



Standard Operating Procedures

Taylor CERT Program

rev.2017



I. OVERVIEW AND MISSION

A. PURPOSE

The Taylor Community Emergency Response Team (CERT) Program is part of the local and national Citizen Corps effort to incorporate and utilize volunteers in the community. Citizen Corps is endorsed by the President and the Department of Homeland Security. GPC CERT members are trained in basic response techniques in order to assist local citizens and first responders in disaster or emergency situations.

The purpose of the Taylor CERT Concept of Operation Plan and Standard Guidelines is to:

1. Outline the concept of operations organization.
2. Specify procedures for CERT activation.
3. Establish CERT training and equipment requirements.
4. Define CERT team functions, capabilities and limitations.

This helps to insure an organized and efficient response to an emergency or disaster in the City of Taylor.

B. MISSION

The mission of the CERT program is to rapidly respond as a team to assist local responders, communities, private agencies and/or State and Federal Agencies in a large-scale emergency or disaster.

CERT teams are designed to support First Responders or Emergency Operations Center support functions.

CERT Mission Statement:

TO PROVIDE AREA RESIDENTS AND FIRST RESPONDERS A QUALITY RESOURCE FOR SAFETY EDUCATION, HAZARD MITIGATION, EMERGENCY RESPONSE ASSISTANCE AND OTHER VOLUNTEER EFFORTS.

C. GOAL

The goals of CERT programs are to establish and maintain teams of qualified and trained individuals who can execute the following:

1. To do the greatest good for the greatest amount of people.
2. To maintain team readiness through ongoing training and meetings.
3. To gain and maintain acknowledgement and respect from area first responders and residents.
4. To maintain professionalism in all areas within the scope of the program.
5. To focus great effort in maintaining the safety, in order of importance, of ourselves, team members and all other victims or rescuers.

D. OBJECTIVES

The objectives of the CERT program are to, establish and maintain teams of qualified and trained individuals who can execute the following:

1. Augment the local emergency services and emergency management officials with trained individuals.
2. Assist law enforcement functions, including traffic, direction and security.
3. Assist in victim triage and rescue.
4. Assist with sheltering, mass feeding, and other support function staffing.

5. Integrate operations with other CERT teams as directed by other first responders.
6. Provide communications capability with individual team members and coordinate communications with other CERT teams.

II. CONCERT OF OPERATIONS

A. GENERAL

The CERT program is a key component of the Taylor Emergency Operations Guidelines. The teams are designed to provide assistance to first responders during long-term incidents. The teams are also capable of providing direct support to communities and/or private agencies within the emergency management support functions.

The CERT teams are based on members living in, or working in, TAYLOR.

B. OPERATION RESONSIBILITIES

The CERT program supports local incident commanders, local emergency responders and other support agencies within the emergency management system

CERT teams are neither designed nor intended, to serve as first responders on a scene, but can provide additional resources as "second" responders if the event requires it.

The CERT program enables the Incident Commander to utilize CERT non-critical functions allowing first responders to be utilized in critical areas.

In a large- scale situation, where the first response system is overwhelmed and delayed, CERT team members will provide assistance in the City of Taylor until first responders arrive.

III. TEAM IDENTIFICATION

A. IDENTIFICATION CARDS

Identification cards will be worn on the outermost garment at all times. If the card is lost it will be individual member's responsibility to contact CERT coordinator for a new one.

B. APPAREL

In emergency situations, members must wear the issued CERT vest and hard hat. Members need to dress for the conditions and should always wear pants and closed shoes. In non-emergency situations, members need to wear the issued CERT vest or the CERT Ball cap. It is the responsibility of the team to maintain all garments in a presentable manner.

C. SIGN/MARKINGS

Members can display a 3x5 CERT sticker in the left-hand bottom of their window of their vehicle. Flashing lights will only be used on CERT vehicles.

IV. TEAM ORGANIZATION AND POSITION DESCRIPTIONS

A. Taylor Fire Chief

Will oversee the entire CERT program and approve all CERT activities and personnel.

B. CERT COORDINATOR

In charge of all CERT members in emergency and non-emergency activities and training. Also, reports to the Taylor Fire Chief on all activities and budget for the CERT program. In emergencies, CERT teams become an integral part of the command and control structure upon arriving at a staging area. The CERT coordinator will be the central point of coordination for the teams and will receive information from the Fire Chief or responsible team leaders.

C. TEAM LEADER

The Team Leader will be an individual who has demonstrated through training, knowledge experience the he/she is capable of leading the team before and during the stressful environment of an emergency or disaster. The Team Leader must possess knowledge of team functions, operations and safety.

D. TEAM MEMBERS

The CERT program is intended to provide a coordinated response for assisting first responders in large-scale emergency situations. Team members will maintain a level of training in order to effectively respond to a situation. Team members work under the direction of the Team Leader. They help plan and carry out all team functions.

Every team member is responsible for the actions of their team!

V. TEAM ACTIVATION

A. INTRODUCTION

A CERT team may become involved in critical incidents at the request of the Taylor Fire Chief, local community, first responders, or private agency through the Office of Emergency Management and Homeland Security.

B. REQUESTS FOR ASSISTANCE

CERT teams can be activated for support in emergency and non-emergency situations.

1. The City of Taylor or Homeland Security is responsible for the overall coordination of the development, maintenance and utilization of CERT teams. During large scale incidents, the site specific Incident Commander is organized to respond to and mitigate the consequences of incidents within their jurisdiction.
2. Request for CERT team assistance will be through the Taylor Fire Chief. Procedures for authorization and notification are in place.

C. ACTIVATION

Upon authorization by CERT Coordinator, CERT teams will be activated by the Select-Alert system, which utilizes telephones and cell phones.

CERT Coordinator will activate CERT if:

1. Request by the Taylor Fire Chief
2. Request by a local response agency
3. Request by a private response organization.
4. The Fire Chief becomes aware of a situation that may warrant the assistance of a CERT Team.

D. NOTIFICATION

Different levels of team activation are available depending on the magnitude of the incident and the specific type of incident. Coordinator will keep all CERT members apprised of the notification of a team. The following levels are utilized:

1. Alert.

An alert is intended only to inform CERT teams of the potential for ,or the occurrence of, an event. An alert does not constitute a directive to begin any responses.

2. Mobilization

A request for mobilization of a CERT team is intended to have team members report to a staging area with all of their equipment for possible deployment. When responding to the staging area, **ALL** traffic laws will be obeyed!

GPC Office, with the approval of the CERT Coordinator, will initiate a response or cancellation of the mobilization.

3. Deployment

The CERT team, upon activation, will report to the staging area for deployment. **Individual response to an incident is prohibited, unless authorized by CERT coordinator.**

Deploying CERT members will bring all necessary equipment.

Activated CERT members can be utilized to assist with basic or support functions including:

- Basic First Aid
- Triage of Victims
- Extinguishment of small fires

* Note No interior fire fighting is allowed and CERT members will not be in a position where smoke inhalation or heat endangers their safety.

- Light Search and Rescue to include cribbing/leveraging and removal of patients from danger.
- Setting up treatment area
- Maintaining accountability for fellow CERT members
- Any other operation required to remedy a given scenario that does not directly endanger the CERT members or move outside their scope of practice.

E. CANCELLATION

When an alert, mobilization or deployment order has been issued and subsequent information indicates CERT assistance is not required. CERT Coordinator will issue a notice of cancellation to the CERT team through the Select-Alert system.

All incident commanders and first responders may remove a CERT member for any reason they see fit.

F. SELF DEPLOYMENT/FREE LANCING

Team members are not allowed to self deploy to an incident. Deployment will be done as a team. If a person self deploys he/she will forfeit all protection from liability provided by the CERT program immediately.

G. WEAPONS

CERT members are not permitted to carry or possess any weapons while undertaking activities as a CERT member.

VI. TRAINING AND EXERCISING

A. INTRODUCTION

The CERT team concept is intended to provide additional support resources in non - critical functions during large-scale situations and also provide non-emergency support functions during non-emergency situations. To be prepared to respond, team personnel must maintain a minimum level of training.

B. Training Guidelines

The CERT training program is based on maintaining a skill level to assist in the basic life saving efforts until the first response system is activated required to accomplish the effectively without

1. Individual Training

Every other month specific topics for all CERT members will be scheduled. Members must attend **9 out of 12** of these training sessions to maintain their membership in the CERT program.

Additional specialized training will be scheduled for individuals that may have specific interests.

2. Team Training and Meetings

Each team must conduct training sufficient to insure proficiency in the objectives of the team. CERT Coordinator is responsible for insuring the team conducts their training sufficient detail and frequency. It is recommended that team training occur at a minimum, every other month. It is anticipated that newly formed teams will need to train more often to obtain desired proficiency that may be required at an incident. This training can be held during team meeting. Some examples of the types of team training that are necessary will include first aid, triage, rescue, utility shutoff, use of

personal protective equipment, weather spotters and communications.

C. REQUIRED TRAINING

Due to their missions, CERT team(s) may respond and operate in several different environments and be responsible for numerous functions. All CERT members must receive an appropriate level of

1. Basic CERT training

All team members are required to successfully complete the 20-hour basic CERT training.

2. Advanced CERT training

Members may attend 1 or more of the advanced training each year.

Members must attend the CERT refresher course annually.

VII. EQUIPMENT

A. INTRODUCTION

Equipping a CERT team is a significant commitment by the CITY of TAYLOR. Properly selected and maintained equipment is essential to insure the team is capable of responding to a major event.

B. PERSONAL EQUIPMENT

Each CERT member is issued equipment that he/she is available for response to a situation. Members must bring equipment to the staging area.

The equipment provided including, but not limited to:

Backpack	Flashlight	Eye protection	
Helmet	Gloves	Glow Stick	First Aid Supplies
Vest	Tool	Duct Tape	Whistle

C. EQUIPMENT ACCOUNTABILITY

Team equipment will be inventoried by each member twice a year at one of the team meetings.

If the member leaves the team, the equipment will be returned to CERT Coordinator within two weeks of notification. Unreturned equipment will be replaced at the previous members expense.

VIII. COMMUNICATIONS

A. INTRODUCTION

A pre-defined and effective communications strategy for the CERT program is required to support the mission and goals of the program. This section supports:

- Overall communications plan
- Communication procedures for alerting, mobilizing, and deploying teams.
- Communications between GPC and/or CERT Coordinator and CERT teams
- Communications between members and teams at the incident site
- Communications terminology
- General communications procedures
- Reporting

B. AVAILABLE COMMUNICATIONS

The following equipment and communications system resources are capable of being utilized for CERT communications:

1. Telephone (Land Line) or Cell phone
2. Portable radio.

C. COMMUNICATION TERMINOLOGY

1. Using common terminology and terms when communicating is essential using a common system. This system would utilize clear text and common language in both communications and call signs in order to:
 - a. Function according to incident Command Standards
 - b. Facilitate communication of information at an incident scene.
 - c. Ease identification of different responsibilities.
 - d. Identify units by function and assignment.
 - e. Identify all units in clear text.
2. The following rules of communication will apply to CERT team operations:
 - a. The use of "10" codes will not be used
 - b. Plain text will be used at all times
 - c. Conversations should be clear, concise and short to minimize tying up the channel
 - d. The words "**CODE RED**" should be announced over the radio when the scene is no longer under control or personnel are in immediate danger
3. It is important when initiating a conversation on a radio system to first identify the unit being called by the unit calling.

4. The person initiating a conversation is responsible for announcing "clear " when he/she is through communicating on the radio. This will let others know that the conversation is completed and the radio is free for other communications.

D. GENERAL COMMUNICATIONS

Each team member will operate in the operational channel assigned at the incident.

IX. GROUNDS FOR REMOVAL

All CERT members are subject to dismissal from the program for any reason as appropriated by the Taylor Fire Chief or CERT Coordinator. Some examples of actions that could result in removal from the CERT program are:

- Self deployment to an incident or scene
- Unauthorized use of CERT signage or Logos
- Unprofessional or aggressive behavior toward other CERT members, residents, first responders, or other authorities.
- Failure to follow directions of authorities
- Being found guilty of crime by judge or jury

A dismissed CERT member can appeal the decisions to the Fire Chief. After a member has been removed, he/she must return all equipment provided by the CERT program within two weeks, This person will be charged for non-returned items.

X. CONCLUSION

The CERT program is a very valuable resource to Fire Department and the City when operating in its intended functions. All members are respected components of the program. These Standard Operating Guidelines help proper

orientation of the program and its members. Each member is responsible for understanding and following these guidelines.

STANDARD OPERATING GUIDELINES

I have read and understand the CERT Standard Operating Guidelines. I agree to follow these guidelines while participating in the City of Taylor CERT program. I understand that not following these guidelines may result in my removal from the program.

Signature

Date

Print Name

CERT Coordinator Signature