WV CERT Program

&

Resource Guide

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What is CERT?

The Community Emergency Response Team (CERT) program educates volunteers about disaster preparedness for the hazards that may occur where they live. CERT trains volunteers in basic disaster response skills, such as: Fire safety, Light Search and Rescue, Team Organization, and Disaster Medical Operations. Local CERT programs train and organize teams of volunteers to assist their families, neighbors, co-workers, and other community members before, during and after disasters.

The CERT program offers a consistent, nationwide approach to volunteer training and organization that professional responders can rely on during disaster situations, allowing them to focus on more complex tasks.

Who Can Start a CERT Program?

A first response agency, such as a local fire department, emergency management or other public safety agency can start and sponsor a CERT Program. The sponsor agency will identify their CERT instructor and program lead who must first complete CERT Basic Training and FEMA's CERT Train-the-Trainer before delivering the CERT curriculum. See links below for:

CERT Approval Policy – outlines state requirements for starting a CERT program. Download the policy hyperlink or see appendix.

CERT Memorandum of Understanding (MOU) - must be signed and submitted. Download the MOU link or see appendix.

How Can CERT Volunteers Support their community?

- Provide support during disaster response and recovery – such as distribution of water, food, or cleaning supplies, light search & rescue, fire fighter rehab and more.
- Partner with other response agencies to install smoke alarms, assist with vaccination or blood donor clinics and more.
- Promote disaster preparedness in their community via public outreach and education.
- Assist at local public events doing traffic control, manning first aid tents, etc.

Learn more about the CERT Program at FEMA Community Emergency Response Team

Besides the community based CERT Program, there are other types of CERT Programs:
TEEN CERT, Campus CERT and Workplace CERT

How to become a CERT Instructor

CERT Programs MUST be led by a qualified CERT Instructor who is trained to deliver FEMA's CERT Basic Training Course Curriculum.

Requirements to become a CERT Instructor:

For 1st responders with training & instruction experience:

- Complete the online IS-317: Introduction to Community Emergency Response Teams
- Complete FEMA's *CERT Train-the-Trainer course (K0428 virtual or E0428 in-person). If taking this course is a true hardship, contact Volunteer WV for a possible apprenticeship option.

For a lay volunteer:

- Must have prior training/instructor experience.
- Attend and complete a locally delivered Basic CERT Course.
- Complete FEMA's *CERT Train-the-Trainer course (K0428 virtual or E0428 in-person)

Strongly Recommend: FEMA's *CERT Program Manager Course (K0427 virtual or E0427 in-person).

Trained CERT Instructors can use subject matter experts to assist with specific CERT unit delivery.

*Find course schedules at link and enter the course number (ex: K0428 for virtual CERT Train-the-Trainer) into the search bar.

On-line Training

Whether you're already in the CERT program or want to learn more before joining, these Emergency Management Institute (EMI) interactive web courses are free and available to anyone.

FEMA Independent Study IS-317: Introduction to CERT - This Independent Study (IS) course is an introduction to the CERT program.

FEMA Independent Study IS-315: CERT and the ICS - This course introduces CERT leaders to the Incident Command System (ICS), a proven management system used by emergency managers.

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CERT Guide to Community Preparedness - Designed to help CERTs focus on the preparedness side of emergency management, this four-lesson course includes frequent knowledge checks aimed at ensuring CERT volunteers have the tools to engage members of their community in preparedness planning and action. Access the video course. Download the workbook.

CERT Guides & Templates

CERT Program Guide - This guide provides an overview of the CERT Program and explains requirements each CERT must meet to remain officially recognized.

How to Start a CERT Program - This document provides guidelines and recommendations to the leaders who are starting a CERT within their community.

CERT Liability Guide – Risk management overview for local programs.

SAMPLES:
- Informed Consent, Waiver & Release Agreement
- Hold Harmless Sample 1
- Hold Harmless Sample 2
- Background Check Authorization
- Arrest Information
- CERT Volunteer Registration Form & Waiver – Sample 1
- CERT Volunteer Application Form & Waiver – Sample 2
- CERT Member Skills
- CERT Volunteer Job Description
- CERT SOP Template
- CERT Letter of Support

CERT Training Materials

Instructor Materials

CERT Instructor Guide - Use this guide to train individuals in basic disaster response skills and organize volunteers to assist their communities during emergencies when professional responders are unable to respond.

CERT Basic Training PowerPoint – These PowerPoint slides can be used by instructors who deliver the CERT Basic Training course.

CERT Unit Videos – access and download each CERT Unit's lesson goals and corresponding videos.

CERT Hazard Annexes for Instructor Guide - Use this guide to train individuals enrolled in CERT Basic training about a variety of hazards that may pose a threat to their communities.

CERT Hazard Annexes PowerPoint – These PowerPoint slides can be utilized when delivering the CERT Hazard Annexes – a review of various hazards.

Student Materials

CERT Participant (Student) Manual - This take-home resource teaches participants about how they can assist their community after a disaster when professional responders are unable to respond.

CERT Hazard Annexes for Participant Manual - this take-home resource teaches participants in CERT Basic training about a variety of hazards that may pose a threat to their communities.

CERT Supplemental Training

- **Animal Response**
- **Traffic & Crowd Management**
- **CERT Fire Fighter Rehab Slides**
- **Cyber Security Awareness Training for CERT Volunteers**

National CERT Association

The National CERT Association (NCA) is a non-profit organization, conceived and established to support communication and resource sharing across the CERT community. Established on September 12, 2019, the NCA leadership includes state and local CERT leaders across the US. Learn more about NCA and NCA Membership benefits and resources.

Partnership Ideas

Partnering with other organizations can help to leverage emergency preparedness and response efforts in your community. Establishing a written agreement with a partner organization helps to clarify each other's roles. See ideas below.

- **American Red Cross** – support local blood drives, assist with smoke alarm campaign and installation, and more. See Red Cross on-line trainings that CERT members could take, like CPR/First Aid/AED. For in-person training, contact Red Cross office nearest you.

- **City and/or County Commission** – provide support for public events like traffic control, first aid tent, etc. for public events like parades, sporting or cultural events.

- **Local Emergency Management Agencies** – or other first response agencies (fire, law, etc.) to help with disaster preparedness, response, or recovery.

- **Local Health Department** – help with vaccination clinics, distributing disaster preparedness information, and other health and safety initiatives.

- **Local/Regional Food Banks** – help with distribution of food during emergencies or other events.

- **Local Voluntary Agencies** - that help meet basic needs of the community like local food pantries, clothing closets, Union Mission, Salvation Army, or other service organizations.

- **WV VOAD or one of its member organizations** – help with disaster response and recovery. See the list of Voluntary Organizations Active in Disaster

Preparedness Materials & Resource Links

- **FEMA's Ready.gov Preparedness Publications**

- **ReadyWV Educational Toolkit**

- **ReadyWV Personal Prep Starter Kit**

- **FEMA's Preparedness & CERT Materials** – Order for FREE or downloaded and print.

- **Sign up to receive FEMA's Individual & Community Preparedness Division's Electronic Newsletter** – keep up to date with latest preparedness and CERT news!

Additional Trainings & Resources

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Logo Usage - [CERT Logo Usage Guide](...)

CERT Promotional Resources

[What is CERT Long Video](...) (6:27 minutes)

[What is CERT Short Video](...) (30 seconds)

[History of CERT](...) video (10 minutes)

[CERT Fact Sheet](...) (FEMA)

FEMA EMI Online Independent Study Training Opportunities

[IS-10. A: Animals in Disasters: Awareness and Preparedness](...)

[IS-100.C: Introduction to the Incident Command System, ICS 100](...)

[IS-120.C: An Introduction to Exercises](...)

[IS-244.B: Developing and Managing Volunteers](...)

Other Trainings

Keep an eye out for appropriate trainings that may be offered by local or national first response organizations, such as:

- **CPR/First Aid/AED** – check with [American Red Cross](...) or [American Heart Association](...)
- **Active Shooter** - check with your local police department.
- **Psychological First Aid** – check with local health department or law enforcement. There are on-line classes as well, like at [SAMHSA](...) or [DisasterReady.org](...)

West Virginia CERT Program Approval Policy

To become an approved and recognized local or county Community Emergency Response Team Program (CERT) operating in West Virginia, you must meet the following requirements as outlined below. These include both state & federal guidelines.

Purpose: The Community Emergency Response Team (CERT) program educates volunteers about disaster preparedness for the hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. CERT offers a consistent, nationwide approach to volunteer training and organization that professional responders can rely on during disaster situations, which allows them to focus on more complex tasks. Through CERT, the capabilities to prepare for, respond to, and recover from disasters are built and enhanced.

Requirements for Approval

1. **Sponsorship:** Must be sponsored and operated by a local emergency response organization such as the local Fire Department or Office of Emergency Management (OEM). *Teen CERT Programs must be operated by a school or youth group-based sponsor.*

2. **Training:**

   - **MUST utilize FEMA's CERT Basic Training Course Curriculum**

   - **MUST utilize a qualified CERT Trained Instructor. Requirements to become a CERT Instructor:**
     - **For 1ˢᵗ responders with training & instruction experience:**
       - Complete the online *IS-317: Introduction to Community Emergency Response Teams*
       - Complete FEMA's *CERT Train-the-Trainer course* (K0428 virtual or E0428 in-person). If taking this course is a true hardship, contact Volunteer WV for a possible apprenticeship option.
     - **For a lay volunteer:**
       - Must have prior training/instructor experience.
       - Attend and complete a locally delivered Basic CERT Course.
       - Complete FEMA's *CERT Train-the-Trainer course* (K0428 virtual or E0428 in-person)
     - **Strongly Recommend:** FEMA's *CERT Program Manager Course* (K0427 virtual or E0427 in-person).
     - **Trained CERT Instructors** can use subject matter experts to assist with specific CERT unit delivery.

   *Find course schedules at link and enter the course number (ex: K0428 for virtual CERT TtT) into the search bar.

3. **Exercise/Drill:** Participate in a multi-agency exercise or at least conduct a CERT drill or exercise once a year. *N/A to Teen CERT programs.*

4. **Register your CERT program on the National CERT website** -- *OPTIONAL for Teen CERT programs.*

Documentation Requirements

1. **Submit a letter of endorsement from the sponsor agency (Fire Dept. or OEM) to Volunteer West Virginia.**
   Teen CERT Programs: submit a letter of endorsement from the school or youth group sponsor. If a Teen CERT Team plans to deploy outside of the normal school setting/hours, they must submit an additional letter of support from a local emergency response organization (Fire Dept. or OEM).
2. **Sign and submit the *CERT Program Memorandum of Understanding (MOU*) provided by Volunteer West Virginia.**

Submit ALL documentation to Volunteer West Virginia to: Gina.L.Namay@wv.gov

Memorandum of Understanding

BETWEEN

VOLUNTEER WEST VIRGINIA

(*the state's commission for national and community service*)

AND

CERT SPONSOR INFORMATION	CERT PROGRAM INFORMATION
Organization Name	CERT Program Name
Director Name	CERT Coordinator
Address	E-MAIL
City	PHONE
State & Zip	

As part of Volunteer West Virginia's Disaster Services program, Community Emergency Response Training (CERT) is encouraged in communities throughout the state. CERT strengthens the capacity of disaster volunteers to support first responders and help their neighbors in an emergency. In addition, CERT elevates the level of individual, family, and neighborhood preparedness for disasters of all kinds.

Purpose of Agreement: To ensure standardization of CERT Basic Training by qualified instructors; to ensure proper reporting and collection of CERT program training, activities and volunteer hours; to create a list of CERT trained volunteers; and ensure proper use of funding and materials that may be provided.

CERT Program Managers will:
- ONLY utilize an approved CERT Trained Instructor to deliver FEMA's Basic CERT Course. See *WV CERT Program Approval Policy* for training requirements.
- Ensure that CERT trained volunteers deploy <u>only</u> under the direction of their sponsor agency.
- Sign and submit this Memorandum of Agreement (MOU) with Volunteer West Virginia. *In the event said CERT program leadership changes, the program must submit a new MOU with proper signatures.*
- *Submit monthly *CERT Program Activity Reports* to Volunteer WV for data collection purposes to capture CERT volunteer hours and activities, such as preparedness outreach and education, trainings, exercises, meetings, community service, drills and/or deployments.
- Annually:
  - Register (1x) their CERT Program information on the National CERT website and update yearly.
  - Conduct one Basic CERT Training Course, see FEMA's standard CERT curriculum.
  - Participate in one CERT or multi agency drill or exercise.

CERT Program Managers and/or CERT Training Coordinators will:
- Ensure that CERT kits or other materials are distributed only to those who complete the CERT Course and are used appropriately.
- *Submit *CERT Class Graduate Roster* to Volunteer West Virginia upon CERT Course completion**.**

==*ALL CERT Report forms will be provided by Volunteer West Virginia==

Memorandum of Understanding, cont'd

Volunteer West Virginia will:

- Collect and maintain contact information for CERT graduates and instructors.
- Approve and assist with CERT on-line registrations and updates on the CERT National Registry.
- Communicate with program managers regarding federal guidance, program management, and other related information.
- Provide emergency preparedness materials upon request.
- Provide program support for trainings (materials, etc.) and logistic support as funding allows.
- Provide access to online information and resources to include CERT program templates and information, local and state trainings, and other emergency preparedness information via our ReadyWV website. See our ReadyWV Toolkit for outreach and education materials.
- Provide volunteer management resources and support.

The CERT trainer is responsible for providing training to suitable, interested disaster volunteers. Volunteer West Virginia does not provide direct service to communities. Instead, we develop communities by building volunteer leadership and organizational skills to grow and sustain strong programs. In no event shall Volunteer West Virginia and/or its agents be liable for any damages whatsoever, whether based on contract, tort, negligence, strict liability or otherwise, for any of the services that it provides pursuant to the terms of this Agreement. If you are dissatisfied with any portion of the services, or with any of these terms of use, your sole and exclusive remedy is to discontinue using the services.

_____	Hawley Carlson, _Executive Director_ _____
Print Name of Sponsor Agency's Director (Authorized Official)	
Signature (in BLUE ink) Date	Signature Date
_____	_____

Mail original copy of MOU to:
Volunteer West Virginia
Attn: Disaster Services Program
803 Capitol Street, Suite 400
Charleston, WV 25301

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