

CHESAPEAKE FIRE DEPARTMENT

COMMUNITY RELATIONS OFFICE

OPERATING STANDARDS

Revised

1/5/2005

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Mission Statement

“To train ordinary citizens of the City of Chesapeake to be extraordinary volunteers”

CERT Program History

Nationally

The Community Emergency Response Team (CERT) concept was developed and implemented by the City of Los Angeles Fire Department (LAFD) in 1985, based on their findings of events related to the Mexico City earthquake earlier that year.

A Los Angeles City investigation team was sent to Mexico City following the registering a magnitude 8.1 on the Richter scale killing more than 10,000 people and injured more than 30,000. Mexico City had no training program for citizens prior to the disaster. However, large groups of volunteers organized themselves and performed light search and rescue operations. Volunteers are credited with more than 800 successful rescues; unfortunately, more than 100 of these untrained volunteers died during the 15-day rescue operation.

The lessons learned in Mexico City strongly indicated that a plan to train volunteers to help themselves and others, and become an adjunct to government response, was needed as an essential part of overall preparedness, survival, and recovery.

The LAFD recognized that citizens would very likely be on their own during the early stages of a catastrophic disaster. Accordingly, they decided that some basic training in disaster survival and rescue skills would improve the ability of citizens to survive until responders or other assistance could arrive. The training program that the LAFD initiated makes good sense and furthers the process of citizens understanding their responsibility in preparing for disaster and it increases their ability to safely help themselves, their family and their neighbors.

The Whittier Narrows earthquake in 1987 underscored the area-wide threat of a major disaster in California and it confirmed the need for training civilians to meet immediate post-disaster needs.

The training program that the LAFD initiated proved to be so beneficial that the Federal Emergency Management Agency (FEMA) felt that the concept and the program should be made available to communities nationwide. In 1994, the Emergency Management Institute (EMI), in cooperation with the LAFD, the Emergency Management Institute (EMI) and the National Fire Academy,

expanded CERT materials to make them applicable to all hazards and opened the CERT program to localities across the United States. As of January 2004, 50 states, three territories and six foreign countries are using CERT training.

CERT currently falls under the Department of Homeland Security.

CERT History in Virginia

Through FEMA, CERT classes began in Virginia in the late 1990's. After the events of September 11, 2001 President Bush asked all Americans to volunteer in the service of their country through Citizen Corps. To help channel this volunteer effort in Virginia, Governor Mark Warner created Virginia Corps, a one stop resource that localizes the national homeland security and preparedness initiative known as Citizen Corps. Virginia's Citizen Corps will help residents make their communities safer from emergencies and disasters by getting them involved in these preparedness efforts. CERT was selected as one of the primary programs offered to meet this challenge by harnessing the power of every individual through education, training, and volunteer service.

Through volunteerism and service such as CERT and Virginia Corps, people across Virginia are helping to strengthen their neighborhoods, communities, state, and nation.

CERT History in Chesapeake

In 2000, the City of Chesapeake was designated a FEMA Project Impact Community. The purpose of Project Impact was to build disaster resistance into the community from a grassroots level. In continuing the commitment to protecting its citizens, businesses, and infrastructure from disasters, the City started a CERT program in October 2002 by holding its first class. The idea behind the CERT program, of neighbor helping neighbor before, during, and after an emergency, supported the overall City philosophy of building disaster resistance into the community.

The CERT program grew rapidly over the next year and developed a tremendous need for a Coordinator to manage the program. Therefore, in February 2004 a part-time CERT Coordinator was hired to administer and further develop the program.

The Chesapeake CERT program has had active participation in actual disasters ranging from hurricanes to public health emergencies. The program continues to grow and set new standards throughout the Commonwealth.

Recruitment

Community Need Assessment

Due to the geographic layout of the City of Chesapeake there are many diverse needs exhibited by various communities. Recruitment should be targeted to attract the interests of a variety of members to include the rural areas as found in the Southern Team and the more suburban areas as found in the Great Bridge Team.

Community Contacts

Community partnerships should be made by each team to spread the message about disaster preparedness and the response of the CERT. These relationships could take a variety of forms such as:

- schools
- faith based organizations
- civic groups
- service organizations
- businesses

Advertisement

Advertisement of the CERT program also takes many forms. Every CERT member is a recruiter so our best form of advertisement is each other. However, formal advertisement is also necessary to ensure that the program matures and grows over time.

All formal advertisement in the form of print, audio, or video to reach the masses, should be approved by the CERT Coordinator, and when appropriate, the Public Communications Department.

Legal / Human Resources

Seeking reimbursements for CERT related expenses

Any expense related to participation in a CERT function will be reimbursed by the City of Chesapeake as long as the following criteria is met:

- 1) The expense has been pre-approved by the CERT Coordinator or designee.
- 2) The expense is directly related to performance or support of a sponsored function on the citywide or team level.
- 3) Reimbursements utilizing grant funding will fall within the limitations as outlined by the Virginia Department of Emergency Management (VDEM).

All travel expenses shall meet the previously outlined expenses and will include the following:

- 1) all lodging expenses including nightly rate and applicable taxes,
- 2) meals at a rate of \$60.00 per diem
- 3) mileage at a rate of \$0.325 per mile
- 4) tips relating to travel, i.e. meals, bellhop, skycap
- 5) metered parking or parking garages.

Original receipts will be required for all requested reimbursements with the exception of tips. Mileage must be recorded with a beginning and ending odometer reading.

Upon return, a City of Chesapeake Travel Expense Voucher form must be completed and returned to the CERT Coordinator within 3 working days of the trip. A W-9 form must also be on file before any payment can be made.

Government Property

All issued equipment will remain the property of the City of Chesapeake Fire Department as outlined in the "Receipt of Equipment" packet. This policy is mandated by the Office of Domestic Preparedness and is a condition of grant funding. Once a member has decided to resign from a CERT team, he/she will be responsible for returning the equipment either to their respective Team Leader or CERT Coordinator.

Use of CERT Logo

The CERT logo will be used on various forms and equipment to reflect a professional appearance of the program at all levels.

The CERT logo will be used individually in accordance with regulations set forth by the Department of Homeland Security (DHS) or any superceding or superior body.

Use of the CERT logo along with any identifying words, symbols, or phrases relating to the City of Chesapeake or Chesapeake Fire Department must be approved by the CERT Coordinator and the Community Relations Office. This includes any documents, clothing, or correspondence.

Injury on the Job

All injuries occurring while serving in the capacity of a CERT member will not be covered under workers compensation coverage. Regardless of city liability, the CERT Coordinator should be notified immediately of any injury whether it does or does not require medical attention. This notification will ensure a proper investigation of the incident ensuring that all safety procedures were followed.

Background Checks

Background checks will be required for all CERT members before they are assigned to their respective team.

Disqualifying criteria for background checks will follow City of Chesapeake Administrative Regulation 22.2 as follows:

- Conviction of any felony or any crime involving acts of dishonesty, deceit, or immorality
- Conviction of any "Crimes Against the Person" within five (5) years immediately preceding application for employment (CERT training), as prescribed by Administrative Regulation 24.0, *Workplace Violence Prevention Policy*
- Convictions of possession, manufacturing, and/or distribution of illegal drugs

- Use of Marijuana, Cocaine, LSD, PCP, or any type of hallucinogenic drug in the last five years, unless the candidate has successfully completed a supervised drug rehabilitation program and is no longer engaging in the illegal use of drugs, or has otherwise been rehabilitated successfully and is no longer engaging in the illegal use of drugs, or is participating in a supervised rehabilitation program and is no longer engaged in such use
- Dishonorable Discharge from any military service

Standards of Conduct

All CERT members will conduct themselves in order to give the best representation of the City of Chesapeake, the Chesapeake Fire Department, and the CERT program.

The following sections of the *City of Chesapeake Fire Department Standard Operating Procedures* are applicable to CERT members:

10.4 General Rules: Conduct

- 10.4.6 Members will not report for duty in a condition that would prohibit or impair the proper discharge of their duties.
- 10.4.9 Members will provide timely notification of changes in personal information (i.e. address, telephone numbers, etc.)
- 10.4.10 Members will not solicit compensation, reward, or any other consideration from any source for services performed in the line of duty.
- 10.4.11 All requests for information outside the department will be referred to the appropriate office and supervisor for response.
- 10.4.14 Members may not sell, lend, or give away public property without obtaining proper authorization.
- 10.4.15 Fire Department buildings, apparatus, equipment, or appliances will not be changed or altered without the permission of the fire chief or their designee.
- 10.4.19 Members in the performance of their duties will have CERT ID cards available for inspection. ***
- 10.4.20 No CERT member will report for duty under the influence of any substance which may impair their ability to perform assigned duties. Medications taken for the treatment of an illness, disease, or condition of any kind are not exempt. ***

- 10.4.21 Gambling while on duty or in or about the premises is not permitted.
- 10.4.25 To avoid any appearance of "conflict of interest" CERT members should, while in the performance of their duties, refrain from making any recommendation to any citizen with regard to any physician, attorney, company or corporation who may provide professional or other services.
- 10.4.33 Members will cooperate with and assist other city departments when requested or circumstances dictate.
- 10.4.34 Members will not violate any federal or state laws or ordinances of the City of Chesapeake.
- 10.4.35 Members should not publicly criticize or ridicule the CERT program, Chesapeake Fire Department, or the City of Chesapeake, its policies, employees, or members by talking, writing, or expressing in any manner that would tend to impair the operation of the group by interfering with its efficiency or response. Reckless disregard for the truth or falsity must be avoided. ***
- 10.4.38 Members will not use obscene, immoral, profane, insolent, or offensive language to any other member or citizen. Members will not make any derogatory or otherwise offensive religious, racial, ethnic, or sexual remarks. Members witnessing such behavior are expected to report the incident to the CERT Coordinator immediately. Such action will necessitate a request for that member to cease their participation with the program.
- 10.4.39 Members will not remove any property, regardless of its value or condition, from the scene of any incident. This does not prevent the gathering of possible evidence by authorized personnel that may be required to determine cause, origin, or criminal activity regarding the incident. Any property, including City of Chesapeake and personal property recovered by a member must be reported and transferred to the incident commander or CERT Coordinator for appropriate return to the owner(s). ***

10.4.42 Members will not participate in or incite an altercation in the performance of their duties. ***

11.3 Dangerous Weapons

Purpose

The purpose of this standard operating procedure is to ensure all members of the Chesapeake Fire Department and visitors to its properties are provided the safest possible environment and to establish a policy that defines parameters for the possession and use of dangerous weapons while on duty or present on Fire Department property.

Definitions

- 1) Any pistol, revolver, rifle, shotgun or other weapon designated or intended to propel a projectile(s) of any kind.
- 2) Any dirk, bowie knife, switchblade knife, ballistic knife, razor, slingshot, spring stick, metal knucks, or blackjack.
- 3) Any flailing instrument consisting of two or more rigid parts connected in such a manner as to allow them to swing freely, which may be known as nun chucks.

Policy

It is recognized that there are members of the Chesapeake Fire Department who choose to carry dangerous weapons while traveling in their personal vehicle. It is also recognized that some members of the department choose to carry certain types of knives, which they use to assist them in the performance of their duties.

The intent of this policy is to effectively minimize the possibility of incidents involving dangerous weapons, whether accidental or intentional, from occurring. The following procedures will be enforced regarding the use or possession of dangerous weapons by any member of the department while on duty as well as visitors to Fire Department property.

Procedures

- 1) The use and possession of dangerous weapons while under emergency or non-emergency activation in the performance of duties or on Fire Department property shall be in accordance with all state and local laws. CERT members do not have a job function requiring them to carry dangerous weapons.***
- 2) Dangerous weapons will not be allowed to be carried while under emergency or non-emergency activation in the performance of duties as a CERT member.***
- 3) All dangerous weapons, as defined in this policy, will remain locked in the member or visitor's private vehicle at all times. Firearms in private vehicles are to be unloaded at all times. Weapons are not to be removed from or put on display from one's personal vehicle at any time for any reason.
- 4) Knives used by members in the performance of their duties may be a folding lock blade, sheath or pocket knife with a blade not to exceed 4 ½". Blades should be appropriate for use as rescue or fire ground tools.

*** Indicates that the cited Chesapeake Fire Department SOP has been adapted to fit the needs of the CERT program.

Other Policies

All other policies of the City of Chesapeake and the Chesapeake Fire Department including but not limited to, EEO/AA, Workplace Violence, and Sexual Harassment Policies apply to all city volunteers including CERT members.

Uniform Code

During all functions of participation in the CERT Program, it is essential that members maintain a clean, neat appearance. This appearance should be maintained at an individual's discretion so that it does not reflect negatively on the individual or the Chesapeake Fire Department.

There is no requirement that members be uniformed at all times during CERT participation. The following is a guideline should a team or group elect a uniform presence.

CERT Coordinator

Non-Sworn Employee

CERT issued green polo shirt, with black pants, belt, shoes, and socks or approved apparel according to the City of Chesapeake Employee Handbook contingent with the occasion.

Sworn Employee

The CERT Coordinator may elect to wear the issued CERT polo with appropriate badge replacing the City of Chesapeake logo on the left breast. All other times the CERT Coordinator should wear the appropriate departmental class A, B, or C uniform contingent with the occasion ensuring the highest representation of the Chesapeake Fire Department.

Team Leader / Administrative Staff

CERT issued green polo shirt, with black pants, belt, shoes, and socks.

CERT Member

CERT issued gray t-shirt or sweatshirt with blue jeans.

Organization

Typical CERT Team Organization Chart

During disasters and when activated, CERT members and teams will become part of the City of Chesapeake's Incident Management System (IMS).

A detailed discussion of IMS is beyond the scope of this document. CERT members should be familiar with the basic organization associated with IMS. There is considerable information on this subject on the FEMA website, in the basic CERT course CD, and in the manual titled "Starting and Maintaining A CERT Program" (pages 17-19).

During non-activated periods, CERT teams are relatively independent, self-governing entities and may organize in a manner that best meets their needs.

Using an organization which recognizes span of control issues and meets both the day-to-day administrative needs, as well as the operational requirements of an activated CERT team, will be the most effective.

The following "Non-Activated" CERT Organization Chart is provided as an example of one effective approach.

CHESAPEAKE CERT TEAM	
Team Leader	Assistant Team Leader
Group based on neighborhoods neighborhoods Group Leader 5 to 10 members	Group based on Group Leader 5 to 10 members
Group based on neighborhoods neighborhoods Group Leader 5 to 10 members	Group based on Group Leader 5 to 10 members

Group based on neighborhoods neighborhoods Group Leader 5 to 10 members	Group based on Group Leader 5 to 10 members
Group based on neighborhoods neighborhoods Group Leader 5 to 10 members	Group based on Group Leader 5 to 10 members

In the above example, this CERT team has between 50 and 60 members. Because of its size it has both a Team Leader and an Assistant Team Leader.

The members are organized into Groups which are based on member's neighborhood of residence. A Group could be composed of members from several sub-divisions or of those members living along a major artery. Additional Groups are added when existing Groups grow beyond 10 members or when new members are added to a previously un-supported neighborhood.

With each Team Leader having no more than 10 Groups and each Group Leader having no more than 10 group members, this CERT Team Organization could support up to 200 members without violating the 10:1 span of control ratio deemed acceptable in the non-activation organization.

An Assistant Group Leader can be added when the Group size or complexity suggest one is needed. This is done with CERT Coordinator approval only.

At least one Group on each Team is dedicated to supporting each of the following functions; Administration, Planning, Logistics and Operations.

One of the key functions of this organization is to serve as a Telephone Call-Up Tree. (See 9. iv below.)

Key positions and short job descriptions

CERT Coordinator

The CERT Coordinator is responsible for the overall operation and function of the CERT program and answers directly to the commander of the Chesapeake Fire Department Community Relations Office.

CERT COORDINATOR RESPONSIBILITIES

- Assess city's disaster preparedness needs
- Develop a risk assessment of possible events
- Develop program goals and objectives
- Develop a written response plan addressing goals/objectives
- Design a CERT program addressing city needs
- Develop a system of budgeting and financial controls
- Develop a system of information capture and retrieval
- Seek funding through DHS/VDEM Grants programs
- Recruit and maintain a cadre of instructors
- Recruit and maintain a cadre of recruiters / presenters
- Develop a cadre of administrative support volunteers
- Market CERT to city and fire department leadership, businesses, media, service organizations, military organizations, retirees, etc.
- Create and maintain CERT Partnerships in the community
- Organize CERT teams
- Organize CERT communications (e-mail, newsletter, web site, external communications for use during incidents)
- Develop a CERT program that meets the needs of all participants; national course modified to meet city needs.
- Accommodate participants with special needs
- Maintain a database of all members in the CERT Program
- Establish Standard Operating Procedures for CERT utilization in disaster and non-disaster conditions
- Maintain a Telephone-Call-Up Tree of key members.
- Create Teams when needed; divide Teams into new Teams
- Assign Team Leaders and Assistants when needed
- Provide training opportunities for all members
- Periodically conduct leadership meetings
- Actively participate in the Chesapeake LEPC
- Provide Teams with "equipment and supplies"
- Develop and maintain a program evaluation system

Administrative Committee

The Administrative Committee is the “board of directors” for the Chesapeake CERT program. It is responsible for implementing broad policy guidance in concert with the CERT Coordinator and other city leadership.

STRUCTURE: The Administrative Committee consists of the CERT Coordinator serving as Chair, all Team Leaders, all Assistant Team Leaders and all functional coordinators in such areas as Training, Communications, Marketing, Animals in Disaster, etc.

MEETINGS: The Administrative Committee meets monthly on a schedule established by the CERT Coordinator. The meetings are held at Fire Department Headquarters. All meetings will be conducted according to Robert’s Rules of Order.

SUB-COMMITTEES: The Administrative Committee has the authority to create and task sub-committees for special short-term projects such as research, plan development, etc.

SPECIFIC TASKING: The Administrative Committee is specifically tasked with:

- Voting on annual program goals and objectives
- Creating sub-committees
- Assisting in the develop of a written response plan which addresses annual goals/objectives
- Assist the CERT Coordinator as part of a cadre of administrative support volunteers
- Assist the CERT Coordinator in marketing CERT to city and fire department leadership, businesses, media, service organizations, military organizations, retirees, etc.
- Assist the Marketing Coordinator in creating and maintaining CERT Partnerships in the community
- Nominate and vote to appoint CERT team leadership
- Assist in the development of Standard Operating Procedures for CERT utilization in disaster and non-disaster conditions
- Develop list of needed “equipment and supplies”

Marketing Coordinator

MARKETING COORDINATOR RESPONSIBILITIES

- Market CERT to city and fire department leadership, businesses, media, service organizations, military organizations, retirees, etc.
- Working with team leadership, develop a cadre of marketers to present the program to appropriate audiences
- Working with team leadership, develop a cadre of recruiters to present the program to appropriate audiences
- Create and maintain CERT Partnerships in community
- Working with the Administrative Committee, develop necessary recruiting and marketing literature.
- Accommodate participants with special needs.
- Develop operating guidelines for CERT Marketing which are consistent with all DHS, VDEM and City guidelines
- Working with the CERT Coordinator and Administrative Committee develop program marketing goals and objectives
- Develop a written response plan addressing program marketing goals/objectives
- Maintain records of contacts and the results of those efforts
- Report your efforts and those results at scheduled meetings with the Administrative Committee

Training Coordinator

TRAINING COORDINATOR RESPONSIBILITIES

- Working with the CERT Coordinator, provide initial and continuing training opportunities for all members.
- Develop training based on the assessment of the city's disaster preparedness needs
- Working with the CERT Coordinator and Administrative Committee develop program training goals and objectives
- Develop a written response plan addressing program training goals/objectives
- Maintain records of classes and the results of those efforts
- Report your efforts and those results at scheduled meetings with the Administrative Committee
- Working with the CERT Coordinator, recruit and maintain a cadre of instructors
- Working with the CERT Coordinator and the Administrative Committee, develop training materials for use by teams during regular monthly meetings.
- Accommodate participants with special needs
- Working with the Administrative Committee develop training-related Standard Operating Procedures for CERT utilization in disaster and non-disaster conditions
- Working with the CERT Coordinator and Administrative Committee develop lists of required "equipment and supplies" for initial and continuing training of membership
- Working with CERT Coordinator, develop and maintain a system to evaluate the effectiveness and efficiency of the City's CERT training program.

Communications Coordinator

COMMUNICATIONS COORDINATOR RESPONSIBILITIES

- Working with the Training Coordinator, develop guidelines for initial and continuing communications training for all members.
- Develop communications training content based on the assessment of the city's disaster preparedness needs
- Working with the CERT Coordinator and Administrative Committee develop program communications goals and objectives
- Develop a written response plan addressing program communications goals/objectives
- Maintain records of CERT Communications equipment and member-owned communications equipment
- Report your efforts and those results at scheduled meetings with the Administrative Committee
- Working with the CERT Coordinator, recruit and maintain a cadre of communications instructors
- Working with the Training Coordinator, develop communications training materials for use by teams during regular monthly meetings.
- Accommodate participants with special needs
- Working with the Administrative Committee develop communications-related Standard Operating Procedures for CERT utilization in disaster and non-disaster conditions
- Working with the CERT Coordinator and Administrative Committee develop lists of required communications "equipment and supplies" for use by membership
- Working with CERT Coordinator, develop and maintain a system to evaluate the effectiveness and efficiency of the City's CERT communications program during actual mobilization.

Animals in Disaster Coordinator

ANIMALS IN DISASTER COORDINATOR RESPONSIBILITIES

- Working with the Training Coordinator, develop guidelines for initial and continuing “animals in disaster” training for all members.
- Develop “animals in disaster” training content based on the assessment of the city’s disaster preparedness needs
- Working with the CERT Coordinator, develop a risk assessment of possible “animals in disaster” events.
- Working with the CERT Coordinator and Administrative Committee develop relevant program goals and objectives
- Develop a written response plan addressing relevant program goals/objectives
- Report your efforts and results at scheduled meetings with the Administrative Committee
- Assist the CERT Coordinator in seeking funding through special grant programs pertaining to Animals in Disaster
- Accommodate participants with special needs
- Working with the Administrative Committee develop relevant Standard Operating Procedures for CERT utilization in disaster and non-disaster conditions

Working with CERT Coordinator, develop and maintain a system to evaluate the effectiveness and efficiency of the City’s CERT “animals in disaster” efforts during actual mobilization.

Team Leader

TEAM LEADER RESPONSIBILITIES

- Maintain a database of all members in their CERT component
- Advise CERT Coordinator of any changes or additions to database
- Maintain a Telephone-Call-Up Tree of all members
- Create groups when needed; divide groups into new groups
- Assign group leaders and co-leaders when needed
- Provide training opportunities for all members
- Conduct meetings periodically for all members
- Participate in City-wide program's leadership meetings
- Maintain "equipment and supplies bin" provided by CERT program

Assistant Team Leader

Same as the Team Leader description and under their direction. During any circumstance the Team Leader is unable to perform their job, the Assistant Team Leader will assume those responsibilities.

Group Leader

GROUP LEADER RESPONSIBILITIES

- Encourage members to recruit new members
- Coordinate group members' training needs with opportunities
- Collect member personal profile data for all Group members and ensure its confidentiality to the maximum extent possible
- Encourage group members to obtain photo ID cards
- Solicit volunteers when the need arises
- Develop inventories of available member equipment and tools
- Develop neighborhood-based list of possible resources
- Utilizing City-provided lists, identify neighbors who require special assistance during disasters
- Develop a list of high-risk potential problems in neighborhoods
- Encourage members to keep telephone call up tree accurate
- Activate the telephone call-up tree when notified by the Team Leader

Assistant Group Leader

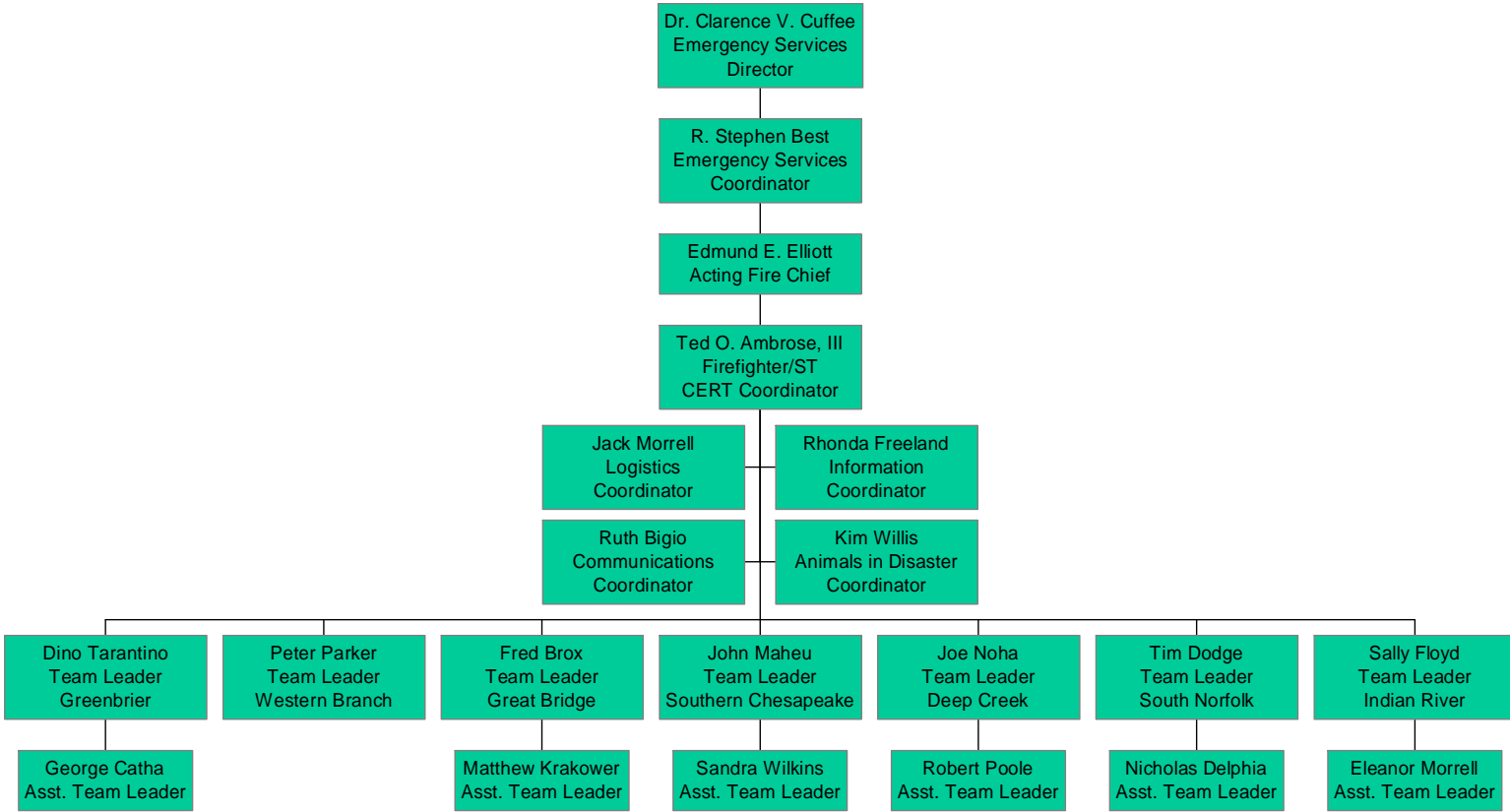
Same as the Group Leader description and under his or her direction. During any circumstance the Group Leader is unable to perform his/her job the Assistant Group Leader will take over.

CERT Member

CERT MEMBER RESPONSIBILITIES

- Assist in recruiting new members
- Participate in all available training opportunities
- Provide personal profile data and keep it current
- Obtain a CERT photo ID card
- Volunteer for program activities whenever possible
- Maintain equipment and tools in good condition
- Assist in developing neighborhood-based list of possible resources
- Assist in identifying neighbors requiring special assistance during disasters
- Assist in developing a list of high-risk potential problems in neighborhoods
- Keep your data in the telephone call up tree accurate
- Respond to the telephone call-up tree when activated
- Maintain your own household in a state of readiness so that you can effectively respond to events in your neighborhood

Emergency Organizational Chart



Team Operations

Span of Control

Span of control is a concept relating to the number of people who can effectively be supervised or directed by one individual. Naturally, the number varies greatly among organizations based on the type of work being done, the risk involved, the geographic distances involved, the quality of the supervision, and the trustworthiness of those supervised.

An operationally oriented, high-risk organization, like a fire department, appropriately requires a small 3 to 7 person span of control.

A low-risk, non-operational, training and administration-based organization, like a CERT team, can function well with a larger span of control until it is activated and becomes operational.

A span of control of 10:1 is considered reasonable when providing training and performing administrative functions.

Telephone Call-Up Tree

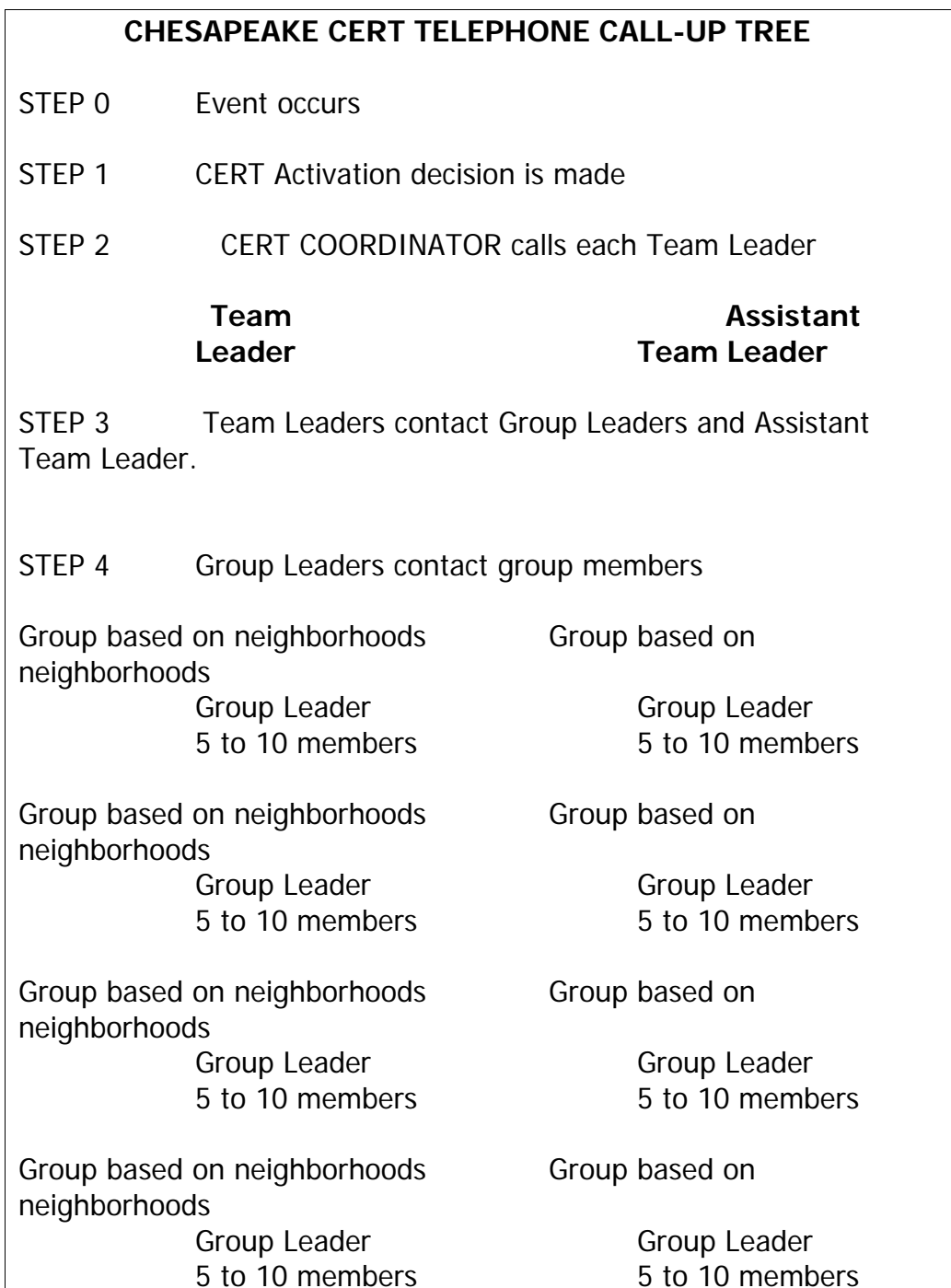
A telephone call-up tree is a document listing the names and telephone numbers of all persons who must be contacted about an event. It is arranged in a hierarchy like the branches of a tree (up side down image). See below.

It starts with a single person calling a small number of key people. Most likely, this would be the CERT Coordinator contacting Team Leaders.

The next step requires that this small number of members contact another small number of members passing the same information on and indicating a need to activate the Call-Up Tree. In CERT organizations this would be the Team Leader contacting each Group Leader in charge of members in certain neighborhoods. Group Leaders call or visit all members of the group.

The goal is to have the Call-Up Tree represent each Team's organization by displaying information like a flow chart or organizational tree with names and phone numbers.

The advantage of keeping the last level of communications neighborhood based is that members can be reached easily in-person by the Group Leader or Assistant Group Leader. Personal relationships are likely to develop among members.



CERT Member Profile Form and database

Each Team Leader should ask each Team Member to complete a CERT TEAM MEMBER-PERSONAL PROFILE. Upon completion, it should be filed in a three-ring binder which is maintained in an area readily available to the CERT Team Leader.

Team Leaders should be familiar with the contents of these sheets as they provide essential information about the resources at their disposal and where those resources are located.

CERT TEAM MEMBER-PERSONAL PROFILES should be updated annually to ensure the most current information is available.

Team meetings – frequency, length, location, content

- Upon completion of the basic CERT training, periodic team meetings are the primary means of keeping members involved, trained, and up to date.
- These meetings also provide a social opportunity to get to know other team members and to develop trust based relationships before a disaster.
- Meetings should be held frequently enough to ensure an acceptable level of readiness to respond. This might be monthly in the period just before hurricane season and quarterly at other times of the year. Not having meetings during the busy year-end holiday season is always appreciated by the members.
- If new members are regularly added to your team, keep in mind that waiting six months before they are invited to attend a group meeting will likely result in reduced enthusiasm and a loss of skills and knowledge gained in basic CERT training.
- Meetings should be held evenings after work on days when most members can attend. A rotating schedule between two different days of the week, or different weeks of the month might reduce the overall conflict that members could have with attendance at other organizations' meetings.
- Typically, except in rare circumstances, meetings should not exceed 90 minutes in length. Meetings should have a short break at the mid-point. Simple refreshments could be served if the membership responds well to such a

suggestion. Alcoholic beverages will not be served at any CERT function. The City will reimburse pre-approved meeting expenses for refreshments.

- CERT meetings may be held in public libraries, fire stations, community meeting rooms or in space made available by a community-minded business. The location should be convenient to the greatest number of members. Parking needs should be considered. Formal appreciation should be provided for the use of all gratis meeting space.
- CERT meeting's content is totally a function of the needs of each team's membership. Organized, refresher training on the key areas provided in the basic CERT course is always needed. Special training from a guest speaker or particularly knowledgeable member offers a nice change. Spending a great deal of time on organizational or political issues will likely lead to reduced attendance. Only a small portion of the meeting's agenda should be devoted to such activity. A CD is available with completed lesson plans and videos.
- The use of committees to research issues and bring proposals to the membership is encouraged rather than always trying to make decisions "on the spot". Change should be introduced through a member vote after open and public discussion of the issue. There is no need to follow "formal parliamentary procedures", but good order and decorum should be maintained at all times.

Sign In Sheets at all meetings – form, why, where submitted

Every formal meeting should have a member sign-in sheet. A standard Sign-In Sheet form is available. A copy is provided with this document.

All members should be encouraged to sign or print their names before leaving the meeting.

Completed sign-in sheets must be forwarded to the Chesapeake CERT Coordinator so that member activity can be properly reported to city, state and federal officials supporting the program.

Member data base creation and upkeep

A "necessary evil" in any organization is the paper work. CERT is no exception.

Each Team Leader is responsible to ensure that all required program information is collected and submitted in a timely manner and that all required reports are prepared and submitted in a timely manner.

Examples of required program information include:

- An accurate database of all team members
- An accurate telephone call-up tree
- Current and complete CERT member profiles
- A list of which members have completed which training sessions
- A list of which members have been issued city-owned equipment

When a new member completes basic CERT training, the appropriate Team Leader is notified by the CERT Coordinator. The Team Leader should contact the new member, verify that the received information is accurate and alert the new member to important facts such as upcoming meeting dates, upcoming training opportunities and the name and phone number of the Group Leader to which they will be assigned, if that is the organizational form chosen.

Anytime the information reported to you from the CERT Coordinator changes for a member, alert the CERT Coordinator of that change. This includes such things as e-mail addresses, telephone numbers and residential addresses.

Each Team Leader is encouraged to maintain a local database of all team members and their vital information. This might be in a notebook, on 3 x 5 cards, a personal computer or a personal digital assistant. Update this information as changes take place. Validate the accuracy of the information at least annually.

Team Leaders may delegate accurate record keeping responsibility to the Group Leaders for the members in that group.

Overall record keeping responsibility may be delegated to the Administrative Group if that form of organization is chosen. Ultimate responsibility remains with the Team Leader, of course.

Chesapeake CERT Website

A CERT website is available at **www.ChesapeakeCERT.com**

Members are encouraged to visit this site regularly for program- and Team-specific content about contact information, up-coming meetings, scheduled training classes, and other newsworthy events.

Photo ID cards

Each CERT member is encouraged to possess a photo identification card. These cards are issued after satisfactory completion of basic CERT training.

Identification cards are needed to permit member access to disaster scenes and planned CERT events in a simple and orderly manner.

Identification cards may be obtained during planned group card preparation sessions or by contacting the designated Chesapeake Fire Department representative at Fire Headquarters during the 8:30 am to 5:00 pm business day Monday through Friday.

Operations

Team Mobilization Checklists

Purpose

To provide teams a printed set of checklists which can be torn out during a mobilization and placed on clipboards for section leaders.

Procedures

- Upon receipt of this document, the team leader should photocopy two or three sets of the attachments.
- These copies should be placed at the front of the team's SOP Manual and located within the equipment cache.
- When a drill is scheduled or when the team mobilizes, one copy of each checklist should be removed and placed on a clipboard for each section leader.
- The section leader should use this checklist to recall the job functions and organize their section's personnel.
- Each section leader should place necessary blank forms under this checklist on the clipboard.
- The team logistics leader should insure that sufficient numbers of clipboards, binders, folders, blank forms and other office materials are available in the cache to perform all functions during a mobilization.

Team Assembly at Staging Area

1. Setup Command Center; communications, maps, forms, documentation, time, date, event locate UP HILL and UP WIND!
2. Count responders and sign them in.
3. Assign personnel with at least two people per group for Medical and Morgue, Logistics and Communications and at least three people per group to Fire Suppression, Search and Rescue. The third person will act as safety backup, perform documentation and be a runner as needed.

4. Distribute supplies; first aid, stretchers, backboards, blankets, pry-bars, log sheets.
5. Setup medical and morgue areas, transport up hill and up wind.
6. Check that all personnel have helmets, goggles, vests, dust masks, gloves, proper clothing and whistles or other signal devices.

Identifying divisions immediate, delayed, morgue.

Gather Facts	Assess damage to the building
Identify your resources	Establish rescue priorities
Develop a rescue plan	Conduct the rescue
Evaluate progress	Rotate Crews
Food	Water
Shelter	

Fire Suppression

1. Crews stay together, Up Hill and Up Wind.
2. Before you enter a structure, STOP, LOOK, LISTEN and Assess the Facts.
3. Watch for Hazards! Is it safe? If not, STOP
4. Watch for Hazardous Materials signs and Placards.
5. Watch for Flammable or Combustible Liquids.
6. If anybody shouts "STOP", then do so. They may see something you don't.
7. Does Electricity need to be shut off?
8. Does Gas need to be shut off?
9. Can the Fire be fought safely? Will the structure collapse? Can you escape if it does?

Medical and Morgue

1. Partners stay together, Up Hill and Up Wind.
2. Setup Triage Area (Immediate, Delayed, Dead), Treatment Area, Convalescents Area, Morgue Area (preferably some distance from live victims) and Transportation Staging Area.
3. Assemble medical supplies, get ready to receive victims.
4. Talk to victims, tell them who you are.
5. Ask permission to help conscious victims, perform Total Body Assessments when given.
6. Tell the victim and your partner what you are going to do to help them.
7. Treatment (A, B, C, B, S, S, E); Airway, Breathing, Circulation, Bleeding, Spine, Shock and Evacuation.
8. Blanch test for capillary refill. Check circulation often.
9. Document patient condition, location and complaints.
10. Describe; Age, Sex, Body Build, Height, Weight, Clothing, Injuries, Treatment Rendered, and transfer location.

Search and Rescue

1. Crews stay together, Up Hill and Up Wind.
2. STOP, LOOK, LISTEN, Size up for Safety, Plan Rescue.
3. Caution Hazardous Materials and Areas, Risks. If anybody says STOP, Everybody STOP!
4. Mark Building before going in, and again when leaving. Go slowly.
5. Call to victims to come to you when you go in. Time is critical.
6. Perform Total Body Assessments then perform Triage; Airway, Breathing, Circulation, Bleeding, Spine, Shock, Evacuation, Tag as I, D, or Dead.

7. Tell all victims who you are and ask permission of conscious victims to help them.
8. Talk about what you are doing as you do it to inform your team mates and victim.
9. Document results, Deployment, Location, Number of Casualties and degree or severity.
10. Evaluate Progress.

Triage and Assessments

1. Checking the Airway and Breathing Rate (30 breaths per minute average)
 - If Higher, person is in Shock, Mark I for immediate.
 - If lower, check circulation and control bleeding.
2. Check for Bleeding and Capillary Refill (2 seconds average)
 - If Higher, person is in Shock, Mark I for immediate.
 - If lower, check mental status.
3. Checking Mental Status
 - If Failing to follow simple commands, possible head injury, Mark I for immediate.
 - If following simple commands, Mark D for Delayed.
4. Perform Head to Toe Assessment
 - If structure is lightly damaged, check for bleeding, broken bones, then evacuate.
 - If structure is heavily damaged, evacuate to safe area then perform assessment.

Heart Rate normal 60 to 90 beats per minute.

Logistics

1. Issue supplies; First Aid, Stretchers, Backboards, Blankets, Pry-bars and all other equipment.
2. Arrange victim transport.
3. Provide Water.
4. Provide Food.
5. Sanitation.
6. Equipment.
7. Ground Covers and Tarps. Arrange for and provide Shelter.

Communications

1. Organize all message form and daily report form blanks.
2. Place message form blanks at the team's radio base station.
3. Start generators if necessary and test radio for operation by attempting to sign-on to the emergency net.
4. Open all radio battery wells and install fresh alkaline or rechargeable batteries.
5. Use a piece of masking tape to mark each radio with a call sign (such as "SAR 33 Alpha" or "Med 33 Alpha") which specifically identifies the team group to which the radio is being assigned.
6. Assign one radio to each team function Leader, Including the Team Leader.
7. Set up a "radio log" on regular paper with the following headings:
8. Time Call Sign Description Operator's Initials
9. Record every message that comes in from the field units of your team

10. Set up an easel with a bulletin board and post a copy of the Team's service area map that has been imprinted with all the mapping information.
11. Use colored thumbtacks to track the last known location of each field unit.
12. Collect all field unit forms at the end of the day, compile them and complete the daily report for the team's activities.
13. Collect all radio, replace or recharge all batteries and reissue them.
14. Assign a team communicator to operate the station base for each 6 hour shift during the entire disaster response. Twenty-four hour coverage of the radios should be maintained until local authorities have been able to respond into the service area.
15. File all completed reports and message forms in the team's cache for future reference.

Training

Basic Training

All members of the Chesapeake CERT Program will have, at a minimum, completed the Basic Training modules as outlined by the Federal Emergency Management Agency (FEMA). These modules include but are not limited to :

- Disaster Preparedness
- Fire Safety
- Disaster Medical Operations I/II
- Light Search and Rescue Operations
- CERT Organization
- Disaster Psychology
- Terrorism and CERT
- Course Review and Disaster Simulation

Overview of Basic Training Modules

Disaster Preparedness

- Introduction
- Recent Disasters and Emergencies
- Course Preview
- Disasters and Disaster Workers
- Impact on the Infrastructure
- Structural and Nonstructural Hazards
- Hazard Mitigation
- Home and Workplace Preparedness
- Community Preparedness
- Protection for Disaster Workers

Fire Safety

- Fire Chemistry
- Reducing Fire Hazards in the Home and Workplace
- Hazardous Materials
- CERT Sizeup
- Firefighting Resources
- Fire Suppression Safety

Disaster Medical Operations I

- Treating Life Threatening Conditions
- Triage

Disaster Medical Operations II

- Public Health Considerations
- Functions of Disaster Medical Operations
- Establishing Treatment Areas
- Conducting Head-to-Toe Assessments
- Treating Burns
- Wound Care
- Treating Fractures, Dislocations, Sprains, and Strains
- Splinting
- Nasal Injuries
- Treating Hypothermia

Light Search and Rescue Operations

- Search and Rescue Sizeup
- Conducting Search Operations
- Conducting Rescue Operations

CERT Organization

- CERT Organization
- CERT Decisionmaking
- Documentation

Disaster Psychology

- Team Well-Being
- Working with Survivors' Trauma

Terrorism and CERT

- What is Terrorism?
- Terrorist Targets
- Terrorist Weapons
- B-NICE Indicators
- Preparing at Home and Work
- CERTs and Terrorist Incidents

Course Review and Disaster Simulation

- Course Review
- Disaster Simulation

The basic training module will last for a total of four weeks with classes to be held two nights per week. Attendance is essential for all modules.

Continuing Education

Upon completion of basic training a CERT member may elect to participate in additional classes that them to further their knowledge and ability to respond as a volunteer. The following are approved continuing education classes and the certifying agency:

American Red Cross

Adult CPR with First Aid and AED Training

Skills taught include CPR, rescue breathing and care for choking for adults and first aid for bleeding, shock, eye injuries, fractures, sprains, poisoning, stroke & seizures. Also includes use of an AED (Automated External Defibrillator). Certification: Adult CPR AED valid for 1 year and First Aid valid for 3 years.

Bloodborne Pathogens

Bloodborne Pathogens Training (Preventing Disease Transmission) is designed to train and provide individuals with an understanding of the intent of the blood borne pathogens regulation issued by the Occupational Safety and Health Administration (OSHA); how blood borne pathogens are spread; how to help prevent exposure incidents by following work practice controls, using engineering controls and personal protective equipment, practicing good personal hygiene and properly cleaning and disinfecting equipment and supplies; and to recognize, report and follow up on employee exposures to infectious materials. This class must be updated on a yearly basis.

Infant and Child CPR

This six-hour course teaches the skills of CPR, rescue breathing, and care for choking infants and children. Certification: Infant and Child CPR, valid for 1 year.

Emergency Management Institute

The Emergency Management Institute's (EMI) Independent Study Program is an excellent source for information in the field of emergency management that CERT members can directly apply to various roles that they may be asked to fulfill. All training is conducted via the Internet at:

<http://www.training.fema.gov/emiweb/IS/crslist.asp>

Federal Communications Commission

Amateur Radio Technician

The privileges of a Technician Class operator license include operating stations while transmitting on channels in any of 17 frequency bands above 50 MHz with up to 1,500 watts of power. To pass the Technician Class examination, at least 26 questions from a 35 question written examination must be answered correctly. A Technician Class licensee who also has passed a 5 words-per-minute (wpm) telegraphy examination receives privileges in four long distance short-wave bands in the HF range (3-30 MHz). *Morse code is not required for Technician Exam.*

National Weather Service (WFO Wakefield)

SkyWarn

SkyWarn is a program where ordinary citizens can be trained as certified weather spotters. Reports from the spotters can be submitted to WFO Wakefield via telephone, email, or HAM radio. These reports will be given along with the individual's assigned spotter ID.

Virginia Department of Emergency Management

CERT Train-the-Trainer

This course is designed to prepare participants to institute a CERT program in their communities. Organizational topics to be briefly reviewed include: program planning, funding sources, recruiting, training, supervision, team member retention and legal concerns. Topics to be covered from the CERT course will include: disaster preparedness, fire suppression, first aid, light search and rescue, disaster psychology, animals, and disaster, and terrorism awareness. There will be a variety of hands-on practical exercises for certain topics.

Sustaining and Expanding Your CERT and Citizen Corps Program

This new two-day course is designed to assist local Citizen Corps leaders and CERT instructors with sustaining and expanding local programs. Its emphasis is on volunteer management, marketing, and program sustaining and expansion. Topics covered are: involving special needs populations, delivering training exercises and creating partnerships that foster growth and sustainment.

Virginia Department of Emergency Medical Services

Mass Casualty Incident Management Module I (MCI I)

This is a four-hour lecture that discusses how to use triage tags, triage tape, and utilize the START triage system. The class has no certification expiration and the Chesapeake Fire Department presents a certificate of attendance.

Virginia Department of Fire Programs

Hazardous Materials First Responder Awareness

A course designed for all emergency responders who may respond to potential hazardous materials emergencies. Includes hazard recognition and instruction on using the DOT Emergency Response Guidebook.

CERT Training Levels

Level I “Basic”

- CERT Basic Training Modules

Level II “Enhanced”

- All requirements for Level I
- American Red Cross First Aid
- American Red Cross CPR/AED
- American Red Cross Blood Borne Pathogens
- EMI IS-195 Basic Incident Command System

Level III “Intermediate”

- All requirements for Level II
- Mass Casualty Incident Management Module I
- National Weather Service SkyWarn
- EMI IS-22 Are you ready? A Citizen’s Guide to Preparedness

Level IV “Advanced”

- All requirements for Level III
- VDFP Hazardous Materials Awareness
- Participation in a CERT disaster simulation drill or actual disaster
- EMI IS-230 Principles of Emergency Management

Level V “CERT Professional”

- All requirements for Level IV
- Completion of FEMA’s Professional Development Series
- Completion of Command Scenario with CERT Coordinator
- Recommendation from Team Leader and/or CERT Coordinator of proficiency with all phases of disaster response.

Safety

Overview

In all activities undertaken by the CERT program, SAFETY is always the first consideration. Safety is accomplished through proper decision making and the use of appropriate Personal Protective Equipment (PPE). All basic PPE will be provided by the Chesapeake Fire Department during the basic training phase of a CERT member.

Basic PPE will include:

- Lime Green Helmet
- Lime Green Vest
- Eye Protection
- Utility Gloves
- Ear Protection
- Medical Gloves

Additional PPE may be added at the discretion of the individual CERT member. The CERT Coordinator and/or the Chesapeake Fire Department Safety Officer must approve all non-issued PPE. Non-issued PPE must also meet or exceed the level of protection as that of the issued PPE.

Use of PPE

Level I “Non-Emergency”

Examples

- Non-hazardous activations where there is no potential of physical injury.

PPE

- Lime Green Vest

Level II “Active Disaster or Drill”

Examples

- Disaster Training Drill
- Emergency Activation where potential exists for physical injury

PPE

- Lime Green Vest
- Lime Green Helmet
- Eye Protection
- Ear Protection
- Utility Gloves

Level III “Medical”

Examples

- Any situation where there is a risk of contact with Body Fluids (blood, mucus, saliva, etc.)

PPE

- Non-latex medical gloves. Medical gloves may be worn under utility gloves or alone if there is no risk of physical injury.
- Eye Protection
- Lime Green Helmet

CERT Safety Officer

During operations that may pose a risk (or potential risk) a safety officer must be appointed to oversee operations being conducted. This individual will be an "observer" and not actively involved in the operation of the event.

This officer will be appointed by and report directly to the Incident Commander and at any time has the obligation and authority to immediately stop incident operations should a safety infraction (or potential one) be present.

Radio Operations

Family Radio Service (FRS) Radios

FRS radios may be purchased at the expense of the individual CERT member to provide communications within a team within a limited radius. The channels on the FRS radios will be utilized as followed:

Use	Channel	Frequency
City Wide (Main)	1	462.5625
City Wide TAC 1	2	462.5875
City Wide TAC 2	3	462.6125
City Wide TAC 3	4	462.6375
<i>spare</i>	5	462.6625
<i>spare</i>	6	462.6875
EOC Operations	7	462.7125
Deep Creek	8	467.5625
Great Bridge	9	467.5875
Greenbrier	10	467.6125
Indian River	11	467.6375
South Norfolk	12	467.6625
Southern Chesapeake	13	467.6875
Western Branch	14	467.7125

Amateur Radio

Amateur Radio Operators (AROs) will be assigned to each team throughout the city. During times of disaster these operators will communicate to the CERT Communications Coordinator located in the Emergency Operations Center (EOC) and provide the latest damage assessments, weather reports and reports of deployed CERT teams.

Prior to activation the Communications Coordinator will hold a briefing with all CERT AROs, informing them of all preparations being made for storm activity and specific assignments. If a CERT member is also affiliated with Chesapeake Amateur Radio Service (CARS), the individual must decide if they will be participating with CERT or CARS during the event. Team leaders that are CARS members must maintain their position in the Chesapeake CERT team as their primary responsibility.

Acknowledgements

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Appendix I: CERT Hurricane Response Plan

Chesapeake CERT

Hurricane Response Plan

Hurricane Preparedness Mission Statement

To raise awareness of potential challenges faced in the event of a hurricane. To provide guidance to the City of Chesapeake's Community Emergency Response (CERT) teams in the event of a hurricane.

Purpose

The purpose of this agency Hurricane Response Plan is to provide for an effective and coordinated response on the part of the City of Chesapeake's Community Emergency Response Team (CERT) in the event of a hurricane. As a stand-alone hazard-specific plan, it goes beyond general guidance and includes detailed operational procedures as needed. This plan is designed to be used in conjunction with the City of Chesapeake Hurricane Emergency Response Plan.

This plan, dated June 2004, is based on the City of Chesapeake's Hurricane Response Plan.

SITUATIONS AND ASSUMPTIONS

Legal Framework

The Virginia Emergency Services and Disaster Law of 1973, as amended, requires that each city and county prepare and keep current an Emergency Operations Plan (EOP). In the City of Chesapeake, this plan has been developed and officially adopted and promulgated by the chief administrative officer as the Basic Plan, (AR 70.6). It is exercised and reissued as needed. Hazard specific departmental subplans with more detailed operational procedures, such as this plan, are prepared by those departments with emergency responsibilities. This specific plan has been developed for the Chesapeake Fire Department's Community Emergency Response Team (CERT).

It is assumed that the City employees and volunteer organizations assigned responsibilities in the Emergency Operating Plan (including all subplans) will fulfill their specified responsibilities. It is further assumed that this plan will be considered to be a guide. Emergency Managers have authority at any time to deviate from this plan by substituting other actions as real life situations dictate. The CERT Coordinator or Director of Emergency Management can alter CERT participation and responsibilities at any time.

CONCEPT OF OPERATIONS

General

1. The Emergency Operations Center (EOC) will direct and control emergency operations. The City Manager, or his representative, will declare a state of emergency and direct protective actions as necessary.
2. Uniform operation period details, beginning on page 5, are used in order to provide for a timely and coordinated response among City departments and between the City and outside agencies. The EOC staff will consist of a management group and a support group. Support personnel provide clerical and housekeeping support.
3. CERT Team Leaders will be notified via the CERT coordinator of the probable onset of storm activity in a timely manner.
4. Record keeping of CERT disaster-related expenditures will be the responsibility of the CERT Coordinator or designated CERT finance officer. It will be the responsibility of each team leader or designee to record team level expenses during emergency operations. Pre-approval should be made by the CERT Coordinator when practicable and follow specified procedures as outlined in the CERT SOPs. All disaster related expenditures will be documented to provide a basis for reimbursement should federal disaster assistance become a consideration.

Detailed

Hurricane preparedness actions and emergency operations will be carried out as is deemed appropriate using the following checklist.

1. At the beginning of the Hurricane Season, the CERT plan will be updated or validated.
2. The CERT coordinator will alert CERT Team Leaders based on knowledge of hurricane position, direction and size. Watches and Warnings will be distributed to all Team Leaders. This information will be derived from data received from the Office of Emergency Management and notifications will be made as directed.
3. Activation of the EOC will be authorized for the most appropriate location, time and personnel complement. The CERT EOC representatives will report at this time. Other CERT Members may also be asked to report at this time in order to provide support staff to the EOC and/or Call Center as directed by the CERT Coordinator.
4. Increased readiness actions will be taken progressively by CERT Teams as the hurricane approaches in accordance with this plan. This process will begin with a readiness briefing upon Condition II activation.
5. CERT Team Leaders will notify the CERT Coordinator via landline, 800 MHz or HAM radios as action tasks are completed for further instructions or tasking.
6. The damage assessment component should start in the "Watch" or "Warning" phase with pre-determined tasking of all available CERT members "on-call" with all of the proper equipment. The teams should automatically deploy after gale force winds have diminished or first light, whichever is appropriate. The teams should provide periodic reports to the CERT Coordinator via the EOC liaison so proper notifications can be made.
7. Financial accounting for storm related expenditures should occur during every hurricane so as to qualify for any applicable federal reimbursement. Reimbursement decisions will be made after the storm.
8. Short-term recovery consists of damage assessment and evaluation reporting. It is anticipated that the recovery phase will last from only a few hours to no more than three days. The transition to normal life is anticipated to be smooth and relatively problem free.
9. Long-term recovery from the direct hit of a major storm is envisioned to take several weeks or months and be characterized by the long-term operation of public shelters and the need to open Disaster Assistance Centers (DACs) for disaster aid applications. Damage Assessment will be extensive and carried out in great detail. Also envisioned is the need for assistance from non-city resources for such tasks as debris removal, repair to City property, law enforcement, repair to utility systems, etc.
10. Plans should provide two separate plans for recovery: one for short-term and one for long-term.

THREAT CONDITIONS

The City of Chesapeake's Basic Emergency Operations Plan has been adopted by the City manager as AR 70.6. It is the foundation upon which all departmental and hazard specific plans, such as the Hurricane Plan are based. Each department charged with responsibility has a departmental plan detailing how their responsibility will be carried out.

An intricate part of an agency specific plan is the anticipation of certain hurricane Conditions 1 (Advisory) through Condition 7 (Long Term Recovery.) This plan expresses specific actions that will be taken and the specific responsible persons assigned each task for CERT.

Condition 1: Advisory – Hurricane Season (June 1 – November 30)

Begin hurricane season:

- Update all plans and CERT member training.
- Monitor storms for potential hazard.

Condition 2: Alert – Hurricane Advisory (72 hours before landfall)

Knowledge of hurricane threat:

- Inventory resources.
 - Team Supply Bins
 - CERT Equipment Stockpile
- Implement emergency accounting procedures
- Determine which CERT members will be available for emergency activation
- Provide Logistical Support for the Chesapeake Fire Department if needed

Condition 3: Watch – Hurricane Watch (48 hours before landfall)

Knowledge of hurricane; greater threat:

- Assign people to tasks:
 - EOC Assignments
 - EOC CERT Representative
 - Assign three personnel to operate on a rotating basis.
 - Personnel will be provided with necessary equipment as conditions warrant.
 - Support Staff / Runner
 - May serve as courier between the EOC facility or between various emergency facilities such as operations centers, fire stations or shelters.
 - Data / Information Triage (Call Center)
 - Amateur Radio/CERT Communications Operator
 - Assign three personnel to operate on a rotating basis.
 - Operators will be a licensed HAM technicians proficient with the operation of 800 MHz radios provided by the Chesapeake Fire Department.
 - Neighborhood Emergency Help Center Assignments (As needed)
 - Triage
 - Administrative
 - Neighborhood Damage Assessment

Condition 4: Warning – Hurricane Warning (24 hours before landfall)

Hurricane conditions likely:

- EOC opened and essential personnel notified.
 - Assigned personnel report
 - CERT Coordinator
 - Notified by Deputy Coordinator for Emergency Management
 - CERT EOC Liaisons
 - Notified by CERT Coordinator of respective team leader
 - CERT/HAM Radio Operators
 - Notified by Deputy Coordinator of Emergency Management and/or CERT Coordinator
- Position equipment & personnel for utilization and/or safety.

Condition 5: Landfall / Storm Conditions (Period of storm force winds)

Experience gale force winds:

- Gather information about where damage has been observed.
- **ALL NON-EOC CERT ACTIVITIES WILL CEASE UPON NOTIFICATION BY THE CERT COORDINATOR THAT SUSTAINED WINDS HAVE REACHED 45 MPH.**

Condition 6: Short-term Recovery (3- days)

Damage appears small:

- Damage assessment teams complete assigned tasks and report to designated Team Leader.
- Critique "lessons" learned.

Condition 7: Long-term Recovery (3+ days)

Damage appears great:

- Team assignments will be made to assist with ice/water distribution if needed
- All team leaders will report for a briefing to be held every 48 hours as conditions allow.

OPERATIONS

ADDITIONAL RESOURCES

Upon the onset of Condition III the following resources will be requested for use of the CERT team.

CERT Command/Logistics Vehicle

- Vehicle will provide logistical support for all CERT operations as deemed appropriate or requested by the EOC.
- If possible the vehicle should be marked and equipped with emergency lighting, 800 MHz capable, and have sufficient room for cargo.

800 MHz Portable Radios

- At a minimum a radio should be provided for the CERT Coordinator, EOC Liaison, Communications Coordinator, and Couriers.
- As logistics allow radios should be provided for each team leader.