNMENT		ASSIGNMENT		ASSIGNMENT		ASSIGNMENT	
LOCATION		LOCATION		LOCATION		LOCATION	
TEAM		TEAM		TEAM		TEAM	
TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #		TEAM LEADER/CONTACT #	
START TIME	END TIME	START TIME	END TIME	START TIME	END TIME	START TIME	END TIME
1		1		1		1	
2		2		2		2	
3		3		3		3	
4		4		4		4	
5		5		5		5	
OBJECTIVES		OBJECTIVES		OBJECTIVES		OBJECTIVES	
RESULTS		RESULTS		RESULTS		RESULTS	
CERT LEADER/ INCIDENT COMMANDER						PAGE ____ OF ____	
SCRIBE(S)							

Briefing Assignment

BRIEFING ASSIGNMENT		CERT				DATE									
COMMAND POST CONTACT #						TIME OUT			TIME BACK						
INSTRUCTIONS TO TEAM															
TEAM NAME				LOCATION											
OBJECTIVES															
EQUIPMENT ALLOCATED															
REPORT FROM RESPONSE TEAM															
FIRES		HAZARDS				STRUCTURE		PEOPLE			ROADS		ANIMALS		
BURNING	OUT	GAS LEAK	H2O LEAK	ELECTRIC	CHEMICAL	DAMAGED	COLLAPSED	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING

TEAM ACTION LOG
(time stamp each action; draw map if needed)

SCRIBE

Victim Treatment Area Record

VICTIM TREATMENT AREA RECORD		CERT		DATE	
TREATMENT AREA LOCATION					
TIME IN	NAME OR DESCRIPTION	TRIAGE TAG (circle)	CONDITION/TREATMENT (update as needed)	MOVED TO	TIME OUT
		IMMED DELAY MINOR			
		IMMED DELAY MINOR			
		IMMED DELAY MINOR			
SCRIBE(S)				PAGE ____ OF ____	

Communications Log

COMMUNICATIONS LOG		CERT	DATE
		RADIO OPERATOR NAME	
LOG			
TIME	FROM	TO	MESSAGE
PAGE _____ OF _____			

Equipment Inventory

EQUIPMENT INVENTORY		CERT				DATE		
ASSET #	ITEM DESCRIPTION	OWNER	ISSUED TO		QTY	TIME	INITIALS	COMMENTS
				ISSUED				
				RETURNED				
				ISSUED				
				RETURNED				
				ISSUED				
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PAGE ____ OF ____

General Message

GENERAL MESSAGE		
TO	POSITION	
FROM	POSITION	
SUBJECT	DAT	TIME
MESSAGE		
SIGNATURE	POSITION	
REPLY		
DATE	TIME	SIGNATURE/POSITION

CERT FORM #8 (ICS 213)

GENERAL MESSAGE		
TO	POSITION	
FROM	POSITION	
SUBJECT	DAT	TIME
MESSAGE		
SIGNATURE	POSITION	
REPLY		
DATE	TIME	SIGNATURE/POSITION

