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II. OVERVIEW AND MISSION

A. PURPOSE

The Randolph County Community Emergency Response Team (CERT) Program is to utilize volunteers in the community.

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 Randolph County CERT Concept of Operations Plan and Standard Operating 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 a large-scale emergency or disaster

occurring in Randolph County.

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. GOALS

The goals of the CERT program are:

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 ordered importance, of ourselves, team

members, and all other victims or rescuers.

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.

III. CONCEPT OF OPERATIONS

A. GENERAL

The CERT program is a key component of the Randolph County Emergency Operations Guidelines.

The teams are designed to provide assistance to first responders during a long-term incident.

The teams are also capable of providing direct support to communities and/or private agencies within the scope of emergency management support functions.

B. OPERATION RESPONSIBILITIES

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

CERT teams are neither designed or intended to serve as initial 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 teams in 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 their homes, neighborhoods, and local communities until first responders arrive.

IV. TEAM IDENTIFICATION

It is essential that CERT members maintain a professional level in both emergency and non-emergency

activations. Team members are issued identification cards for both identification and accountability purposes.

When performing CERT functions, members must display appropriate identification.

A. IDENTIFICATION CARDS

Identification cards will be worn on the outermost garment at all times. If the card is lost it will be the responsibility of the team member to replace it prior to the participation in another event.

CERT members will not be allowed to participate in any activation functions of the program without a proper ID.

B. APPAREL

In emergency situations, members must wear the issued green CERT vest, hardhat or ball cap

with the CERT logo. Members need to dress for the conditions and should always wear pants

and work boots. During non-emergency situations, members need to wear the issued CERT vest.

It is the responsibility of the team member to maintain all garments in a presentable manner.

Purchased CERT apparel will not be worn in any inappropriate locations, such as bars.

When wearing CERT apparel, members must maintain a professional demeanor.

C. SIGNAGE/MARKINGS

Members will display the issued CERT ID vehicle card in the front left corner of the window of their vehicle.

Remember that you have to have your issued ID card with you to get into the working area that you have been dispatched to.

All driving laws must be followed when

displaying CERT signage.

V. TEAM ORGANIZATION

A. PURPOSE

The Randolph County CERT Board Of Directors is responsible for coordinating with the Randolph County Office of Emergency Management on program direction, overseeing administrative functions, and ensuring interoperability with other CERT teams, first responders, and emergency management support functions.

B. TRAINING

All CERT members will be expected to inquire the online IS-317.A:

(Introduction to Community Emergency Response Team)

A minimum of IS-317.A must be obtained before becoming a CERT Member.

All Members will be expected to take the in person 20hr course within 12 Months of joining the Team.

Randolph CERT will offer the 20hr course a minimum of once a year.

C. TEAM ORGANIZATION AND POSITION DESCRIPTIONS

1. Team Leader

Team Leaders will be appointed by the CERT board of directors.

Team leaders facilitate team activities toward goal accomplishment. Team leaders are not

ultimately responsible for their team’s performance; however, they help their teams plan,

learn to solve problems, and work effectively with each other. A team leader should enjoy

coaching, working with people, and bringing about improvement through hands-off guidance

and leadership.

During large-scale emergencies, CERT teams become an integral part of the command and

control structure upon arrival at a staging area. The command and control staff of the affected jurisdiction must understand the role and training level of CERT teams when

deploying them as a resource. The Team Leader will be the central point of coordination for the teams and will receive information from responsible parties.

The Team Leader will be an individual who has demonstrated through training, knowledge and experience that he/she is capable of leading the team before and during the stressful

environment of a large-scale emergency or disaster. This individual will have the capability to manage and seek advice from a diverse group of people and ensure the team has an

integrated approach during a critical incident. The Team Leader must possess knowledge of team functions, operations, and safety.

2. Assistant Team Leaders

Assistant Team Leaders provide necessary support for the Team Leader to manage and

account for all team members. They follow the direction of the Team Leader and assume

the roles he or she assigns to them. They assist Team Leaders in planning and coordination efforts. Assistant Leaders must be able to spontaneously step up to a Team

Leader position in cases when the Team Leader is unavailable. This means the Assistant

Team Leaders must be familiar with and fluent in all of the Team Leader’s responsibilities.

3. 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 and/or Assistant Leaders. They help plan and carry out all team functions. Every team member is responsible for the actions of their team.

VI. TEAM ACTIVATION

A. INTRODUCTION

A CERT team may become involved in critical incidents at the request of a local community, first responder, or other sponsored agencies

B. REQUESTS FOR ASSISTANCE

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

1. The Office of Emergency Management and other sponsoring agencies are responsible for the

overall coordination of the development, maintenance and utilization of CERT teams.

2. Requests for CERT team assistance will be through the Communications Center and or sponsoring agencies.

Procedures for authorization and notification are in place.

C. ACTIVATION

Upon authorization by Randolph County Emergency Management and other sponsoring agencies, CERT team(s) will be activated by said agencies/first responders by contacting the CERT phone number and the Team Leader on duty at that time will use the app or phone tree to dispatch others.

It is the team member’s responsibility to make sure that all phone numbers are current for the team

members to contact them.

Randolph County E.M. Will activate CERT if:

A. Requested by a local response agency.

B. Requested by a private response organization.

C. The Office 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.

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 response.

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!

R.C.E.M. or other sponsoring agencies with the approval of the Incident Commander 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 R.C.E.M. or other sponsoring agencies.

THEIR WILL BE NO SELF DISPATCH!!!

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

Basic First Aid

Triage of Victims

Extinguishment of small incipient phase fires utilizing makeshift aids or fire extinguishers.

(NOTE – No interior firefighting 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, rehab or similar sectors.

Maintaining accountability for fellow CERT members.

Supervising CERT sectors or groups.

Any other operation required to remedy a given scenario that does not directly endanger the CERT members or move outside of their scope of practice.

NOTE: Many members of CERT have skills beyond what is taught through the CERT program e.g. physicians and other health professionals, heavy equipment

operators, etc. While these skills may be helpful during an emergency or disaster, they are outside the CERT scope of practice as a CERT member.

Exception: If the IC/EM requests the CERT team member to use his/her skills,

then the member may do the job that is requested by the IC/EM.

E. CANCELLATION

When an alert, mobilization, or deployment order has been issued and subsequent information indicates CERT assistance is not required, Sponsoring agencies will issue a notice of cancellation to the Team Leader.

\*All incident commanders and first responders may remove a CERT member from a scene for any reason as they see fit.

F. SELF DEPLOYMENT/FREELANCING

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 be removed from the CERT program immediately.

VII. TRAINING AND EXERCISES

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 minimal 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 and an effective response is initiated.

Personnel must also possess the knowledge required to accomplish this effectively without the threat of becoming secondary casualties.

1. Individual Training

Every month specific training topics for all CERT members will be scheduled. Members must attend 6 out of 12 of these training sessions to maintain their membership in the

Randolph County CERT program.

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

C. REQUIRED TRAINING

Due to their mission, 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 training necessary for their function.

1. Basic CERT training

All team members are required to successfully complete the 20-hour basic CERT training within 12 months.

Members Must Successfully Complete the IC-317.A Online course before being considered a CERT member.

2. Continuing CERT training

Members must attend 6 of the monthly training sessions to maintain their membership in the CERT program.

Members must attend the CERT Rodeo and/or refresher course annually.

If the member has to miss training it is their responsibility to contact a Team Leader.

Members that become CERT members shall take the required IC classes before responding

to a deployment.

3. Team Leader Training

To be considered for a Team Leader Position You Must Take a minimum of

IC-100

IC-200

IC-700

IC-800

(Online Courses)

In addition to Basic CERT training.

VIII. EQUIPMENT

A. INTRODUCTION

Properly selected and maintained equipment is essential to ensure the team is capable of responding to a major event.

B. PERSONAL EQUIPMENT

Each CERT member is issued equipment that he/she is responsible for. This equipment must be properly maintained and readily available for response to a situation.

Members must bring equipment to the staging area.

The equipment that is issued must be maintained and ready at all times:

Eye Protection

Helmet

Gloves

Vest

CERT Hat

C. EQUIPMENT ACCOUNTABILITY

Team leaders will inventory each member’s equipment twice per year to ensure their equipment is up to par and meets CERT standards.

If the member leaves the team, the equipment will be returned to the Team Leader within two weeks of notification.

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 the EOC and/or Incident Commander and CERT teams

Communication between members and teams at the incident site Communications terminology

General communications procedures

Reporting

B. AVAILABLE COMMUNICATIONS

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

1. In-house portable radios will be issued by the Team Leaders.

2. Cell phones

C. COMMUNICATIONS 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/or geographic 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 talk group or channel

d. When an emergency or something is unsafe to harm CERT team members, the team member will either blow a whistle 3 long times or sounds an alarm for members to

evacuate and report for accountability.

e. The words “EDNA” EMERGENCY DEVELOPING NEED ASSISTANCE should be announced over the radio when 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 communicating on the radio. This will let others know that the conversation is

completed and they may use the talk group or frequency.

D. GENERAL COMMUNICATIONS PROCEDURES

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

X. GROUNDS FOR REMOVAL

All CERT members are subject to dismissal from the program for any reason as appropriated by the

CERT Board of Directors

Any CERT Member can be removed from an incident by Incident Commanders, first responders, CERT Board Of Directors, E.M., or sponsoring agency.

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 the direction of authorities.

Being found guilty of crime by a judge or jury.

A dismissed CERT member can appeal the decision to the CERT Board.

After a member has been removed, he or she must return all equipment provided by the CERT program within

two weeks.

XI. CONCLUSION

The CERT program is a very valuable resource to Randolph County and sponsoring agencies when operating in its intended functions.

These Standard Operating Guidelines help ensure 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 Randolph County CERT program.

I understand that not following these guidelines may result in my removal from the program.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name CERT Region/Team

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness Signature Date