

Town of Mammoth Lakes

**Community Emergency Response Team
C.E.R.T.**

STANDARD OPERATING PROCEDURES

**As approved by the board
September 12, 2011**

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Officers of the board

- 1. President
- 2. Vice President
- 3. Secretary

Members of the board

- 1. Logistics Officer
- 2. Public Information Officer
- 3. Training Officer
- 4. Past President
- 5. TOML CERT Advisor

Teams

- 1. Emergency Operations Center Team
- 2. Shelter Operations Team
- 3. Outside – Field Operations
- 4. Medical Operations

Additional non-emergency jobs

- 1. Historian
- 2. Webmaster

I. Overview & Mission

A. Policy

This organization is established and is to be operated for the purpose of providing training and deployment of CERT volunteers in Mammoth Lakes, CA and the surrounding community during emergencies, as determined by the Mammoth Lakes Advisory Group. The Mammoth Lakes Advisory Group consists of the Chief of the Town of Mammoth Lakes Police Department, the Chief of the Mammoth Lakes Fire Protection District, and the Mono County Public Health Officer.

The Mammoth Lakes Advisory Group recognizes that:

In the event of a major all-hazard emergency or disaster within the Town, it is likely that most emergency management and public safety resources, such as fire and rescue, emergency medical services, and law enforcement agencies, will be overwhelmed.

Assistance from neighboring counties is probable; however, response time is unknown.

The citizens within the Town of Mammoth Lakes may need immediate response.

The Town of Mammoth Lakes CERT program offers a resource of citizens, trained by local emergency management and public safety professionals, which can provide an immediate and deliberate response with the capability to save lives and property.

B. Purpose

This document provides official procedural policy and guidance with respect to the Mammoth Lakes CERT program as a resource in disaster response.

The purpose of the Town of Mammoth Lakes CERT Standard Operating Procedure is to:

- Define membership and training level requirements.
- Outline the concept of operations of the organization.
- Specify procedures for CERT activation.
- Establish CERT training and equipment requirements.
- 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 the Town of Mammoth Lakes.

Some matters not mentioned in this document are in the TOML CERT Bylaws.

C. Procedure

These procedures apply to the Town of Mammoth Lakes CERT operations and administration under the auspices of the Town of Mammoth Lakes Advisory Group, for emergency or non-emergency operations from the date of endorsement of this document until formal deactivation of the program. Revisions can be made to this document using the procedures outlined in section III.B. of this document.

The TOML CERT program is active within the Town of Mammoth Lakes. It requires formal organizational structure, policy and procedures in order to operate efficiently, effectively, legally, and safely. Towards that end, this document has been created. These procedures apply to Mammoth Lakes CERT operations and administration in the Town

of Mammoth Lakes for emergency or non-emergency operations. They are to be followed by Mammoth Lakes CERT members.

D. Mission

The Town of Mammoth Lakes Community Emergency Response Team (TOML CERT) is a volunteer organization comprised of members of the community who are trained in basic emergency response and disaster preparedness. CERT's primary mission is to assist the community during a wide array of emergencies. In the event of an emergency, CERT volunteers may be activated to assist emergency first responders who may not be immediately available. CERT volunteers are utilized as a supplemental resource to provide basic care, stabilization and information until emergency responders can arrive on scene. When emergency responders are available in an emergency, CERT volunteers may be used to assist them in their functions.

Secondarily, CERT volunteers focus on public education, community projects, and training in order to increase the emergency preparedness level for themselves and other members of the community within the Town of Mammoth Lakes, as specified in the Goals & Objectives section (Article II, section 2.2) of the TOML CERT Bylaws.

II. Membership & Training

A. Membership. TOML CERT is a public program and training is available to all TOML residents, as well as those who work in TOML, provided that they are interested in becoming better prepared to mitigate an emergency situation.

Requirements for membership are specified in the bylaws, Article III and detailed below by membership category.

B. Appropriate Assignments. The basic intent in staffing the TOML CERT program is the premise: "There is a job for everyone". This premise takes into consideration that some of the volunteers may be young or older, physically fit or disabled, highly educated or less educated, and so forth. The key to success in staffing the Mammoth Lakes CERT program is to assign jobs appropriate to the individual and to the mission being accomplished or undertaken.

C. Active and Auxiliary Membership. There are two categories of membership in TOML CERT: active members and auxiliary members. Requirements for each category of membership are detailed in article III of the bylaws.

D. Transition from Active to Auxiliary status.

Members of TOML CERT are expected to attend regular meetings and notify the training officer or another board member if unable to do so. The success of TOML CERT is based upon full participation.

Any member who no longer meets the membership criteria of bylaws article III, section 3.2 will be transitioned from active to auxiliary status. Upon notification by the TOML CERT board of a transition, a member must return his CERT backpack, equipment, uniform, and TOML CERT identification card.

An individual's active status shall transition to auxiliary status if the individual does not actively participate in TOML CERT. Active participation is defined as:

Within the last three (3) month period, doing at least one of these actions:

- Attend a TOML CERT meeting;
- Participate in an emergency activation;
- Participate in an official TOML CERT activity or training;
- Respond to an official TOML CERT announcement by replying to an email or electronic alert/notification system message;
- Contacting a TOML CERT board member by phone or email regarding CERT.

The CERT board may, at its discretion waive these requirements on a case-by-case basis.

An active member may request to transition to auxiliary status at any time for personal reasons. Such a transition is subject to the same criteria as outlined above (return backpack, equipment, uniform and identification card). Transition back to active status follows the same procedure as outlined below.

E. Transition from Auxiliary to Active status.

For an individual to transition from auxiliary to active status, s/he must meet all the requirements of an active member described in bylaws article III, section 3.2, and communicate with the TOML CERT president requesting a change to active status. The TOML CERT board must approve this change in status.

If the auxiliary member has not been sworn in and completed all paperwork including the Disaster Service Worker Registration form, s/he must do so before becoming an active member.

F. Training Levels

1. Auxiliary member – Basic CERT - Awareness and Neighborhood Response Level

To be an auxiliary CERT member, citizens must first complete official CERT training in a 24-hour program of instruction, which is taught in accordance with the guidelines established by the Federal Emergency Management Agency (FEMA) and this Standard Operating Procedure.

- Complete and pass initial 24 hour CERT training;
- Complete a background check through Mammoth Lakes Police Department;
- Complete all paperwork required to join CERT.

Responsibilities/Involvement

An auxiliary member will be:

- Notified in time of emergency so that you can secure your family and residence.
- May assist, at your discretion, your neighbors during disasters or emergencies as a spontaneous volunteer.
- May be asked to assist the Town of Mammoth Lakes during non-disaster times by helping to provide public education & training for the CERT program.
- Encouraged to attend monthly meetings.

2. Active Member – Basic CERT

To be an active CERT member, citizens must first complete official CERT training in a 24-hour program of instruction, which is taught in accordance with the guidelines established by the Federal Emergency Management Agency (FEMA) and this Standard Operating Procedure.

- Complete and pass initial 24 hour CERT training;
- Complete a background check through Mammoth Lakes Police Department;
- Complete all paperwork required to join CERT;
- Sign an oath on the Disaster Service Worker Registration form to be kept on file by the TOML CERT advisor at the MLPD. The active member has the responsibility to keep this document up to date.

Responsibilities/Involvement

An active member at the Basic CERT training level will be:

- Notified in time of emergency so that you can secure your family and residence.
- May assist, at your discretion, your neighbors during disasters or emergencies as a spontaneous volunteer.
- May be contacted by TOML CERT to assist your community by performing a specific assignment during, or in the aftermath of a disaster as an Activated Volunteer/Disaster Service Worker.
- May be asked to assist the Town of Mammoth Lakes during non-disaster times by to providing public education, training, and coordination of the CERT program.
- Expected to participate in CERT training and activations.
- Expected to attend monthly meetings.

3. Intermediate CERT - Community Response Level

Requirements for Intermediate CERT:

- All requirements included in Active Member – Basic CERT;
- Red Cross First Aid, CPR and AED courses;
- Red Cross Shelter Operations course;
- IS 100 Online Introduction to the Incident Command System;
- IS 200 Online Incident Command Systems for single resources;
- IS 700 Online Introduction to the National Incident Management System.

Responsibilities/Involvement

A CERT member with Intermediate standing

- May assist, at your discretion, your neighbors during disasters or emergencies as a spontaneous volunteer.
- May be contacted by TOML CERT to assist your community by performing a specific assignment during, or in the aftermath of a disaster as an Activated Volunteer/Disaster Service Worker.
- May be asked to assist the Town of Mammoth Lakes during non-disaster times to provide public education, training, and coordination of the CERT program.
- Expected to participate in CERT training and activations.
- Expected to attend monthly meetings.

4. Advanced CERT - Mutual Aid Level

Requirements for Advanced CERT:

- All requirements included in Basic and Intermediate CERT;
- Attend a CERT Mutual Aid Program Orientation Course;
- IS 706 Online Intrastate Mutual Aid – An Introduction;
- Damage assessment.

Responsibilities/Involvement

A CERT member with Advanced standing

- Has all of the responsibilities included in Intermediate CERT.
- May be contacted by TOML CERT to volunteer to assist in another jurisdiction when the Town has not been affected by the emergency or disaster at hand.
- In order to retain CERT Mutual Aid Program status you must maintain all the certifications required for Intermediate status (e.g. First Aid, CPR, etc).
- Participate in annual EOC/Disaster Drill.

G. Skills Refresher.

CERT members receive refresher training on the topics taught in the basic course at least once per year. This can be in short increments taught throughout the year. The training officer is responsible for the scheduling and documenting of the training.

H. Tabletop Exercise.

CERT is included in county tabletop exercises. At the discretion of the training officer, CERT may also conduct its own version of a tabletop exercise to identify weaknesses and strategies for operations.

I. Mock Disaster Exercise.

TOML CERT may be included in county, state, and national mock disaster exercises. At the discretion of the training officer, CERT may also conduct its own mock disaster exercise in order to refresh member skills and competencies.

J. Additional Skills.

CERT members may receive training that enhances CERT effectiveness in a disaster situation. These skills should fall within the parameters of the FEMA CERT instruction. Personnel who are CERT qualified may be excellent candidates for training in non-CERT but disaster-related skills.

III. CONCEPT OF OPERATIONS

A. Governance

TOML CERT is a local organization defined by a set of bylaws. According to these bylaws, a board governs the organization. The executive officers of the organization are the president, vice president, and secretary. The other members of the board are the logistics officer, public information officer (PIO), training officer, and immediate past president. The TOML CERT advisor is an ex-officio, non-voting member of the board. Job descriptions for these positions and their responsibilities are in Appendix I.

Regular monthly membership meetings are held on the third Monday of the month at 6 pm at the conference room of the Best Western Motel on Main St. A reminder of the meeting is sent to all active and auxiliary members by the PIO via email or electronic alert/notification system in the week before the meeting.

B. Revisions to this Document

The board must approve all revisions to the Standard Operating Procedures.

Revisions are to be made available to the membership by posting on the TOML CERT website, email and in print upon individual member request.

C. Utilization

CERT teams are primarily intended for use during disasters or large-scale local emergencies where firefighters, law enforcement officials and emergency medical services are overwhelmed, and there is a need for immediate assistance to victims.

CERT teams should only be used in situations for which they are trained, and execute tasks within the scope of their training.

As specified in article I, section 2.1 of the bylaws and in section IV-A-1 of this standard operating procedure, TOML CERT can be activated in an emergency only by:

- The Chief of the TOML Police Department or his or her designated representative,
- The Chief of the Mammoth Lakes Fire Protection District or his or her designated representative, or
- The Mono County Public Health Officer or his or her designated representative.

No other agencies have the authority to activate TOML CERT in an emergency.

CERT teams should not be used for, but may assist, law enforcement, heavy fire fighting, heavy search and rescue, complex and technical medical treatment and procedures.

CERT teams may be used to assist professional public safety personnel in logistical and administrative support. They may also be used in non-disaster situations such as public events as public safety or emergency management resources of a low risk nature.

D. Team Concept

It is intended that TOML CERT be operated in the form of teams rather than individuals. Team operations have a greater scope of capability that assure more can be accomplished, more efficiently, more effectively, and more safely. Operating in teams provides more safety to the members as well as accountability of personnel. Although there is a basic CERT team organizational template presented here, TOML CERT will adjust and adapt the structure of the teams as required.

If there are multiple CERT members present, a command structure is initiated that loosely resembles the Incident Command System. In the event that the CERT teams are the only personnel on-scene able to provide immediate assistance, one of the outside operations team leaders is designated as incident commander, and coordinates the efforts of the CERT teams as a whole until relieved by competent authority.

TOML CERT operates with four (4) teams:

- Emergency operations center (EOC)
- Shelter setup and operations

- Outside/field operations
- Medical operations.

Each team includes a team leader, assistant leader and minimum 2 team members (i.e. each team consists of a minimum of 4 members). If there are enough active TOML CERT members available there may be multiple teams in each category, each consisting of 4 members as described above.

1. TEAM LEADER:

The team leader is an individual who has demonstrated through training, knowledge and experience that he/she is capable of leading the team in the stressful environment of a large-scale emergency or disaster. This individual has 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. The team leader is expected to have successfully completed intermediate or advanced CERT training.

Team leaders are expected to have a higher level of commitment to CERT, and to participate in most training, exercises and meetings, to keep informed and up to date. Team leaders are expected to attend monthly CERT meetings and participate in CERT training and exercises as much as possible.

Team leaders are responsible for leading their respective response teams. The team leader needs to be aware of what equipment each of their team members has available. He/she needs to keep a current list of their team members and how to contact them at any time. A team leader facilitates team activities toward goal accomplishment. A team leader is not ultimately responsible for the team's performance, however, he/she helps their team 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, the team leader is the central point of coordination for the team and receives information from the president and members of the board. A team leader can receive direction from, and coordinate with, appropriate government officials.

The EOC team leader wears the yellow CERT vest in the EOC as identification as team leaders. Other CERT members in the EOC should not wear their vests to avoid confusion.

Team leaders in outside operations are issued a distinctive colored hard hat along with a hand-held radio as they report to their assignment. The colored hard hat identifies them as the team leader.

2. ASSISTANT TEAM LEADER:

An assistant team leader provides necessary support for the team leader to manage and account for all team members. He/she follows the direction of the team leader and assumes the roles assigned. He/she assists the team leader in planning and coordination efforts. An assistant leader 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 leader must be familiar with and fluent in all of the team leader's responsibilities.

Like team leaders, assistant team leaders are expected to have a higher level of commitment to CERT, and to participate in most training, exercises and meetings, to

keep informed and up to date. Assistant team leaders are expected to attend monthly CERT meetings and participate in CERT training and exercises as much as possible.

An assistant team leader can receive direction from, and coordinate with, appropriate government officials.

3. TEAM MEMBER:

The CERT program is intended to provide a coordinated response for assisting first responders in large-scale emergency situations. Every active CERT member is assigned to a team. A team member maintains a level of training in order to effectively respond to a situation. A team member works under the direction of the team leader and/or assistant leader. He/she helps plan and carry out all team functions. **Every team member is responsible for the actions of their team.**

All CERT members are trained in subject areas required for them to take care of themselves, their family and their community. While they have all received the same basic training and are able to respond to most calls, they may volunteer or be selected for specific assignments on specialized teams such as EOC setup and operations, shelter setup and operations, outside/field operations or medical/first aid operations.

All members are encouraged to take additional training to advance to intermediate and advanced CERT certifications. A member is responsible to tell his or her team leader of any condition limiting his or her ability to perform an assigned task, or his or her lack of understanding of the task assigned.

E. Injuries

CERT members who SELF-ACTIVATE and are subsequently injured during emergency operations are NOT COVERED for purposes of insurance and medical care.

It is the responsibility of all active CERT members to complete and keep up to date a Disaster Service Worker form on file with the MLPD. CERT members who are activated by the procedures described in section IV of this document (Activation Procedures), have been sworn in as active CERT members after completing the basic training, have a completed and up to date Disaster Service Worker form on file, and are injured as a result of emergency operations may be covered by insurance and medical care.

F. Liabilities

Incumbent with any disaster or emergency is the risk of loss of life, limb, or property. After the emergency has passed, if loss is experienced, the question then turns to the assessment of responsibility and liability.

Loss due to the action or lack of action by a CERT member is always a possibility. During an investigation, if it is found that the CERT member did everything possible within the scope of his or her training while acting as a volunteer during an emergency, State and Federal laws offer proper protection, not only to the CERT member, but the local agency responsible for their training and deployment as well.

There are important rules to follow to be reasonably safe from liability:

- All CERT training should be done by knowledgeable instructors according to an accepted CERT curriculum.

- CERT team members must have completed the basic CERT course and have received their basic training certificate.
- CERT members should be aware of the limits of operation as CERT. When TOML CERT members have received specialized training and are certified in such things as Emergency First Aid, CPR, AED, etc., these certifications must be on file with the TOML CERT training officer.
- CERT members activate and deploy only as specified in this Standard Operating Procedures manual.
- CERT teams rehearse and train on a regular basis using skills taught in their approved training course.
- CERT members learn to communicate all important issues to their leadership during the course of an emergency operation, and document issues appropriately.
- Any losses or injuries need to be reported to the CERT leadership and TOML police department immediately.

G. Support During An Emergency Operation

The safety of TOML CERT members is of primary concern during an emergency call-out. All steps should be taken to ensure the safety of CERT members by everyone involved in the emergency incident.

The Town of Mammoth Lakes Advisory Group ensures that CERT members who must remain on-scene for extended periods of time receive all possible logistical and administrative support.

If CERT members are needed by the Town of Mammoth Lakes to support ongoing efforts by public safety and emergency management agencies, the Town of Mammoth Lakes Advisory Group can order activation as specified in section IV-A of this document. CERT activities on-scene are limited by the scope of CERT training. Administrative and logistical tasks which carry negligible personal risk are not currently limited. When CERT teams are ordered to duty through the specified emergency activation procedures, the Town of Mammoth Lakes assumes responsibility and liability for personal injury or accident of CERT members.

H. Operations and Terrorism

CERT teams are not intended to combat terrorism, nor are they expected to operate in the presence of a high-risk environment. CERT may be used for work that is related to the threat or as a response after a terrorist act. CERT members may be used for work that poses little or no threat to their safety, yet provides assistance to public safety personnel.

I. Weapons

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

J. Fitness for Service

As stated in article III, section 3.5 of the bylaws, “Use, possession, or being under the influence of alcohol or controlled substances at any emergency activation undertaken by the members of TOML CERT is prohibited. Violators will be told to depart from the scene and will be subject to removal from the membership of TOML CERT by the board.” No CERT member will be deployed if he/she is under the influence of alcohol

and/or illegal drugs. If a CERT member feels he/she is not fit for service he/she should notify their team leader or a board member.

A team leader, board member, or the CERT advisor has the right and obligation not only to prevent deployment, but also the right to terminate a deployment already underway if he or she has reason to suspect that a person has violated these prohibitions. The decision to terminate deployment in such a situation is final and is not subject to appeal or discussion.

K. Conduct

CERT members act in a professional and respectful manner at all times when representing TOML CERT. During CERT activities, members maintain this professionalism towards other members of the program and the community, regardless of any other relationships they may have with the community or other persons.

IV. Activation Procedures

A. EMERGENCY ACTIVATION

DO NOT SELF-ACTIVATE

TOML CERT may become involved in critical incidents at the request of the Town of Mammoth Lakes or a first responder agency through the TOML CERT advisor.

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

1. Chain of Command for Emergency Activation

Should the resources of TOML CERT be requested during an emergency, the chain of command is:

1. The Chief of the TOML Police Department or his or her designated representative,
The Chief of the Mammoth Lakes Fire Protection District or his or her designated representative, and
The Mono County Public Health Officer or his or her designated representative

have the authority to activate TOML CERT.

As specified in bylaws article I, section 2.1, no other agencies have the authority to activate TOML CERT in an emergency.

- The agency head (or designated representative) notifies the TOML CERT advisor (MLPD) to authorize CERT activation. The CERT advisor notifies the president of CERT.
2. The president of TOML CERT informs the board members of TOML CERT and initiates the team activation tree.
3. Notification through the chain of command may be by
 - Telephone – land line or cell or satellite
 - Radio
 - Electronic alert/notification system
 - Email
 - Announcement on local radio (KMMT, FM 106.5) &/or TV station

- A TOML CERT member or a representative of one of the three agencies: MLPD, MLFPD, MPH, in uniform, in person, coming to a CERT member's residence.

DO NOT SELF-ACTIVATE

CERT members are not mandated to appear for duty. The TOML CERT advisor is ordering the team to activation, not ordering private citizens to duty. This is a voluntary program. CERT members may choose not to present themselves for duty. When CERT teams are ordered to duty through the chain of command, the Town of Mammoth Lakes assumes responsibility and liability for personal injury or accident.

If you experience an obvious large scale event, such as a major earthquake, wildland fire, or severe snowstorm, DO NOT SELF ACTIVATE. Rather, secure your family and residence and prepare your CERT uniform and equipment so that you can respond quickly should an emergency activation call come.

2. Notification

Different levels of team activation are available depending on the magnitude of the incident and the specific type of incident. The TOML CERT advisor keeps CERT leadership apprised of the notification level. The following levels are utilized:

a. 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.

b. Mobilization

A request for mobilization of a CERT team is intended to have team members report to a staging area in full uniform and with all of their equipment for possible deployment. When responding to the staging area, obey ALL traffic laws!

c. Deployment

The CERT team upon activation reports to the staging area for deployment.

Self-activation is prohibited.

Deploying CERT members bring all necessary equipment and personal necessities for a 48-hour period.

Teams that leave the staging area leave instructions for how late arriving team members may reach their team's assignment.

Late arriving team members should check in with their team leader by radio or cell phone to see if additional resources are required and where to go.

3. Actions Upon Alert

1. Secure your family and residence.
2. If you have a scanner, radio, satellite or cell phone turn it on.
3. Prepare your uniform, backpack, water and food and wait for an activation call.
4. When you get an activation call, proceed to the specified staging area and sign in.

B. CANCELLATION

When an alert, mobilization, or deployment order has been issued and subsequent information indicates CERT assistance is not required, the TOML CERT advisor issues a notice of cancellation. Time and date of activation, how/who authorized activation, names of team members participating, actions taken by team members, how/who deactivated, time and date of deactivation and other pertinent information must be documented.

C. SELF DEPLOYMENT/FREELANCING

Team members should not self deploy to an incident. Deployment is as a team. If a person self deploys he/she forfeits all protection from liability provided by the CERT program. Should a CERT member find him- or herself at the scene of an accident, the member is encouraged to assist as a citizen “good Samaritan”.

D. NON-EMERGENCY (SPECIAL EVENT) ACTIVATION

Sometimes TOML CERT is requested to assist at a special event and/or Town function. The board and TOML CERT advisor consider the request, based on:

- Whether the event and CERT participation is consistent with the CERT mission.
- If the request is made in a timely manner, i.e., there is sufficient time to involve the membership and get them to participate. Last minute requests are discouraged.

Special event activation will be by volunteer solicitation and signup rather than through the emergency activation procedures described in this document in section IV-A.

E. DOCUMENTATION.

The CERT advisor is responsible for securing necessary documentation authorizing the activation of CERT, for purposes of workman’s comp and liability coverage in either an emergency or non-emergency event.

TOML CERT members must document their actions, date, time of arrival, reason for call out; getting names, phone numbers, addresses, and other pertinent information of victims contacted and treated. They must also describe the scene and all actions taken by them. Forms for documentation will be provided by the logistics officer, and by team leaders to members of their team.

CERT team leaders ensure that they receive documentation on victims, structures, and anything else relevant and important with respect to the disaster scene. They also document information about the team, its members, their locations, actions taken, etc. Team leaders are responsible to see that documentation is appropriately consolidated for submission to the CERT advisor.

The CERT advisor or designated agent consolidates all documentation and determines if it should be forwarded to the Mammoth Lakes Advisory Group.

V. Team Identification

TOML CERT members must be easily identified in an emergency situation. Team members are issued a CERT vest and identification card for both identification and

accountability purposes. When performing CERT functions, members must display appropriate identification.

A. IDENTIFICATION CARDS

If the identification card is lost it is the responsibility of the team member to replace it. CERT members are not allowed to participate in any activation without a proper ID.

B. APPAREL

The CERT t-shirt and hat may be worn anytime, to help publicize CERT. When wearing CERT apparel, members must maintain a professional demeanor and avoid inappropriate locations.

Members need to dress for the conditions and should always wear pants and shoes with adequate protection for the conditions. During non-emergency situations, members need to wear either the issued CERT t-shirt or other purchased clothing containing the CERT logo. It is the responsibility of the team member to maintain all garments in a presentable manner. CERT apparel is not to be worn in any inappropriate locations, such as bars. When wearing CERT apparel, members must maintain a professional demeanor.

The EOC team leader wears a yellow CERT vest in the EOC as identification as team leader. Outside ops and other team leaders wear a colored hard hat for identification. Colored hardhats are issued along with radios to team leaders at an incident.

VI. Logistics & Equipment

A. INTRODUCTION

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

B. PERSONAL EQUIPMENT

Each CERT member is responsible for the equipment that he/she is issued. This equipment must be properly maintained and readily available for response to a situation. Members must bring equipment to the staging area in the event of an emergency activation. The equipment provided includes but is not limited to:

- Backpack
- Flashlight
- Eye protection
- Dust mask, fitted & tested
- Hardhat
- Gloves
- First aid supplies
- CERT vest
- Tools including multi purpose tool and duct tape.

C. EQUIPMENT ACCOUNTABILITY

If the member leaves the team, the equipment must be returned to his/her team leader or another active CERT member within two weeks. Unreturned equipment is replaced at the previous member's expense.

It is the responsibility of the CERT member to refill any supplies used for personal use. TOML CERT will replace supplies used during an emergency.

D. SUPPLY AND RE-SUPPLY

In an emergency, as a minimum, each CERT member carries a backpack plus 1 liter of water. The logistics officer arranges to re-supply water to the CERT team work-site.

The logistics officer arranges to re-supply food to the CERT team work-site through whatever means possible, during an emergency call out.

The team leader in conjunction with the logistics officer attempts to locate and provide any special equipment or materials needed by the team to accomplish its mission, recognizing that the equipment contained in the backpack was chosen to match the scope of training.

E. STORAGE

TOML CERT has a CERT trailer and a CERT vehicle, which are staged at the Best Western motel. Designated CERT members have access to them so they can be taken to the scene of an emergency when needed.

The CERT program has equipment available for use for outdoor events and it is stored in the trailer. There are a pop-up canopy, tables, chairs, and other materials.

F. TRANSPORTATION

CERT Vehicle. The logistics officer in consultation with available board members, CERT advisor, and other government officials (incident commander, MLPD Chief, MLFPD Chief, Public Health Officer) will determine the need for the CERT vehicle.

Trailer. The CERT trailer is used to transport CERT supplies and equipment as required. Designated CERT members are authorized by TOML CERT to tow the trailer to where it is needed. The pulling vehicle must be at least a ¾ ton pickup equipped with a standard ball hitch 2 5/16th that can tow a 7000 pound tongue weight. Electrical connection is made using a 7-prong plug or a 4-prong adapter.

Re-supply. TOML CERT uses any means available to transport supplies and materials to CERT teams in operation. Primary means will be Town vehicles that can be reasonably expected to reach the destination under emergency circumstances. If no emergency vehicles are available, TOML CERT attempts to find other methods.

CERT Members. CERT members may require transportation to or from the operation area to minimize traffic. In the event that CERT is needed out of the Town of Mammoth Lakes, efforts will be made to provide transportation.

VII. After Action Reporting

Many agencies and departments fail to realize the importance of the After Action Reporting process, and its benefits in supporting emergency management and public safety activities. The after action reporting process is comprised of two main parts, which are the after action review and the after action report.

A. Conducting an After Action Review

- An after action review is a facilitated group discussion of the key issues and actions that were observed or performed during a significant event. For CERT teams, each work site should hold an individual after action review. It should be facilitated by the CERT team leader and/or the training officer, who asks leading and probing questions as to what went well, what needs improvement, and why.
- The after action review is not a venting session where personal attacks or critiques are tolerated. All personnel who had a role in the emergency response are encouraged to participate and provide comments to the group.
- The CERT after action report is compiled by the training officer from the after action review. It should contain any documentation provided by team members and notes taken on the key issues discussed, considering the potential for both lessons learned and best practices.

B. Writing an After Action Report

Once the CERT team has conducted its after action review, the training officer compiles a written after action report, which captures those key issues and concerns provided during the group discussions and all documentation from the event. The report is forwarded on to the TOML CERT advisor. This report then becomes a part of the overall after action report. What went well and what needs improvement and why, in these areas should be included:

1. Activation/deactivation.
2. Personnel issues.
3. Operations.
4. Logistics.
5. Documentation.
6. Communications.
7. Training. Were we able to accomplish our mission because our training gave us what we needed to know to be effective? What do we need additional training on?
8. How many structures did our team search?
9. How many (total) victims were assisted?
10. Describe condition of infrastructure in your area:
Streets and roads, power lines, gas, and phones.
11. Describe the structural damage in your area:
Homes and commercial or business structures: Destroyed / Heavy Damage / Moderate / Light Damage

Appendix I: JOB DESCRIPTIONS

TABLE OF CONTENTS

Officers of the board

1. President
2. Vice President
3. Secretary

Members of the board

1. Logistics Officer
2. Public Information Officer
3. Training Officer
4. Past President
5. TOML CERT Advisor

Teams

1. Emergency Operations Center Team
2. Shelter Operations Team
3. Outside – Field Operations
4. Medical Operations

Additional non-emergency jobs

1. Historian
2. Webmaster

Officers of the Board

1. PRESIDENT

Non-emergency duties:

- a. The president presides at all board and regular membership meetings of CERT. The president has general charge of the business, affairs, and property of the organization, and has general supervision over its officers.
- b. The president makes time-sensitive decisions necessary for expedient and appropriate operation of TOML CERT, applying reasonable business judgment and relying upon such consultants and advisers as may be necessary. The routine, daily operation of CERT is managed and directed by the president, including delegating tasks to board members and committees.
- c. The president presents a report of the work of the organization at the annual meeting.
- d. The president has access to a computer and email on a regular basis.
- e. The president responds to requests from the ML CERT advisor and board in a timely manner.

Emergency activation:

In the event of emergency activation, the president is the Incident Commander for TOML CERT. As IC for TOML CERT, he or she is stationed at the EOC and is the main point of contact and coordination for TOML CERT.

In the role of CERT Incident Commander, the president is responsible for

1. Securing the documentation authorizing the activation of the CERT team, so that all activated members are covered as appropriate for injury and liability in either an emergency or non-emergency event.
2. Designating a CERT member to maintain a log of team members and their assignments during the incident.

The president can receive direction from, and coordinate with, appropriate government officials.

2. VICE PRESIDENT

Non-emergency duties:

- a. At the request of, or in the absence or disability of the president, the vice-president performs all the duties of the president. The vice president has the powers of and is subject to all the restrictions of the president.
- b. The vice president exercises such powers and duties as may be from time to time assigned by the president.
- c. The vice president has access to a computer and email on a regular basis.

Emergency activation:

In the event of emergency activation, the vice president assists the president as the Incident Commander for TOML CERT. He or she is stationed at the EOC.

3. SECRETARY**Non-emergency duties:**

- a. The secretary keeps a record of all meetings, including minutes of all meetings, proceedings, and actions of the board and of monthly meetings of TOML CERT. The minutes of meetings include the time and place that meeting was held, whether the meeting was regular or special. A copy of the minutes of monthly meetings of TOML CERT are available to the membership on the TOML CERT website.
- b. The secretary exercises such powers and duties as may be from time to time assigned by the president.
- c. The secretary has access to a computer and email on a regular basis.

Emergency activation:

The secretary does not have specific duties during an emergency activation, and will participate as a team member or team leader as requested.

Members of the Board

1. LOGISTICS OFFICER**Non-emergency duties:**

- a. The logistics officer is responsible for the CERT vehicle, CERT trailer and the contents of these vehicles.
- b. The logistics officer manages the necessary resources, services, and supplies to support CERT activities.
- c. The logistics officer is in charge of keeping a current inventory of the supplies that belong to the CERT program and their location.
- d. The logistics officer is responsible for maintaining radio equipment and insuring that it is kept fully charged and available on a moment's notice in an emergency.
- e. The logistics officer has access to a computer and email on a regular basis.

Emergency activation:

In the event of emergency activation, the logistics officer:

- a. When necessary, either he or his delegate drives the CERT vehicle to pick up team members who do not have available transportation and brings them to the staging area or transports them to their assignment.
- b. The logistics officer in conjunction with the outside/field operations team leader, sets up a supply staging area from which CERT members can obtain radios and equipment, including specially colored hard hats for team leaders.

- c. The logistics officer remains in the EOC to direct logistics operations from that location. He maintains contact with the CERT teams by radio.
- d. The logistics officer is responsible for positioning the CERT vehicle and CERT trailer where they are most needed.

2. PUBLIC INFORMATION OFFICER (PIO)

Non-emergency duties:

- a. The PIO is responsible for providing timely information to the news media and the public about the activities of TOML CERT.
- b. The PIO is responsible for communications with the membership of the organization.
- c. The PIO has access to a computer and email on a regular basis.

Emergency activation:

- a. The PIO remains in the EOC to direct communications from that location. He or she maintains contact with the CERT teams by radio.
- b. The CERT PIO coordinates with other PIO's in the Joint Information System (JIS) or Joint Information Center (JIC), including other members of the PIO Core Team from Mono County Public Health, Mammoth Hospital, Mammoth Mountain, Mono County Sheriff's Office, etc, utilizing the activated SEMS structure in a given event or incident.

3. TRAINING OFFICER

Non-emergency duties:

- a. The training officer is responsible for maintaining accurate records of each CERT member's completed training and membership level. He/she maintains a skills inventory for the CERT membership.
- b. The training officer maintains team members' contact information, the team roster and is responsible for taking attendance at all CERT meetings and events. The training officer assists members with maintaining their information in an electronic alert/notification system.
- c. The training officer documents all training conducted for and by CERT.
- d. The training officer works in conjunction with the president, the ML CERT advisor, and the ML Advisory Group to identify and arrange for appropriate training opportunities for the membership.
- e. The training officer has access to a computer and email on a regular basis.

Emergency activation:

During an emergency activation, the training officer provides the CERT president, serving as CERT incident commander, with an up-to-date list of members, contact information, and skills inventory.

At the discretion of the president, the training officer may be requested to assist in the EOC, or may be assigned a position as a team member or team leader.

4. PAST PRESIDENT

Non-emergency duties:

- a. The past president exercises such powers and duties as may be from time to time assigned by the president.
- b. The past president provides continuity to the board. He advises the board on issues based on his experience as past president.
- c. The past president has access to a computer and email on a regular basis.
- d. In the event that the past president is not available to serve on the board, the board shall appoint a member-at-large.

Emergency activation:

The past president does not have specific duties during an emergency activation, and will participate as a team member or team leader as requested.

5. TOML CERT ADVISOR

Non-emergency duties:

- a. A senior officer selected by the MLPD Chief, the CERT advisor is the program manager for the CERT Program. He/she deals with the Mammoth Lakes Advisory Group on all issues regarding the TOML CERT program. He/she is responsible for the funding for the program and oversees the direction of the organization.
- b. TOML CERT Advisor files any certificate required by any statute, federal or state. He/she is the official custodian of the records and seal of this organization. He/she submits to the board any communications, which are addressed to the CERT Advisor.
- c. The CERT Advisor has the care and custody of all monies belonging to the organization and is solely responsible for such monies or securities of the organization. He/she signs checks or drafts of the organization. No special fund may be set aside that makes it unnecessary for the CERT Advisor to sign the checks issued upon it. He/she provides at stated periods as the board shall determine, a written account of the finances of the organization and such report shall be physically affixed to the minutes of the board meeting.

Emergency activation:

Keeping in mind that the CERT advisor has other responsibilities in the event of an emergency activation, the CERT advisor initiates any emergency callout of CERT as described in this S.O.P. The CERT advisor interfaces between the CERT organization and first responders as requested.

The CERT advisor is responsible for securing necessary documentation authorizing the activation of CERT, for purposes of workman's comp and liability coverage in either an emergency or non-emergency event.

Emergency Teams

1. Emergency Operations Center Team

EOC Team Leader:

- a. Once the decision to open the EOC is made, the EOC team leader calls the required team members to have them report to Suite Z.
- b. This team sets up the EOC in Suite Z – phone banks, communications equipment, and other facilities as required.
- c. The team leader assigns team members to operate the various functions within the EOC as requested by the Incident Commander; estimates the number of members needed per shift; establishes a shift schedule and assigns members; calls team members to tell them what their assignments are, what time to report and where to report.
- d. The team leader is responsible for the maintenance of a log of team members and their assignments during the activation.
- e. The team leader reports to the incident commander as required on the status of the team and those being served. The EOC team leader is issued a radio.

Assistant EOC Leader:

- a. Becomes the team leader of a second shift, and responds at the time of the second shift to relieve the team leader in the EOC.
- b. Provides support for the team leader to manage and account for all team members.
- c. Follows the direction of the team leader and assumes the roles assigned.
- d. Assists the team leader in planning and coordination efforts.
- e. Is able to spontaneously step up to a team leader position in cases when the team leader is unavailable. This means the assistant team leader must be familiar with and fluent in all of the team leader's responsibilities.

EOC Team Members: Work under the supervision of the team leader setting up and operating the EOC.

2. Shelter Operations Team

Shelter Operations Team Leader:

- a. The decision to open a shelter is likely to come through Mono County Social Services, Mono County Public Health, and the Paramedic Program. All of these players are integrated into a joint response, with maximum utilization of each of their resources in a seamless and efficient manner, under the direction of the Town of Mammoth Lakes and Mono County's EOC's and Unified Command, whichever SEMS structure has been activated.
- b. Once the decision to open a shelter is made, the CERT shelter team leader calls the required team members to have them assemble at Suite Z before moving to the High School.
- c. In the absence of a county appointed shelter manager, the CERT team leader may serve as shelter manager.

- d. This team sets up a shelter at Mammoth High School gymnasium using the Red Cross supplied cots and equipment stored at the High School, under the direction of the above-mentioned government agencies.
- e. The team leader maintains a log of team members and their assignments.
- f. The team leader assigns team members to operate the various functions within the shelter as requested by the shelter manager; estimates the number of members needed per shift; establishes a shift schedule and assigns members; calls team members to tell them what their assignments are, what time and where to report.
- g. The team leader reports to the incident commander as required on the status of the team and those being served. The shelter operations team leader is issued a radio.

Assistant Shelter Operations Leader:

- a. Becomes the team leader of a second shift, and responds at the time of the second shift to relieve the team leader in the shelter.
- b. Provides necessary support for the team leader to manage and account for all team members.
- c. Follows the direction of the team leader and assumes the roles assigned.
- d. Assists the team leader in planning and coordination efforts.
- e. Is able to spontaneously step up to a team leader position in cases when the team leader is unavailable. This means the assistant team leader must be familiar with and fluent in all of the team leader's responsibilities.

Shelter Team Members: Work under the supervision of the team leader setting up and operating the shelter.

3. Outside – Field Operations

Outside/Field Operations Team Leader:

- a. The first outside/field operations team leader on site is the incident commander until the arrival of competent authority.
- b. Makes an initial assessment of the scene and determines appropriate course of action for team members.
- c. The team leader is responsible for the maintenance of a log of team members and their assignments during the activation.
- d. In conjunction with the logistics officer, issues radios and other equipment.
- e. Checks team members prior to deployment to ensure they are safe and equipped for the operation.
- f. Determines safe or unsafe working environment.
- g. Assigns team member roles if not already assigned.
- h. Estimates the number of members needed per shift; establishes a shift schedule and assigns members; calls team members to tell them what their assignments are, what time and where to report.
- i. Coordinates and directs team operations.
- j. Determines logistical needs (water, food, medical supplies, transportation, equipment, etc.) and in consultation with the logistics officer, determines ways to meet those needs through team members or citizen volunteers on the scene.
- k. Collects and writes reports on the operation and victims.

- l. Ensures team accountability.
- m. Communicates and coordinates with the incident commander and logistics officer as necessary.
- n. Team leader stays in one place during operation.

Assistant Outside/Field Operations Leader:

- a. Becomes the team leader of a second shift, and responds at the time of the second shift to relieve the outside ops team leader.
- b. Provides support for the team leader to manage and account for all team members.
- c. Follows the direction of the team leader and assumes the roles assigned.
- d. Assists the team leader in planning and coordination efforts.
- e. Is able to spontaneously step up to a team leader position in cases when the team leader is unavailable. This means the assistant team leader must be familiar with and fluent in all of the team leader's responsibilities.

Outside Operations team members:

Work under the supervision of the team leader.

If CERT teams are needed to assist Mammoth Lakes public safety or emergency management personnel, they are activated and assigned appropriate tasks. Such tasks will not be of any higher risk than a CERT would normally encounter in their emergency response role.

CERT teams will not be used for law enforcement, such as roving guard to stop looters, or making arrests. They may be used to assist administratively or logistically.

Search: CERT members may conduct light search and rescue operations within their zone of activity using the techniques and methods taught during their CERT basic training course. Search means to seek victims in the disaster area using controlled and organized methods. Structures will receive a good external size-up prior to entry by CERT members. CERT members may only enter structures that, as a maximum, are lightly to moderately damaged. Structures judged as unsafe will not be searched by CERT teams alone. The size-up includes locating and de-energizing or turning off of utilities such as gas, electricity, and water.

Rescue: CERT team members may conduct light rescue. Rescue is to remove a victim from peril. Techniques for removal such as cribbing, cutting, lifting, clearing, carrying, etc. should not exceed the capabilities of the team, nor should they degrade the safety of all present.

Fire: CERT teams will NOT attempt to suppress fires unless with a buddy.

CERT members are trained to conduct limited fire suppression. This means fires no larger in area than a standard office desk. CERT members will not attempt to suppress large, well-developed fires. CERT members do not attempt to extinguish Class C (energized electrical equipment) or Class D (combustible metals) fires.

CERT teams avoid operating in structures with hazard placards, especially those warning of highly toxic or explosive materials.

CERT teams check the smoke encountered upon entering the structure. If it is thick and black, and instantly causes coughing and eye irritation, they do not attempt to enter the building to suppress the fire. This may be a very toxic smoke that could cause death.

CERT teams may use fire extinguishers, hoses, or other means appropriate to the type of fire, size of fire, and ability to escape safely.

CERT teams are not be used by trained firefighters to put out major fires.

4. Medical Operations

Medical Operations Team Leader:

- a. Once briefed, decides the need for and assignments of medical team members.
- b. The team leader is responsible for the maintenance of a log of team members and their assignments during the activation.
- c. If an outside operations team is established the medical operations team always goes to the event scene to provide on scene medical attention to team members and victims.
- d. If the event is large the team leader calls in other team members to assist where needed.

Assistant Medical Operations Team Leader:

- a. Assigned by the medical operations team leader to help set up an on-site first aid station.
- b. If medical operations need be established at a second facility that operation is assigned to the assistant medical operations team leader to establish and operate.
- c. The assistant calls in additional team members as required.

Medical Operations Team Members:

- a. Work under the supervision of the team leader, providing START triage for victims found at the scene.
- b. Mark victims with category of injury per the standard operating procedures.
- c. Set up a treatment area and provide medical treatment to victims within the scope of their training.
- d. When not accomplishing their primary mission, may assist the operations team with other duties as assigned.
- e. Communicate with team leader.
- f. CERT medical operations consist of medical triage and medical treatment as taught in the CERT basic course.
- g. CERT members are not responsible for knowing or practicing medical skills beyond the scope of their training.
- h. CERT members use personal protective gear while conducting triage and treatment of the victims. This includes: nitrile gloves (always); gowns and face protection with surgical masks and goggles or face shields for splash protection when at risk from body fluid splashes; masks (surgical or N-95 or better) as

indicated for suspected infection for which respiratory transmission based protection is recommended by the Health Officer.

- i. Triage: CERT should “Do the greatest amount of good for the greatest number of people.” This means that as the team moves through the area, START triage is conducted and the team keeps moving after assessing the victim. The team does not initiate CPR or other treatment that commits the team and keeps them from helping others. After triage has been conducted, they may return to treat the injured. Simple treatment, such as application of a pressure bandage to save life may be initiated. A more thorough triage is conducted when the victim has been transported to a safer area.
- j. Medical treatment: CERT members have been trained to conduct limited medical treatment. CERT members do not conduct medical treatment beyond the limits of their training while in a CERT status.
- k. CERT members having received higher levels medical training, such as EMS, CPR, AED, etc., have identification that distinguishes their training.
- l. CERT teams maintain documentation on all victims treated. A copy of the documentation accompanies the victim if responsibility for care shifts to competent authority such as local Emergency Medical Services personnel. The CERT team retains, as a minimum documentation on the victim: Name, gender, location found, date and time, results of triage, treatment, who passed to and when, anticipated care facility sent to.
- m. Triage and Treatment Areas: A secondary triage area outside an affected structure is designated and used to conduct a more thorough triage and documentation.
- n. CERT teams attempt to provide shelter from the elements for the victims to the best degree possible.
- o. Morgue: A morgue may be established outside the view of victims in the triage and treatment area.
- p. Each of these areas is chosen for best shelter to the victims and accessibility from the work site and for vehicle transportation. If these areas are established, a minimum of two CERT members will be in charge of each.
- q. Biological Waste: Sites will be selected that can be used for human waste (toilet facilities, slit trenches, etc.) and for biological waste (blood saturated materials, fecal matter, urine, vomit, etc) coming from victims. Selection is made keeping in mind the weather conditions and drainage, as well as security. These areas are marked and protected.
- r. Outside toilets (latrines) are trenches dug into the ground 2 feet deep by 2 feet long. When full, they are covered with dirt and plainly marked. There should be some form of view protection surrounding the latrine.
- s. Biological waste should be, as a minimum, double bagged, and placed in a trashcan with secure lid, or buried. Burial sites should be clearly marked.

- t. All CERT members should be watchful to prevent children and animals in the waste areas.

Additional non-emergency jobs

Historian

The historian reports to the PIO.

The historian organizes publicity and information from CERT activities in a notebook to document the organization through time. The historian may collect printed articles, photos and other material for a scrapbook. The historian may be asked to take photos at events.

The historian job should not take priority over any emergency assignment the CERT member is performing.

Webmaster

The webmaster reports to the PIO and keeps the CERT website up to date and interesting. Webmaster is a non-emergency job only.