



ROCKWALL



COMMUNITY EMERGENCY RESPONSE TEAM

STANDARD OPERATING PROCEDURES (SOP)

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STANDARD OPERATING PROCEDURES (SOP)

Approved by: _____

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SECTION 1 GENERAL

A. Introduction

If a major disaster affects Rockwall, our citizens may be forced to rely on each other for help in order to meet their immediate life-saving and life-sustaining needs. The Rockwall Community Emergency Response Team (CERT) is a training program that prepares citizen volunteers to respond to emergency situations (*within the limits of their ability and training*) that may affect our community. This program teaches emergency preparedness and basic disaster response techniques that will prepare citizen volunteers to take an active role in providing critical support to professional first members during emergencies. The Rockwall CERT program is sponsored by the Rockwall Fire Department (RFD).

Safety of our CERT members is the cornerstone of all CERT activities.

B. Purpose

This SOP document covers the day-to-day administration and management of the Rockwall CERT program prior to an actual emergency activation or incident response by CERT members. This document covers training and operational procedures for members who are "CERT Trained" (CT) and "CERT Responders" (CR) as defined below. Procedures covering the activation and deployment of CERT Members in an emergency situation are addressed in the Field Operations Guide (FOG).

SECTION 2 CERT PROGRAM

A. Rockwall CERT Membership Requirements

In order for an individual to participate in any of the Rockwall CERT training programs, he or she must meet the following criteria:

- Must be at least eighteen (18) years of age
- Must live or work in the City of Rockwall or within the RFD Fire District boundary
- Must possess a valid driver's license
- Must be able to perform some physical activities
- Must be able to pass a background investigation, the cost of which will be born by the City of Rockwall.

- Must not be a convicted felon or currently be under felony charges; must not have any conviction which was a crime against persons, moral turpitude or drug-related; any other-related convictions will be reviewed by RFD and decided on a case-by-case basis
- Must not be a known member or supporter of any terrorist or subversive organization
- Must be of a character that can be trusted under adverse conditions where victims of disaster could be at a disadvantage. CERT members must treat victims and their property with the highest level of honest, respect and dignity
- Must complete and sign all necessary forms, releases and agreements.

B. Rockwall Community Emergency Response Team (CERT)

The CERT program in Rockwall is made up of citizens who desire to serve the community in preparing for and responding to large-scale emergency situations.

CERT Basic Training

CERT Basic Training consists of the Federal Emergency Management Agency (FEMA) sponsored 9 Unit course consisting of classroom and practical exercises. Rockwall CERT Basic Training classes may be offered during week day evenings or on Saturdays. At the completion of the Basic Training Class, graduation will consist of awarding course completion certificates to members who have attended all classes. Individuals who miss a unit during their normal training cycle will be required to make up that session before receiving their completion certificate.

Missed unit make-up procedures – Course completion certificates will be awarded at the end of the last make-up session.

Once a member has successfully completed all nine (9) Units of the CERT Basic Training course, one of the following levels of participation may be selected:

Membership Categories

CERT Responder (CR) –

- Certified individuals who are available for any emergency incident or disaster activation and can act in a leader or co-leader position.
- Individuals who maintain their CERT Responder certification by completing all units of the Basic Training course and attend at least 3 out of 5 advanced training sessions, and attend ongoing exercises and refresher training offered on an annual basis.
- Individuals who actively participate as a member of a Rockwall CERT team.
- Individuals who maintain their personal emergency equipment and CERT uniform as required by Rockwall CERT Operational Procedures.
- CERT Members may also participate in any of the Rockwall FD Support Service (RFDSS) activities listed below.
- Participation in all CERT Responder activities requires each member to display the proper identification badge and vest issued by the Rockwall Fire Department.

CERT Trained (CT) –

- Certified individuals who are available for any emergency incident or disaster activation who cannot act in the capacity of a leadership position.
- Individuals who have completed all 9 Units of the CERT Basic Training Course but are not certified as a CERT Responder (CR).
- CERT Trained individuals
- A refresher course on CERT Basic Training will be offered annually to all CERT Trained members. All members are required to attend a minimum of (2) continuing education classes or simulations annually to maintain (CT) membership.
- CERT Trained Individuals may participate in any of the RFDSS activities listed below.

Rockwall FD Support Services (RFDSS) Activities

CERT members in both categories, CERT Responder (CR) and CERT Trained (CT), may be called upon to participate in various RFD support activities as listed below.

- RFD safety trailer demonstrations
- Rockwall Mobile Incident Command vehicle demonstrations
- RFD Annual Open House event
- Other City and community sponsored projects, special events and public gatherings
- CERT fund raisers
- Other RFD volunteer opportunities
- CERT committees –
Committee members may be chosen to lead activities such as:
 - Marketing/Recruiting
 - Historian
 - Donations/Fundraising

Participation in other City of Rockwall programs such as Citizen's Fire Academy (CFA), Citizen's Police Academy (CPA), and Citizen's On Patrol (COPS) is encouraged. All CERT members are also encouraged to enroll in independent study courses on emergency preparedness offered by FEMA through the Emergency Management Institute at <http://training.fema.gov/EMIWeb/>.

SECTION 3 CERT MEMBERS

A. Organization of CERT Teams

CERT Members are organized and assigned geographically based on Rockwall Fire District Boundaries for deployment. Each team will be designated by its Fire Station number/District, currently either #1, #2, #3 or #4. Upon deployment, each CERT member will meet at their designated Fire Station meeting point, unless otherwise instructed by designated EOC officials. The basic CERT Team shall consist of the following volunteers:

- Team Leader (CR)
- Fire Suppression Team
- Search & Rescue Team
- Medical Triage Team
- Treatment Team
- Documentation

The team's primary role is to train and activate as a unit in response to major emergency situations that affect their immediate Fire District or the city. CERT Teams may be deployed to other areas of Rockwall as necessary. CERT Team volunteers may be called upon to aid with challenges experienced before, during, or after a large scale disaster. This voluntary assistance may include activities such as extinguishing small fires, helping evacuate victims, or rendering basic first aid to those who have sustained minor injuries or shock. CERT members may also be called upon to help with administrative roles such as manning a disaster assistance phone bank or aiding Rockwall emergency response personnel, or the City's Emergency Operations Center (EOC).

If the scene is large and multiple CERT Teams are present, a command structure resembling the Incident Command System or National Incident Management System should be established. The teams should designate one of the Team Leaders to serve as the Incident Commander and

coordinate the efforts of the CERT teams as a whole. As necessary and possible, the Incident Commander will designate members to coordinate the following:

- Operations
- Logistics
- Planning
- Administration / Documentation

Each team has a designated team leader and co-leader selected by team members; of which are of (CR) training. Teams may also select secondary leaders for activities such as Search and Rescue, Fire Suppression, Medical and Communications. Participation in all CERT activities requires each member to display the proper identification badge and vest issued by the Rockwall Fire Department. Protocols and checklists will be utilized by all CERT Members during deployment activities.

Each team composed of CERT Members will:

- Appoint a primary team leader and co-leader who will be the main points of contact for the Rockwall Fire Department during training and day-to-day pre-deployment administrative activities.
- Not exceed the scope of their training nor act in a manner that would unnecessarily endanger themselves, the team or the victims of a disaster.
- Assume various roles at the scene of a disaster as outlined in the Rockwall CERT Field Operations Guide (FOG).
- Maintain current CERT Member status for all members.
- Be subordinate to any City of Rockwall Incident Commander and follow all directions, operational procedures and guidelines provided by the City of Rockwall Fire Department and/or Emergency Operations Center (EOC) staff.
- Be responsible for maintaining their personal and team equipment at the level of readiness defined by the Rockwall Fire Department.

B. "Primary" Team Leader and Co-leader Shared Responsibilities (prior to deployment)

- Act as the single point of contact for all communications between RFD and their team members.
- Maintain documentation for the following RFD standard Forms:
 - Team member's level of training, skills, abilities and limitations
 - Individual equipment issued by the Rockwall Fire Department
 - Advanced training / exercise attendance
 - Activation / deactivation logs and reports
 - Call out list and contact numbers
- Activate their team in response to a request by the City of Rockwall.
- If required, initiate a team self-activation.
- Customize their team's organizational structure to meet the needs of their fire district.

C. Team Functions and Skill Areas

Team members should identify interests that will serve as their primary area of responsibility during team deployment. These areas are:

- Planning
- Search and Rescue
- Damage Assessment
- Fire Suppression
- Logistics

- Medical Triage
- Medical Treatment Teams
- Admin./Documentation
- Emergency Radio Communications – RACES

Amateur radio operators who are specially trained to provide backup radio communications for the Rockwall Fire Department and Emergency Operations Center perform this service. These individuals may perform specific assignments in support of any emergency operation or incident in Rockwall.

RACES radio operators may be deployed in various capacities at the request and direction of City of Rockwall officials. Participation in all RACES activities requires each member to display the proper identification badge and vest issued by the Rockwall Fire Department.

RACES Training Requirements:

Emergency Radio Communications

This service is provided by the local Rockwall RACES organization. RACES (Radio Amateur Civil Emergency Service) consists of volunteer amateur radio operators who are specifically trained to provide backup radio communications for the Rockwall Fire Department and Emergency Operations Center. RACES is activated by and operates under the direction of City of Rockwall officials.

RACES radio operators may be deployed in support of any emergency operation or incident in Rockwall. Although the exact nature of each activation may be different and specific assignments may vary, RACES personnel are generally limited to communications duties. If an individual is a member of multiple organizations, his RACES activation and assignments take priority.

RACES members will generally provide their own radio equipment and communications network. For some assignments, it may be necessary for City of Rockwall officials to provide city radio equipment for liaison duties. If additional resources are needed, RACES members from nearby communities (such as Rowlett and Garland) are available.

Participation in all RACES activities requires each member to display the proper identification badge and vest issued by the Rockwall Fire Department.

A complete list of Rockwall RACES member qualifications and regulating authorities is given in the Appendix.

Rockwall RACES Appointee Qualifications

Each of the following items is required to obtain and maintain membership in Rockwall RACES.

1. Must be a U.S. Citizen, at least 21 years of age and hold a valid Amateur Radio license.
2. Must complete the Rockwall RACES application. Must immediately notify the RACES Radio Officer of any changes.
3. Must be able to pass a background check and be approved by the Rockwall RACES Radio Officer.
4. Must be available for service in Rockwall County within one hour of being called for service (an exception is when out of town on business or vacation).
5. Must remain in good standing by doing ALL of the following:
 - A) Each year, participate in at least two community service events where an official amateur radio directed net is used. At least one of the community service events must be one of those sponsored by the Rockwall Amateur Radio Club.
 - B) Each year, participate in at least three Rockwall RACES training sessions by checking in to monthly on-air nets or participate in scheduled face-to-face meetings.
 - C) Attend Skywarn training at least every other year.
 - D) Participate in any additional Rockwall RACES training exercises to the extent required by the Rockwall RACES Radio Officer.
 - E) Accept the responsibility of net control, liaison or other duty as needed.
 - F) Complete all training courses as required by the Rockwall RACES Radio Officer. Training must be completed within 1-year of the requirement date and a copy of the training certificate provided to the Radio Officer. Specific training course requirements may change over time.
7. Must maintain ALL of the equipment listed in Rockwall RACES Kit documentation.

Authorities

RACES operations are governed by the following regulations.

1. Applicability and Scope

- A) FEMA, Civil Preparedness Guide (CPG) 1-15, Guidance for RACES.
- B) FCC, Part 97 (Amateur Radio Regulations), Subpart E, Section 97.407. In case of conflict, FCC Rules and Regulations take precedence over FEMA CPG provisions.

2. Authority

- A) The Communications Act of 1934, Section 606, as amended.
- B) Executive Order 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions.

C) Office of the County Judge of Rockwall County.

D. Training Levels

- CERT Basic Training (CERT Trained, **CT**)
CERT Basic Training consists of the FEMA sponsored 9 Unit, 8 week course consisting of classroom and practical exercises. At the completion of the Basic Training Class, graduation will consist of awarding course completion certificates to members who have attended all classes. Individuals who miss a unit during their normal training cycle will be required to make up that session before receiving their completion certificate. **It is necessary to take continuing education for (CT) status twice a year to maintain membership by taking advanced classes listed below or attending simulation exercises throughout the year.**
- Advanced Training (CERT Responder, **CR**)
(Examples of training sessions held approximately 5 times per year).
 - ICS/NIMS
 - Disaster psychology
 - Local, county, state and national disaster response agencies
 - Triage
 - Building search
 - Cribbing
 - Field operational procedures and protocols
 - Deployment exercises in likely local emergency scenarios
 - GPS/city map orientation
 - Semi annual testing on CERT protocols and procedures
 - CISM

Exercises

- Simulated team activation and deployment in various local scenarios
- Team self deployment
- Team deployment / call out list activation
- All exercises will be followed by a team debrief
- FEMA/EMI independent study courses/certifications
<http://training.fema.gov/EMIWeb/>
- RFD orientation

E. Equipment

- RFD will provide CR's (on loan) basic individual and team equipment as funding is available.
- Additional member-provided equipment and supplies are encouraged.
- Team equipment will be kept with designated team member(s) who will presumably be available at all times to reach any designated meeting point area.
- An inventory of individual and team equipment will be taken at each training session and exercise.
- Current city/fire district maps will be included in each team member's backpack.

Members are expected to keep all issued equipment items in good working order. Lost or stolen items must be reported to the RFD office as soon as possible. It is the member's responsibility to replace or pay for lost or carelessly damaged equipment. All equipment and supplies issued by RFD must be returned to RFD if an individual is no longer in a Responder status.

CERT Members are urged to keep essential equipment items in their vehicles allowing them to assist at incident scenes either prior to or after arrival of City of Rockwall first members.

F. Identification

- Team Designations – Fire Station Number 1, 2, 3 or 4.
- All CERT Members will carry current ID badges and Accountability Tags.
- Level of training and certification will be indicated on ID badge.
- Official CERT vests/hats will be worn during all CERT activations/events.

Members may not wear CERT uniform items or display CERT identification (other than CERT logos/bumper stickers on personal vehicles) unless performing in an official capacity (working in response to a call-out or at CERT events).

G. Documentation

- Current leader/co-leader and team member contact numbers
- Team member's level of training, skills, abilities and limitations
- Individual equipment issued by the Rockwall Fire Department
- Advanced training / exercise attendance
- Activation / deactivation logs

H. Member Recognition

Outstanding contributions by members to the CERT program will be acknowledged through various means as appropriate.

I. Improper Conduct

Any CERT member, who acts in a manner that violates any of the procedures outlined in this SOP, or the Field Operations Guide (FOG) document, will be reported to RFD authorities and removed from CERT Responder/Trained status. Any Responder/Trained who fails to follow the direction of any City of Rockwall first responder or EOC official will be removed from CERT Responder status.

J. SOP Development and Maintenance

This document will be reviewed and updated at least annually by the CERT program Administrator and/or selected CERT representatives.

APPENDIX

A. Fire Department Glossary of Terms

Air bottle	Bottle containing compressed air for S.C.B.A
Air pack	Same as S.C.B.A
ALS	Advanced life support performed by a Paramedic
Ambulance	Vehicle for transporting patients to the hospital
Attack line	1 ¾" hose, 2" hose used in initial fire attack
Asst. Chief	Supervises Battalion Chief
Battalion Chief	Chief who supervises Captains
Blitz line	3" hose
BLS	"Basic Life Support" capability, no Paramedic on board
Booster truck/ Brush truck	Smaller apparatus for ground cover firefighting four-wheel drive for off road use. PTO pump and roll - pumps water while vehicle is in motion
Box	Another word for Ambulance
Bunk-out	Put on protective clothing
Call taker	Person in the Dispatch Center who answers 9-1-1 calls
Captain	Highest ranking shift officer.
Chief	Highest ranking officer in the fire or police department
Company	Unit and crew working together
Crew	Group of personnel that are assigned to a piece of equipment
Dispatch Center	Location of 9-1-1 call receiving point and emergency dispatchers
Dispatcher	Person in Dispatch Center who handles 9-1-1 calls and radio traffic for fire and police departments
ECA	Emergency Care Attendant
EOC	Emergency Operations Center (for large disasters); Rockwall's main EOC is located at 205 W. Rusk in the municipal courtroom at the Police Department Headquarters. The alternate EOC is the Rowlett EOC.

EMS	Emergency Medical Services
EMT	Emergency Medical Technician, performs “Basic Life Support” Functions
Engine	Carries 500-750 gallons of water, 1000 feet of 5” hose, 750-2000gpm pump and 3-4 personnel
ER	Hospital emergency room
Gear	Protective clothing
Haz Mat	Hazardous materials unit
In the house	At assigned fire station
Job	A fire
LDH	Large diameter, 5” supply hose used to connect engine to fire hydrant or water source
Lieutenant	3 rd highest ranking paid officer
Med Unit	Another name for Ambulance
OIC	Officer in Charge
Paramedic	Individual with advanced medical training beyond EMT level
P.A.S.S. device	Personal Alerting Safety System
PIO	Public Information Officer
Portable	Hand-held radio
Quarters	Fire station
Quint	Ladder truck with aerial ladder, water tank, fire pump, hose load, and ground ladders
Rookie	New person on shift or new volunteer / new hire
SCBA	Self-Contained Breathing Apparatus
Shift	12 duty hours at a station (6:00 p.m. – 6:00 a.m.) Shifts designated as A, B, and C
Staffing level	Minimum number of personnel required to be on duty
Sub or Subbing	Working for another person, trading shifts
Swing Shift	Work at a station other than your assigned station

Tailboard	Step on back of apparatus; do not ride
Tones	High-pitched sound to alert each fire station of a call Each station has a different tone
Truck	Apparatus with a 75' or 100' aerial ladder
Trunked Radio System	Type UHF 450 MHz radio system fire department uses.

B. CERT Glossary of Terms

Emergency – Any situation that occurs suddenly or unexpectedly and creates an urgent need for action that results in a 9-1-1 response.

Disaster – Widespread destruction of such a large magnitude that it overwhelms the ability of City Fire and Police officials to handle it in their normal response time. This situation may or may not be an officially declared disaster during the initial response.

“On-scene” Team Leader and Co-Leader – If the “primary” team leader and/or co-leaders are not available at the incident scene, the team members present will select an “on-scene” leader and co-leader to perform the duties as outlined in the CERT FOG

Primary Team Leader and Co-leader – The main point of contact for CERT team members. These individuals organize and customize their teams to meet the specific needs of their Fire District.

Spontaneous Volunteer – Any individual who spontaneously provides assistance during a disaster or emergency without any expectation to do so placed on them, or by an official entity. These individuals may or may not possess the training, equipment, or physical or psychological ability to handle the tasks they are undertaking. These volunteers may not act in the capacity of CERT Members but may in some circumstances be utilized under the supervision of CERT leaders or City of Rockwall officials.

C. Administrative Forms

SOP's & FOG's Acknowledgement Form

Memorandum of Understanding

CERT Member Application and Background Check

Classroom Attendance and Training Record

Instructor Evaluation

Role of a CERT Member Form

LEGAL Status of Participants

RFD Issued Backpack Form

Hold, Harmless and Indemnification Agreement

Standard Operating Procedures and Field Operations Guide Acknowledgement Form

Rockwall, TX CERT

Effective Date: ____ - ____ - ____

I hereby certify that I have read and fully understand the information presented in the Rockwall, TX Community Emergency Response Team (CERT) program's "Standard Operating Procedures (SOP)" and "Field Operations Guide (FOG)" documents. Further, I acknowledge that in my decision to respond "at will" to emergency or disaster situations within Rockwall, TX or other locations at the direction of the City of Rockwall, it is my duty to obey all federal, state and local laws while functioning as a Rockwall CERT responder/member.

Further, as a Rockwall CERT Responder, I will always use due care and operate within the limits of my CERT training whether I am self-activated in my immediate Fire District or activated to another location. I will follow the direction of the emergency response agencies and supervisors appointed over me at all times. In the event that I am without direction from the emergency response agencies or supervisors, I will perform my duties including making decisions as to the necessity of providing emergency services in a prudent and reasonable manner at all times.

Printed CERT member name

CERT Team #

Signature of CERT member

Date



**ROCKWALL
COMMUNITY EMERGENCY RESPONSE TEAM**
Prepared Citizens for Safer Communities



CERT RESPONDER'S FIELD OPERATIONS GUIDE (FOG)

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SECTION 1 GENERAL

A. Introduction

This FOG document covers operating guidelines for CERT Members who are deployed in response to an emergency incident. CERT Members are assigned to one of the CERT “teams” which are organized geographically based on Fire District boundaries. Each team has a designated “primary” leader and co-leader. If a team is deployed and its “primary” team leader and co-leader are not available on scene, the CERT Members at the scene will select an “on-scene” leader and co-leader as defined in this document.

The Rockwall CERT program is sponsored by the Rockwall Fire Department (RFD).

Safety of our CERT members is the cornerstone of all CERT activities.

B. Purpose

This Rockwall CERT Field Operations Guide (FOG) covers the activation and deployment of CERT Members in an emergency situation or major disaster. This document governs the activities of the CERT Members who are activated and deployed to an emergency scene. Detailed deployment information is contained in a notebook titled “Field Operation Guide.” This notebook is to be carried by all CERT Members as part of their personal equipment.

SECTION 2 OPERATIONS

A. CERT Activation Levels

CERT Members are often notified before specific response needs are determined. This is to enable City of Rockwall leadership an opportunity to assess the resources available, get everyone located and ready to go. There are three levels of activation:

Level 1 – Advance Notice

This level requires no immediate response action by CERT Members. This is an advisory that CERT team leaders and/or co-leaders have been notified of an emergency management activity which **may** require CERT Responder assistance. Team leaders will give their members a “heads-up” notice via phone or email and determine the status of all Members as “**available**” or “**unavailable**.” This information will be forwarded to the appropriate City of Rockwall Emergency Response official as soon as possible.

Level 2 – Alert / Prepare / Standby

CERT team leaders, co-leaders and Members are to prepare for full deployment within 2 to 4 hours and will remain on standby until notified of an assignment. Upon Level 2 notification, CERT leaders and/or co-leaders will contact their Members via phone or text message to advise them of the pending situation and determine their availability and status. Team leaders/co-leaders will report the status of their team members (who are ready to respond) to the appropriate City of Rockwall Emergency Response official as soon as possible. Personal equipment and supplies, vehicles and 24-hour kits of food, water and clothing should be checked, assembled and packed for deployment.

Level 3 – Immediate Deployment

Immediate deployment is authorized for CERT Members to proceed without delay to their normal assembly point or other area as designated by the City of Rockwall. Team leaders and/or co-leaders will notify all Members on their team to deploy and provide a status report of member's availability back to the appropriate City of Rockwall Emergency Response official as soon as possible. Once the team is operational and on scene, the team leader will notify the appropriate City of Rockwall Emergency Response official with an updated status and await further instructions; unless Responder Self Activates.

B. Team Activation Process and Deployment Protocols

1. Team leaders/co-leaders will be notified by City of Rockwall Emergency Response Official to activate their team to Level 1, 2 or 3. If it is not possible for the City to contact the team leader or co-leader, the team leader or co-leader can activate their team in a self deployment mode.
2. Team leader notifies each team member via phone call out tree to meet at their designated Fire District location or the incident scene, depending on the situation.
3. City map grid #'s will be used to determine location of emergency scene or incident.
4. First CERT members on scene will select the "on-scene" team leader and co-leader.
5. Teams must not leave the staging area until adequate resources (personnel and equipment) are assembled.
6. Establish communications with all team members and the RFD/PD command post and/or Emergency Operations Center.
7. Always utilize protocols and checklists during activation.

Note: Many CERT members possess skills beyond what is taught through the CERT program (e.g. medical and health professionals, heavy equipment operators, etc.). While these skills may be helpful during an emergency or disaster, they are outside of the CERT scope-of-practice and are not authorized activities while acting as a CERT volunteer.

If a team is deployed and its "primary" team leader and co-leader are not available on scene, the on scene CERT Members will elect an "on-scene" leader and co-leader with the following responsibilities:

C. CERT Deployment - "On-scene" Leader Duties

- Conduct response planning activities.
- Act as the single point of contact for all communications and coordination between their team members and the RFD or PD Incident Commander / first members / EOC officials.
- Size-up situation with assistance from team members and report status to Incident Commander.
- Planning
- Administration/Documentation

- Determine capabilities and limitations of CERT Members on scene.
- Organize team and assign tasks to individual team members as they arrive at staging area.
- Align resources and response activities with Incident Commander.
- Establish Personnel Accountability Reporting (PAR) system.
- Establish demobilization procedures.
- Conduct post-incident debriefing for their team.

D. CERT Deployment - “On-scene” Co-leader Duties (CR)

- Establish on-scene radio communications capabilities.
- Check availability of individual member’s equipment.
- Determine location of team equipment and deploy to scene.
- Conduct needs assessment for logistics support.
- Act as team Safety Officer.
- Collect “Accountability Tags” from each team member as they arrive on scene and ensure tags are returned when each member leaves the scene.
- Maintain personnel logs (member’s time in, assignment and time out of scene) and other resource documentation as required.
- Ensure all members have a “buddy” assigned.
- Resource management of team members – rotate and replace personnel.
- Operations

E. CERT Responder Functions and Skill Areas

- Major Disaster Operations - (within the limits of Responder’s CERT training)
 - Search and Rescue
 - Damage Assessment
 - Fire Suppression
 - Logistics
 - Medical Triage
 - Treatment Team
 - Maps /GPS - City map coordinates will be used to identify the emergency scene and GPS will be used to track the location of all CERT Members.

CERT INCIDENT COMMAND (IC) STRUCTURE

1. Incident Commander. The Incident Commander coordinates and directs the efforts and resources of the CERT team(s) operating on the scene; ensures personnel accountability of team members; sets priority of work; designates safe or unsafe work areas; decides on best work plan; ensures teams are supplied with necessary logistics; ensures members receive necessary work breaks, fluids, and medical attention if needed; ensures operation is properly documented for handoff to professional public safety or emergency management official when Incident Command responsibilities are passed; establishes internal and external communication. IC will assign positions as needed.

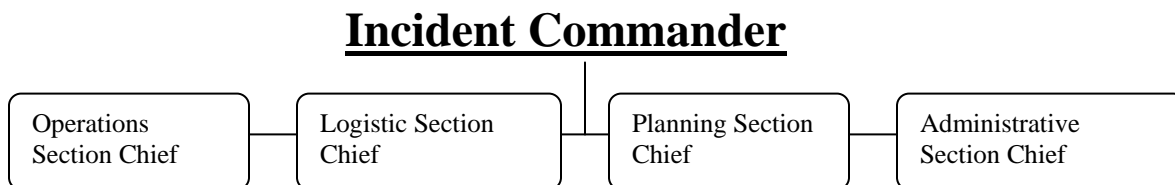
2. Operations Section Chief. Works under the supervision of the Incident Commander, coordinating and directing the efforts of the CERT teams; helps to set work priorities; establishes communication between teams and Incident Commander; ensures information and documentation is passed to Incident Commander or to team leaders; reallocates manpower and equipment to meet the needs of the situation; performs other duties as

assigned.

3. Logistics Section Chief. Works under the supervision of the Incident Commander in concert with the Operations Section Chief, coordinating and directing logistical support to the operating CERT teams; assists the Incident Commander and Operations Section Chief in the overall plan of operation by providing logistical information input; acquires logistical items for team use, such as: water, food, medical supplies, transportation, equipment, etc.; ensures logistics for the operation are documented and provided the Incident Commander; performs other duties as assigned.

4. Planning Section Chief. Works under the supervision of the Incident Commander in concert with the Operations Section Chief and logistics Section Chief, planning use of CERT teams for various types of disaster scenarios; performs other duties as assigned.

5. Administrative Section Chief. Works under the supervision of the Incident Commander, ensuring documentation has been secured and safeguarded; establishes personnel list of CERT team members and victims; assists Incident Commander, Operations Section Chief and Logistics Section Chief in the overall plan of operation by providing administrative information input; performs other duties as assigned.



MULTIPLE TEAM OPERATIONS STRUCTURE

6. CERT Team Leader. If there is only one CERT team on-scene, this Team Leader is also the Incident Commander until the arrival of competent authority (i.e. Public Safety (Fire, Police, EMS) or Emergency Management Personnel). Duties: makes initial assessment of the scene and determines appropriate course of action for team members; checks team members prior to deployment to ensure they are safe and equipped for the operation; determines safe or unsafe working environment; assigns team member roles if not already assigned; designates triage area, treatment area, morgue, and vehicle traffic routes; coordinates and directs team operations; determines logistical needs (water, food, medical supplies, transportation, equipment, etc.) and determines ways to meet those needs through team members or citizen volunteers on the scene; collects and writes reports on the operation and victims; ensures team accountability; communicates and coordinates with the Incident Commander.

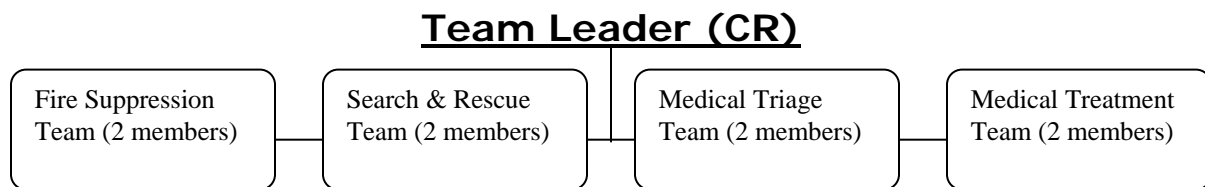
7. CERT Team Member.

a. Fire Suppression Team (2). Work under the supervision of the Team Leader to suppress small fires in designated work areas or as needed; when not accomplishing its primary mission, assist the search and rescue team or triage team; assist in evacuation and transport as needed; assist in the triage or treatment area as needed, perform other duties as assigned; communicate with Team Leader.

b. Search and Rescue Team (2). Work under the supervision of the Team Leader, searching for and providing rescue of victims as is prudent under the conditions; when not accomplishing their primary mission, assist the Fire Suppression Team, assist in the triage or treatment area as needed; performs other duties as assigned; communicate with Team Leader.

c. Medical Triage Team (2). Work under the supervision of the Team Leader, providing triage for victims found at the scene; marking victims with category of injury per the standard operating procedures; when not accomplishing their primary mission, assist the Fire Suppression Team if needed, assist the Search and Rescue Team if needed, assist in the Medical Triage Area if needed, assist in the Treatment Area if needed, other duties as assigned; communicate with Team Leader.

d. Medical Treatment Team (2). Work under the supervision of the Team Leader, providing medical treatment to victims within the scope of their training. This task is normally accomplished in the Treatment Area; however, it may take place in the affected area as well. When not accomplishing its primary mission, assist the Fire Suppression Team as needed, assist the Medical Triage Team as needed; performs other duties as assigned; communicate with the Team Leader.



E. Chain of Command

1. Chain of command is a critical function that maintains the continuity of the operation and ensures that there is a structured conduit for operational communications and decisions. It also establishes a line of succession for leadership of the organization.

2. For the overall disaster or emergency, the Incident Command System will be used to establish leadership and operational and support functions of the available resources.

3. At the scene, the Incident Commander will be in charge. Initially, the first person of competent authority may be the Incident Commander. This could be a professional public safety or emergency management official, or it could be a CERT team leader or responder.

4. If no public safety or emergency management personnel are on the scene, the CERT Team Leader will assume the role of Incident Commander until relieved by higher authority. If more than one CERT team is operating in the area, one of the CERT Team Leaders will assume the role of the Incident Commander, and the basic Incident Command System staff structure will be initiated (Operations, Logistics, Planning, and Administrative).

5. If the Team Leader/IC is unavailable, the Operations Section Chief will assume the role of Incident Commander.

6. If the above are unavailable, the Planning Section Chief will assume the role of Incident Commander.

7. If the above are unavailable, the Logistics Section Chief will assume the role of Incident Commander.

8. If the above are unavailable, the Administrative Section Chief will assume the role of Incident Commander.

9. If only one CERT team is on-scene, the Team Leader will assume the role of Incident Commander. The Team Leader will designate internal chain of command.

F. Decision Making in a Crisis

When an emergency situation arises and the onset of stress occurs, it's not unusual for our decision making abilities to degrade. Under such circumstances it is helpful to "take a step back" and use this six-step process to give your brain a fresh look.

- **Size Up** *the situation*
What is happening?
Who is involved?
What are the stakes?

- **Identify** *the possibilities*
What could go wrong?

- **Determine** *the objectives, mission*
-
- **Identify** *the resources needed*
People, equipment, data

- **Build** *a plan... What needs to be done?*
Who can and will be able to do it?
When can they get it done?

- **Take Action!**

SECTION 3 ADMINISTRATION

A. Team Member Identification

- Team designations RFD Station number (1,2,3 or 4) / A, B, C)
- ID badges and accountability tags
- CERT vests/hardhats

B. Documentation

- Current leader/co-leader and team member contact numbers
- Preliminary Damage Assessment Form
- Communication Log & Message Forms
- Personnel Accountability – PAR Logs
- Medical / Triage Log
- Maintain history log for reimbursement of expenses by governmental agencies
- ICS Logs and Forms

C. Injuries or incidents involving CERT Members

Any activated CERT responder who suffers an injury while performing an assigned task must immediately report it to the RFD, PD, or Emergency Management Coordinator.

D. FOG Development and Maintenance

This document will be reviewed and updated at least annually by the CERT program Administrator and/or selected CERT team representatives.

APPENDIX

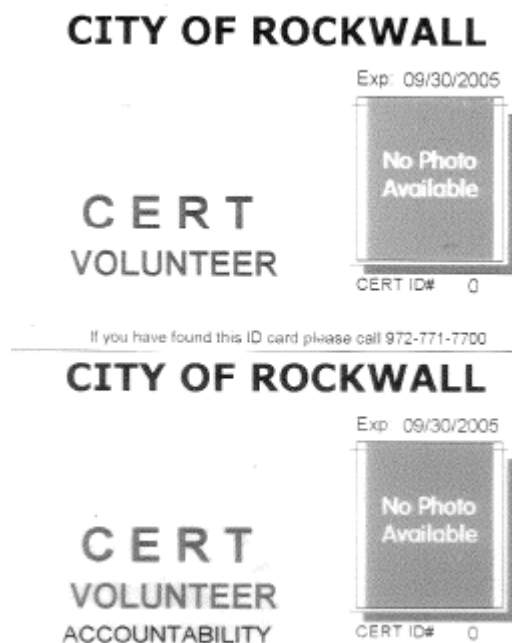
A. Field Operations Forms

Templates:

Current leader or co-leader and team member contact numbers
Preliminary Damage Assessment Form
Communication Log & Message Forms
Personnel Accountability – PAR Logs
Medical / Triage Log
History log for reimbursement of expenses by governmental agencies
ICS Logs and Forms

B. Identification Badges

Template



C. Accountability Tags

Template

FOR MORE INFORMATION CONTACT:

Tony Santoro (972) 772-6761 or tsantoro@rockwall.com
Kristy Ashberry (972) 772-6409 or kashberry@rockwall.com

ADDITIONAL INFORMATION:

FEMA Web Site - <http://training.fema.gov/EMIWeb/CERT/>
Los Angeles CERT Program Web Site - <http://www.cert-la.com/>

MEMORANDUM OF UNDERSTANDING

I _____, understand that by completing the Community Emergency Response Team course I will be taught certain basic skills that are intended to help me render assistance to others only when I deem it safe and necessary for me to do so. I am under no obligation, by virtue of having received this training, to render aid or become involved in any activities that would make me feel uncomfortable or have the potential to cause me physical injury or emotional harm.

I understand that I will receive a "Certificate of Completion" upon attending all modules of the course. Furthermore, if a sponsor has paid my tuition for the program, that sponsor will be notified of the list of graduates as well as those that were unable to complete the course.

I hereby acknowledge receipt of Attachment "A" entitled "Legal Status of CERT Participants" and have executed the "Release, Hold Harmless and Indemnification Agreement."

Printed CERT Member Name/CERT Team #.

Signature of CERT Member

Date

Role of CERT Member

I, _____ have completed the City of Rockwall Community Emergency Response Team Training Program. I understand that as a member of CERT my role is limited to those actions I am permitted to take in response to a true, large-scale emergency, as specified in my training while attending the City of Rockwall CERT program. I understand that I am responsible for all equipment that is issued to me and that the equipment is the property of the City of Rockwall. I further understand that if I leave the City of Rockwall CERT Program, I will be responsible for promptly returning all issued equipment, clean and in good working condition, excluding normal and reasonable wear. I recognize that as a member of a CERT I do not have the authority, power, or legal rights of action of Texas-certified law enforcement officers, firefighters or paramedics. Finally, I understand that as a member of CERT my responsibilities are to myself, my family, my neighbors and then to the surrounding neighborhood and City. I will proceed as directed by my CERT team leader and official City of Rockwall emergency response representatives.

Printed CERT Member Name

Signature of CERT Member

CERT Team #

City of Rockwall CERT Representative

____ _
Date

LEGAL STATUS OF CERT PARTICIPANTS

City of Rockwall CERT Standard Operating Procedures & FOG'S

During the CERT training itself and when putting the training into practice on a City-initiated emergency activation or self-activation, participants are deemed to be "volunteers" and not employees or agents of the City of Rockwall.

As such, volunteers are entitled to the privileges, immunities and insurance coverage afforded to volunteers of the City of Rockwall. That is to say, volunteers are covered by or under City of Rockwall Workers' Compensation, Unemployment Compensation and liability coverage.

Volunteers, however, have certain immunity from civil liability under the Volunteer Protection Act of 1997 if they are acting well within the scope of their official CERT training during such volunteer services.

Printed CERT Member Name

Signature of CERT Member

CERT Team #

City of Rockwall CERT Representative

____ _
Date

City of Rockwall CERT Standard Operating Procedures & FOG'S
**RELEASE, HOLD HARMLESS AND INDEMNIFICATION
AGREEMENT**, Is voluntarily given and executed by

(Print CERT Member Name)

Hereinafter referred to as "_____."

In consideration of the City of Rockwall Emergency Management and Fire Departments providing "Community Emergency Response Team" (CERT) Training. In return, "_____" hereby releases, agrees and promises to hold harmless and indemnify the City of Rockwall and its officers, employees, agents or servants, from and against any and all liability, claims, demands, damages, fines, penalties, expenses, fees, suits, proceedings, actions and costs of actions, including attorney's fees for trial and/or appeal, of any kind or nature arising or growing out of or in any way connected, directly or indirectly, with any act of omission of the City of Rockwall and its officers, employees, agents, or servants, or arising or growing out of or in any way connected, directly or indirectly, with or as a result of the CERT training or emergency activation as stated above.

DATED this _____ day of _____, 20____, at _____, **Texas.**

WITNESS: _____ **Applicant Signature:** _____

Typed or Printed Name

CERT Team #

STATE OF TEXAS

NOTARY STAMP & SEAL

COUNTY OF _____

CITY OF ROCKWALL CERT BACKPACK AGREEMENT

I, _____ understand that the City of Rockwall Fire Department is issuing me a backpack containing all materials listed below for use in performing my CERT volunteer duties. If at any time I decide to no longer continue my CERT membership or I have it revoked, I will return this backpack and all issued City *tools and materials immediately and without hesitation. Furthermore, I understand that failure to return the backpack and its contents could result in further litigation.

***Tools & Materials included in CERT Kit:**

- Adjustable Wrench, 10"
- Backpack, 5 Compartment w/ standard CERT imprint
- Disposable Medical Gloves (Pair)
- Duct Tape, 2" x 10 yards
- Dust Mask
- Emergency Blanket
- First Aid Kit, 42 Piece Level 1
- Flashlight w/ 2 D Cell batteries
- Hard Hat w/ CERT logo on Front
- Leather Work Gloves
- Light Stick
- Safety Goggles
- Safety Vest, green, 3 pocket
Whistle
- - 4 in 1 Spark Proof Tool
 - Multi-Function With Tool Belt
 - Marking Crayon
 - 60 yards of Duct Tape

Printed CERT Member Name

Signature of CERT Member

CERT Team #

City of Rockwall CERT Representative

Date