



Member Guidebook

ASHLAND FIRE & RESCUE

CITY OF ASHLAND, OREGON



November 14, 2018

Version 1

Revision Log

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Introduction

The Community Emergency Response Team (CERT) Program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using skills learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

CERT training will benefit any citizen who takes it. This individual will be better prepared to respond to and cope with the aftermath of a disaster or even an emergency at home. Civilians can be recruited and trained as neighborhood, business, and government teams who, in essence, will be auxiliary responders. They can organize spontaneous volunteers who have not had training and collect disaster intelligence which will assist professional responders with prioritization and allocation of resources following a disaster.

Following a major disaster, first responders, including law enforcement, fire, and emergency medical services (EMS), will not be able to meet the demand for these services. Factors such as number of victims, communication failures, and road blockages will prevent many from obtaining emergency services through 911. Community members will need to rely on each other for help in order to meet their immediate life-saving and life-sustaining needs. Emergency services will need to be supplemented by trained volunteers. These volunteers must know what they can and cannot do to supplement first responders.

CERT Basic Training includes:

- **Disaster Preparedness** – an overview of personal and community preparedness including hazards to which people are vulnerable in their community. Actions to take before, during, and after a disaster. Possible roles for civilians operating in a safe and appropriate manner.
- **Fire Safety** – fire chemistry, hazardous materials, fire hazards, and fire suppression strategies. Sizing up the situation, controlling utilities, and safe use of fire extinguishers to control a small fire. Essentially, how to safely and effectively extinguish a fire utilizing an approved extinguisher and how to identify safety during a fire incident.
- **Disaster Medical Operations** (two-part series) – teaches how to recognize and treat life-threatening conditions, triage, public health considerations, functions of disaster medical operations, disaster medical treatment areas, patient evaluation, basic treatment. Head to toe assessment of victims, establishing a medical treatment area, performing basic first aid, and practicing in a safe and sanitary manner is covered as well as diagnosing and treating airway obstruction, bleeding, and shock by using simple triage and rapid treatment techniques.
- **Search and Rescue** – covers how to size up the situation in which the search and rescue teams will operate. Students also learn safe techniques for victim movement such as lifting, leveraging, and cribbing. Planning, search techniques, and maintaining rescuer safety is a priority.
- **CERT organization** – covers the concepts of Community Emergency Response Teams, their functions including rescuer safety, management principles, documentation, organization, and laws governing volunteers.
- **Disaster Psychology** – addresses the psychological impact of a disaster on rescuers and victims, signs and symptoms of distress, and how to provide “psychological first aid.” Caring for yourself, your buddy, and victims: steps to take individually and as part of a CERT activation before, immediately following, and after a disaster.
- **Terrorism** – students will learn the definition of terrorism and terrorist goals, how terrorists choose their targets, the weapons that terrorists are known or are suspected to have and the risk posed by various terrorist weapons, cues that help to identify a when a terrorist attack may have occurred or may be imminent, ways to prepare for a terrorist incident, and CERT protocols for terrorist incidents and protective action following an event.

CERT History

The Community Emergency Response Team concept was developed and implemented by the Los Angeles City Fire Department (LAFD) in 1985. The Whittier Narrows earthquake in 1987 underscored the area-wide threat of a major disaster in California. Further, it confirmed the need for training civilians to meet their immediate needs. As a result, the LAFD created the Disaster Preparedness Division with the purpose of training citizens and private and government employees.

The training program that LAFD initiated furthers the process of citizens understanding their responsibility in preparing for disaster and increases their ability to safely help themselves, their family and their neighbors. The Federal Emergency Management Agency (FEMA) recognizes the importance of preparing citizens. The Emergency Management Institute (EMI) and the National Fire Academy adopted and expanded the CERT materials believing them applicable to all hazards and is continued to be utilized today. The training model has been used since 1993.

Ashland CERT

The Ashland Community Emergency Response Team (CERT) subscribes to federal guidelines for the "Whole Community" approach to emergency planning and response. It adheres to the National Response Framework (NRF) and National Incident Management System (NIMS) and conducts its responses in accordance with the organizational structure and procedures defined in the Incident Command System (ICS).

Ashland CERT endeavors to involve all members of the community in avoiding, preparing for, mitigating, responding to, and recovering from many forms of emergency or disaster, whether natural, man-made, accidental, or criminal. It is committed to a policy of fair, whole-community representation and will not discriminate on the basis of race, ethnicity, color, age, disability, gender, religious preference, sexual orientation, geography, political, or group affiliations (other than groups advocating violence).

The Ashland CERT core competency is to assist the community in enduring disasters including many incidents which may overwhelm the capabilities of our professional responders (law enforcement, fire, and EMS).

To accomplish its mission, Ashland CERT provides the FEMA-approved CERT Basic Training Program annually at no cost or obligation to participants. Ashland CERT also provides the additional training and the organizational structure for an effective volunteer emergency response to support the efforts of professional responders in the event of a community emergency or disaster. The Ashland CERT Basic Training course is delivered by the CERT coordinator assisted by local first responders who have the requisite knowledge and skills to instruct the sessions.

In addition, the CERT coordinator will call attention to other courses of possible interest offered by various agencies. Examples include First Aid, Cardio-Pulmonary Resuscitation, use of Automatic External Defibrillator (AED), Psychological First Aid, Global Positioning Systems, Emergency Vehicle Operations, Two-way Radio Communications, Evacuation protocols, and Public Information Officer orientation.

Anyone wishing to respond as a CERT member must pass a City sanctioned background check and gain approval through the City to do so. Results of infractions are discussed on a case-by-case basis.

CERT MODES, LEVELS, AND RESPONSIBILITIES

The Ashland CERT program has three distinct response modes of operation. Volunteering for one response mode does not imply that a member will be expected, available, or qualified to volunteer at another. Four levels of participation are also defined to help convey the roles and responsibilities within the organization.

Response Modes

PLANNED: Non-emergency participation in scheduled activities (meetings, training, events), program development and maintenance (base inventories, documentation, leadership building). Many opportunities occur in the day-to-day operations of the CERT program; such as the monthly general meeting, monthly leadership meeting, quarterly training, July 4th parade and booth support, and basic training final exercise planning and operations.

EMERGENCY: Official support activations primarily for Ashland and possibly for mutual aid requests (other CERTs, County SAR, etc.). Requests to use Ashland CERT volunteers are approved by Ashland Fire & Rescue. Typical emergencies, such as floods, fires, or winter storms, may benefit from additional personnel to manage sandbag production and deployment, evacuation notification, or temporary shelter support.

DISASTER: In a disaster, such as a major earthquake when the response agencies are overwhelmed, the FEMA CERT disaster model is used. Self-deployment, involving fire suppression, disaster medical, damage assessments, and light search and rescue are initiated initially at the neighborhood level, and over time migrates to the local CERT Base, where operations continue with CERT leaders until AF&R can provide management.

Participation Levels

Level 4 - Spontaneous Volunteers

CERT Basic Training graduates who do not meet Level 3 requirements are considered spontaneous volunteers, even if they have completed CERT training, were previously active members or leaders, or have not attended at least two CERT functions in the past year, or whose interest is primarily in assisting their immediate family, friends, and co-workers in the event of an emergency are Level 4 members. They will not be called or asked to respond to an incident, but are welcome to volunteer for deployment. All spontaneous volunteers must provide identification, sign a waiver, complete an intake process to determine incident-relevant skills and verify that they have the personal protective equipment necessary for the particular response. They may be assigned to the staging area for deployment or put into on-call status. They may be tracked and scheduled in case their skills are needed at a later time. People at this level will be paired with active members and will not be given leadership responsibility without being accompanied by the active member / leader. For the duration of their deployment, they will be issued personal protection equipment which may include a helmet and vest when available.

Requirements

- Must be at least 18 years old (unless accompanied by a parent or guardian)
- Must have valid ID
- Must sign city liability waiver

Level 3 - Active Members

Active members have completed the CERT Basic Training, want to be part of Ashland CERT and have completed the requirements below. They are interested in working with CERT teams and respond when possible.

Requirements

- Passed a background check
- Attended two CERT functions (or completed basic training) within a calendar year
- Registered to be on mobilization callout lists
- Completed IS-317, Introduction to CERT - <https://emilms.fema.gov/IS0317/>
- Completed IS-100 - Introduction to Incident Command System - <https://emilms.fema.gov/IS100c/>
- Completed IS-700 - National Incident Management System (NIMS), An Introduction - <https://emilms.fema.gov/IS700b/>

Level 2 - Leadership Team

These are CERT-trained core members – individuals who attend general monthly and leadership meetings regularly and assume responsibility by participating in program or incident roles such as base management, phone tree, or Map Your Neighborhood (MYN). They have demonstrated desirable leadership qualities and knowledge of CERT leadership methods and procedures. They know the accountability, safety, documentation, and communications protocols and follow through to complete assignments. Leadership Team members could lead their own neighborhoods during a disaster and may become emergency incident team leaders, although there is no requirement to accept field assignments in this role.

Requirements

- Has spent 12 months at Level 3 requirements
- Attends four leadership meetings annually
- Accepts roles assigned by the CERT Coordinator
- Basic Training final exercise team member at least once per year
- Completed IS-200 - ICS for Single Resources and Initial Action Incidents - <https://emilms.fema.gov/is200b/>
- Cell phone with text messaging
- Demonstrated ability to use two-way radio

Level 1 - Management Team

Management Team members are individuals with a willingness to be involved with the most active aspects of the emergency response team and have committed to obtain advanced training and skills to be available during emergencies. They have demonstrated knowledge and use of the Incident Command System in actual events, as well as active participation in the operation and direction of the organization. They lead by example, step up for duty in trainings, simulations, and other activities directly related to creating and maintaining a quality program. They are unpaid professionals with practical knowledge and experience who fulfill primary leadership roles as qualified Incident Command System (ICS) leaders. They are capable leaders who can learn to perform the duty officer role and responsibilities, although they are not required to do so.

Requirements

- Has spent 12 months at Level 2 requirements
- CERT advanced training
- Completed Nixle system training
- Basic Training IMT Member at least once per year (includes planning meetings)
- Attends at least six leadership meetings annually
- Contributes substantially to planning and execution of advanced training
- Smart phone, tablet, or laptop computer

Completion of the CERT Basic Training in no way constitutes an obligation to participate at any level. In the event of CERT being deployed for any emergency situation or event, all responders (regardless of their participation level) will only be assigned duties consistent with their abilities and training.

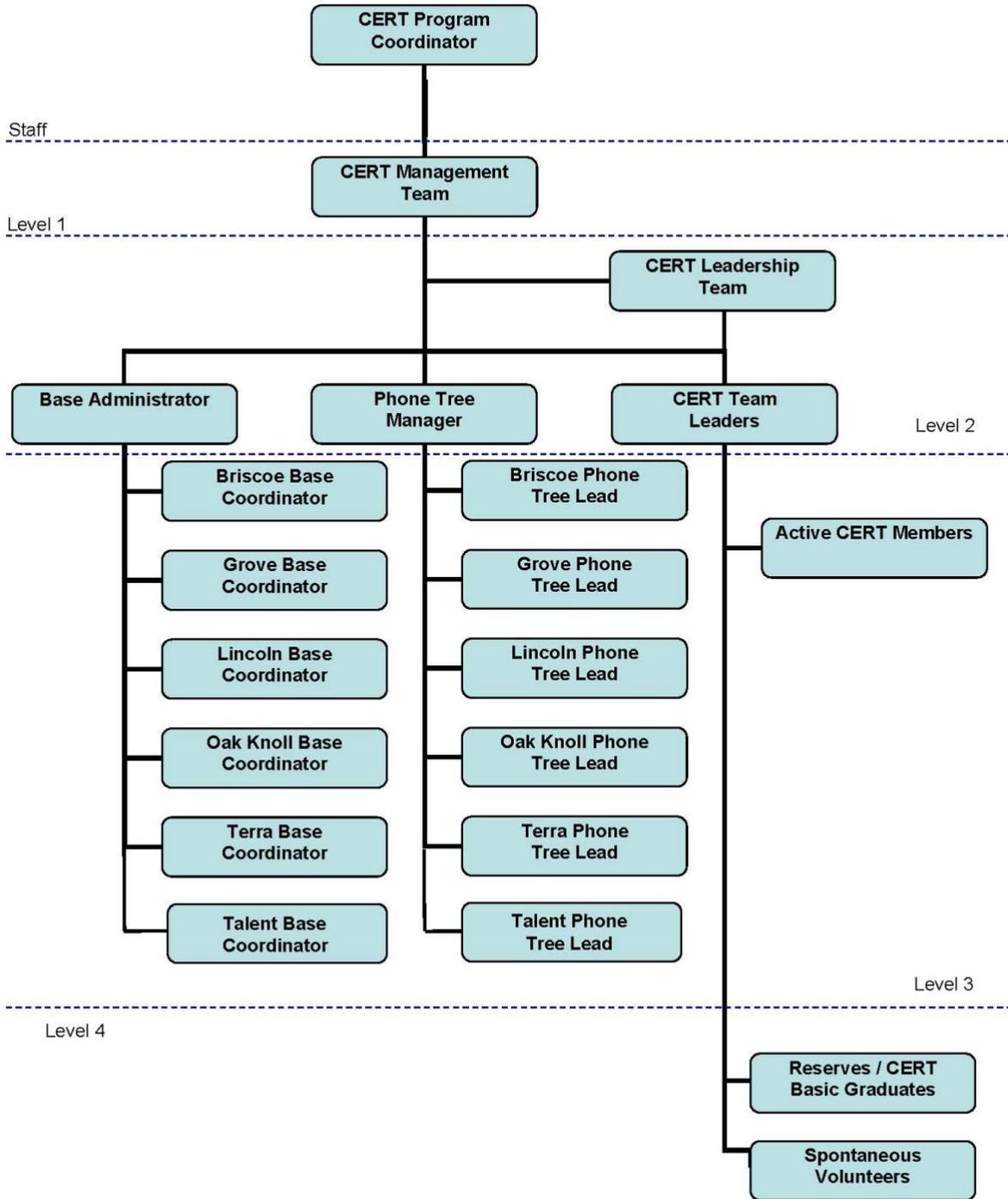
Any graduate of CERT Basic Training may indicate their desire and willingness to participate by becoming active and then consequently to respond to an emergency by indicating upon receiving a mobilization request. It is the duty of the member to be certain they and their family members are safe and secure prior to responding to a whole community approach.

Those who have registered to be available for response will be notified in the event of a CERT deployment in the area(s), and at the level, for which they have indicated their availability, and will be assigned duties consistent with their abilities and training. Any member may change his/her desired level of participation at any time by giving either verbal or written notice to the Ashland CERT Program Coordinator, who will update the master database which must be kept current. Contact: cert@ashland.or.us or call 541-552-2226

There are many opportunities to stay active in CERT including Wednesday meetings, Saturday training, assisting with basic training, office assistance and other expert assistance.

CERT Organization Chart

ASHLAND CERT Organization Chart



Effective: February 28, 2018

CERT Volunteer Code of Conduct

Volunteers represent Ashland Fire & Rescue. As a CERT Program member, your actions are under surveillance by the public, other responders, and those whom we render services. It is important to portray a positive image. Essentially, all CERT volunteers must abide by the same policies and procedures that the City of Ashland employees are subject to. Most of the applicable policies can be found in the COA Municipal Code: <https://ashland.municipal.codes/AMC/3.08.020>

As a volunteer with Ashland Fire & Rescue's CERT Program, you are expected to comply with the following:

- Know that you are not a Firefighter, EMT, or Law Enforcement Officer. You must always operate to your specific level of training in the CERT Program
- When disaster occurs, your first responsibility is your own safety and the safety of your family
- Report to a designated Staging Area, not directly to the scene of an incident
- Take appropriate action consistent with your training if an emergency occurs in your presence
- Stay within the scope of your training, abilities, resources, and authority
- Always bring your personal gear to activation
- Conduct yourself professionally and responsibly at all times while assisting others
- Treat volunteers, visitors, guests, and property with respect and courtesy
- Respect the privacy of persons served and hold any personal information in confidence
- Keep leaders informed of concerns, problems, and progress on assigned tasks
- Do not volunteer if you have used / consumed any intoxicant within the previous eight hours
- Firearms (even with a permit) and other weapons are not permitted during any CERT activity
- You may not authorize the use of the CERT name or emblem for any purpose
- You may not accept any money or gifts offered as a result of your affiliation with CERT from the public
- You may not use CERT to promote any political position, religious matter, or for personal gain
- Direct all media-related, operational-related, and other public incident inquiries to the Public Information Officer (PIO) assigned (anyone who is looking for official statements) or CERT personnel assigned
- You must not jeopardize CERT's effectiveness by behaviors such as but not limited to:
 - Offensive or profane language or gestures
 - Public criticism of a CERT team member, leader, or the AF&R CERT Program in general
 - Discriminatory, derogatory, or defamatory language or actions
 - Jeopardizing another team member's safety

PPE

CERT Individual Volunteer Equipment / Required Personal Protective Equipment (PPE):

When activated, CERT volunteers must be recognizable to authorities and be properly equipped to carry out their assignments safely. Personal protective equipment (PPE) includes the basic indoor/outdoor disaster response gear and any other equipment required for a specific emergency activation. For example, rain jackets are recommended during wet weather; however, during a fire you may want all cotton clothing. You may purchase an “official” CERT insignia backpack from the Ashland CERT office.

Requirements

- Ashland CERT ID
- CERT Vest
- CERT Hard Hat
- Long sleeve shirt and long pants
- Sturdy close-toed shoes or boots
- Flashlight and/or headlamp
- Safety glasses
- Work gloves
- Personal needs kit (meds, reading glasses, etc.)
- Personal first aid kit
- Nitrile gloves, or latex (several sets)
- Extra clothing appropriate for weather (rain gear, coat, gloves, etc.)
- Rehab (food and water)
- Pens, pencils, clipboard, notebook (all weather), permanent markers
- CERT forms (damage assessment, patient exam card, etc.)
- Wrench (utilities shut-off tool)
- Whistle
- Multi-knife / tool
- N95 mask

An Ashland CERT ID badge, vest, and hard hat are issued to members at no charge upon completion of basic training, and remain the property of Ashland Fire & Rescue. When membership with Ashland CERT ends, the member must return the issued equipment to AF&R within 72 hours. Upon gear issue, members sign a form indicating such. All equipment borrowed / used needs to be returned once relieved from duty immediately whether volunteer initiated or department initiated.

Refer to “Ready Pack Suggested Items” in the appendix for other recommended equipment.

ADMINISTRATIVE ROLES

The following section describes ongoing, routine roles within the Ashland CERT program. These roles distribute the workload from the CERT Program Coordinator. This does not imply the volunteer will be expected to perform the role in emergency or disaster situations.

These descriptions are overviews. More details may be found in the appendix.

Base Administrator

The base administrator reports to the CERT coordinator and is responsible for ensuring all required CERT Base functions are performed in a timely manner. This is usually accomplished by having base leaders complete tasks individually or as group events, but the responsibility remains with the base administrator.

Qualifications

- Level 2 – Leadership Team Member (at minimum)
- Self-motivated to succeed as an asset for the CERT coordinator
- Excellent record keeping / organizational skills (Word, Excel, etc.)
- Nixle user capable / capability

Responsibilities

- Communicates regularly with individual base leaders
- Ensures all CERT bases are visited at least every other month
- Ensures annual base inventory is completed and updated
- Reports base issues and problems to the CERT coordinator within 24 hours
- Works with the CERT coordinator to resolve problems in a timely manner
- Makes sure routine base maintenance is accomplished
- Assists base leaders to recruit members for drills and events involving bases
- Makes sure base boxes are updated (with phone tree lists, etc.) as needed

Logistics

- Cell phone
- Base record keeping system
- Transportation
- Base leader contact list

Base Coordinator

Base coordinator is a non-emergency/disaster administrative volunteer position with a one-year term (renewable) that helps the base administrator with one or more CERT Base locations. CERT Bases are locked cargo containers placed throughout Ashland containing minimal supplies to help during an incident. They are located near city buildings that can become part of a larger response if necessary, but those other facilities are not the responsibility of the base coordinator. The base coordinator responsibilities are minimal: check (drive by) the base monthly, run base inventory on time annually, update the base box file system as requested (rare), and make an effort to staff the base if an activity will involve that base.

Qualifications

- Level 3 – Active Member
- Self-motivated to complete tasks

Responsibilities

- Communicates regularly with base administrator
- Responds to base administrator requests to accomplish base needs
- Makes sure routine base maintenance is performed
- Leads and participates in annual inventory for their base
- Monthly check for base condition and neatness, including surrounding space
- Reports issues to base administrator and helps resolve routine base issues

Logistics

- Cell phone
- Base coordinator contact list
- Current / up-to-date Phone Tree

Map Your Neighborhood (MYN) Facilitator

Map Your Neighborhood facilitators meet with members of the public (typically Ashland residents) who are interested in inviting their neighbors to form a group focused on preparedness in their neighborhood. Residents often look to CERT to facilitate the popular MYM meetings because they care about their well-being in a disaster.

Facilitators are expected to present a level of professionalism when working with the public and have a basic level of understating of local hazards and response under the four basic tenets of preparedness including: Be informed, Have a Plan, Make a Kit, and Get Involved (AKA: prevention, preparedness, response, and recovery).

When a community member contacts CERT and expresses an interest in MYN, the coordinator gives the person's contact info to a trained facilitator. The facilitator contacts the person within a reasonable and professional timeframe to initiate the process (see MYN handbook).

Qualifications

- Level 3 – Active Member (approved by CERT coordinator)
- Prepared for questions on all hazards, City procedures, and disaster preparedness
- Honest and trustworthy; promotes Ashland CERT as a representative
- Dresses appropriately (business casual)
- Ability to stand for two hours and perform outside in varying weather
- Training
 - Watch Facilitator's Guidance Film
 - Assist or observe a facilitated meeting
 - Be comfortable with speaking and coordinating group activities
 - Be observed facilitating a MYN meeting by a seasoned facilitator or the CERT Coordinator

Responsibilities

Work with CERT Coordinator to initiate MYN meetings.

Facilitating a MYN from start to finish includes:

- Initial meeting with the neighborhood host, or organizer, to listen to their goals (can be via phone)
- Driving / walking the neighborhood to determine sensible compilation of homes (invite initiator)
- Compiling an address list to give to the CERT Coordinator who will create individual home footprints and large maps
- Determine a location, date, and time to hold neighborhood meeting
- Create and distribute invitation letters (templates available)
- Create and distribute reminder letters with homework letter (templates available)
- Facilitate the neighborhood meeting
- Track & Report group that has completed initial meeting via homes in attendance
- Provide CERT Coordinator with contact information from voluntary intake sheet

Logistics

- Transportation
- MYN Mission Description
- MYN Handbook

Phone Tree Manager

The CERT Coordinator usually performs this activity due to access of personal information and city resources. It involves adding new members to the database that creates the phone tree lists for each geographic area, and removing members that no longer wish to participate or who have left Ashland CERT. The Phone Tree information is also added and removed from the Nixle automated calling system.

There are six geographic base groups, in addition to the SOU student and faculty group. Members may participate in the mutual aid response callout list requests, which is used when CERT is asked to provide support to other agencies. Members on the mutual aid response list can be called at any time, day or night similarly to AF&R requests for assistance.

The Phone Trees consist of members grouped by geographic areas, based on member address (with the exception of SOU) and includes phone tree leaders, assistants, and members. The Nixle system is essentially Everbridge mass-notification Company and uses the same groups, but does not need the other subdivisions.

Qualifications

- Level 2 - Management Team Member (approved by CERT Program Coordinator)
- Familiar with CERT Base geographic boundaries
- Able to locate addresses on a map (Google Earth)
- Proficient with Microsoft Office Access CERT database
- Administrative access to Nixle and CERT database (when appropriate)

Responsibilities

- Update phone trees at least twice a year with Basic Training graduates who want to be included
- Add new members to appropriate base groups according to geographic location
- Add new member information into the Nixle and CERT database
- Remove members who no longer wish to be listed in the Nixle and the CERT database
- Communicate with Base Administrator(s) to make sure bases have current phone tree lists
- Ensure phone tree assistants have current Phone Trees (can delegate to base coordinators/administrators)
- Upload to the password protected CERT website location

Logistics

- Cell Phone
- Current / up-to-date Phone Tree (updated twice annually at minimum)

CERT Duty Officer

The CERT Duty Officer is a volunteer deputy for the CERT Program Coordinator, responsible for managing CERT in both emergency and non-emergency situations when the CERT Program Coordinator is not available. Minimum term is one year.

A CERT Duty Officer may assume certain duties of the CERT Program Coordinator when the Coordinator is unavailable, either on a scheduled basis (e.g. vacations) or during emergency/disaster activations. For active assignments lasting more than 8-12 hours, multiple Duty Officers may be needed. If this position cannot be staffed, AF&R must manage the activated CERT organization or demobilize it.

Duty officers are selected by the CERT Coordinator with approval by AF&R Fire Chief or Division Chief. These members agree to be available whenever possible, within reason, to fill the role and participate in a scheduled system of availability. These members are unpaid professionals with the demeanor, personal/phone/radio communication skills, computer skills, and training to "plug in" to the AF&R response system and lead the CERT response in accordance with AF&R's needs.

Qualifications

- Level 1 - Management Team Member
- CERT member at least one year

Responsibilities

- Willing to be on the "on-call for backup" schedule
- Can be contacted by cell phone at any time, whether able to respond or not
- Competent using Microsoft Word, Excel, and preferably Access
- Understands Incident Command Systems and adheres to Chain of Command
- Actively makes effort to complete all available CERT training
- Attends appropriate extended training
- Provides training to membership in areas of expertise

Logistics

- Access and training to update the 1700AM Radio
- Access and training to operate the Nixle messaging system
- May require access to the CERT database and training for use

Radio Communications Manager

The Radio Communications Manager performs some of the roles of an ICS Communications Unit Leader (COML), Communications Technician (COMT), radio operator (RADO), and Training Officer. The radio communications planning, equipment, standards, training, and documentation are the areas of responsibility.

Qualifications

- Level 3 – Active Member
- ICS COML, COMT, and RADO training preferred (see glossary)
- Able to design and implement radio solutions in real time
- Can competently dispatch for and log multiple field teams
- Able to create radio networks consisting of a variety of equipment and channels
- Understands fundamentals of radio communications (propagation, range, modes)
- Knows capabilities and operation of all CERT radio resources
- Can effectively troubleshoot and solve radio communications problems

Responsibilities

- Writes/updates/distributes radio training and **operational** documentation (incl. ICS-205)
- Creates and maintains radio communications documentation and **training** plans
- Develops and maintains **relationships** with other responder agencies
- **Maintenance** of all portable radio assets (e.g. charging, storing)
- Maintains **inventory** of all CERT radio communications equipment
- Maintains frequency/channel **programming** for CERT radio communications equipment
- Assists in supplying, setting up, and operating radio equipment for **drills** and training
- Oversees effective distribution, tracking, and use of radio equipment

Logistics (radio inventory):

- Five custom 50W VHF Icom IC-5020 transportable base stations
- One fixed 50W VHF Kenwood TKR-751 repeater
- One fixed dual band ham repeater (TM-V71A not owned by CERT)
- One Kenwood TM-281A base station (AFR Station 1)
- One Kenwood TM-V71A dual band amateur radio (in 8889)
- One Motorola Spectra 50W VHF radio (in 8889)
- 12 Kenwood TK-2312 5W VHF portable radios (AFR Station 1)
- 12 Kenwood TK-290 5W VHF portable radios (in 8889)
- Five Baofeng GT-3 5W VHF/UHF portable radios (AFR Station 1)
- 72 Motorola FRS 1W UHF portable radios (12 /CERT base, 12/Training, 0 at Briscoe,)

Radio Operator (RADO)

The Radio Operator is anyone trained and proficient with the use of two-way radio equipment. An incident dispatcher is a more experienced level, familiar with and comfortable using portable radios, base stations and repeaters to create a communications network between the chain of command above (CERT Command) and below (Field Team Leaders), using the default or modified ICS-205 communications plan, ensuring that effective communications is established and continues throughout the event or incident.

Qualifications

- Level 3 – Active Member (*with radio training and experience*)
- Familiar with CERT radios and radio protocols
- Situational awareness sufficient to overcome propagation issues
- Able to keep an accurate and readable communications log
- LOGS: Access radio cache, set up, check out, track and return equipment

Dispatcher Qualifications

- Strong preference for radio operators with more training and experience
- Can intuit and resolve a variety of common communications problems
- Must be able to maintain readable communications log
- Can remain calm and effective with increased stress levels
- Good situational awareness of what is happening on the other end of the call

Responsibilities

- Maintains radio contact with assigned people or locations at all times
- Understands common problems and solutions affecting communications (position, volume, etc.)
- Understands and practices brief, clear, accurate radio messaging
- Understands difference between a summary status report and a cell phone conversation
- Reports significant events such as changes in conditions or team location

Logistics

- Know how to access radio caches
- Set-up, test, check out/check-in radio equipment using CERT procedures
- Make available the default ICS-205 communications plan and radio log forms
- Determine and set correct channels if possible before issuing equipment
- Check that the radio is working properly and the battery is charged
- Document all radio communications legibly and turn in paperwork at end of shift

Spontaneous Volunteer Program Manager

This is a CERT Program Management function. Create the process whereby CERT can manage spontaneous volunteers competently within its own scope of operations, document it, and make it available to run during any mission.

The City EOP states that CERT can manage a small number of unsolicited volunteers. The EOC is responsible for managing larger "Volunteers and Donations" solutions. May need to coordinate disaster planning with other agencies that deal with spontaneous volunteers, such as the American Red Cross.

Qualifications

- Level 1 - Management Team Member

Responsibilities

- Maintain the Ashland CERT spontaneous volunteer program policies and procedures
- Maintain the document package (official liability release form, sign-in, sign-out, tracking, ID, demobilization)
- Develop public volunteer messaging for use in disasters unless given

Logistics

- Deployable Resource Bin located in each CERT Base
- Forms / Documents
- List of supporting agencies and contact information
- Message content and distribution procedure

CERT Command Vehicle Operations

The Command Vehicle Manager is responsible for maintaining the mechanical and emergency readiness of the CERT Command Vehicle (8889) and is qualified to drive the vehicle and operate its equipment. It is a good idea to have several people certified to operate and familiar with the deployment and operation of the vehicle. Operators are also responsible for vehicle checks before, during, and after operation.

Qualifications

- Level 3 – Active Member
- Performs monthly vehicle checks and manages onboard resources
- Is certified to drive and operate vehicle:
 - Successfully completed the annual training and driving course
 - Signed City of Ashland's *Volunteer Policy* on file
 - Current acceptable three-year DMV record on file
 - Current driver license and insurance information on file
- Prepared and likely available to deploy, set up, and operate the vehicle when needed
- Can deploy the vehicle to support non-emergency operations such as disaster simulations
- Knows how to operate the vehicle radios and other equipment
- Can manage (configure and test) onboard computer, printer, and network preferred

Responsibilities

- Performs monthly vehicle check and report
- Maintains logs of fueling (dates), treatments (e.g. oil needed, low tire pressure, etc.)
- Maintains various inventory and configuration documents
- Recruits and trains others to build expertise and future drivers
- Reports problems and improvement needs to CERT Program Coordinator

Logistics

- Key access procedures if Battalion Chief is not available or Station 1 is unstaffed
- Fueling card access and use
- Supplies checklist (default, rehab, training, technology)

INCIDENT ROLES

These roles occur during CERT activations. They are in addition to FEMA CERT trained disaster response volunteer roles such as fire suppression, damage assessment, extrication, or disaster medical support.

In general, all activities, whether routine, during emergencies or a disaster situation, are quite dynamic and require people to understand basic ICS principles such as chain of command and functional responsibilities, but then to be flexible, maintain a calm composure, and help in a friendly and cooperative way.

"Safety First" and not acting beyond an individual's personal current level of training area always the primary concern. Know your limits. Teams need to work together to support each other and to improve the response beyond the capability of people working by themselves.

Basic principles of the CERT training are not covered in detail here. It is the member's responsibility to understand them, such as using the buddy system, size-up process, appropriate gear, and safe practices.

CERT Incident Commander/Team Leader (IC/TL)

The FEMA CERT term "Incident Commander/Team Leader" (IC/TL) refers to the person in charge of a response at the incident. The IC/TL is responsible for all incident activities, including the development of strategies and tactics, conducting operations, and the ordering and the release of resources.

In a planned response, the IC/TL can be selected by the CERT Program Coordinator. In self-mobilization, the first person to arrive at base is IC/TL until a more qualified person takes over.

The IC/TL ensures safety, establishes objectives, provides information, takes direction from and reports to their supervisor, and is the liaison between CERT and other responders.

The IC/TL is responsible for all activities within the CERTs scope, but many tasks, such as Operations, Planning and Logistics (and radio communications) can be delegated to maintain manageable span of control (5-7) according to and in accordance with the Incident Command System.

Qualifications

- Level 2 – Leadership Team Member (preferable)
- Level 3 - Active Member (minimum)

Responsibilities

- Establish Command - identify IC/TL, and Incident Command Post (probably a CERT Base)
- Size-up the situation and develop objectives and strategy
- Evaluate communications, create solutions (assign Radio Operator - RADO)
- Assign Planning, start documenting, create assignments
- Assign staging area manager
- Assign OPS to build, brief, deploy, track teams
- Assign LOGS, track people, supplies, food, facilities, security, etc.
- Establish local medical station if needed (plan ambulance route)
- Plan for expansion, hand-off, continuation, and demobilization

Logistics

- Access to CERT Bases
- CERT Base Box
- Electricity
- Restrooms
- Rehab (food and water)
- Communications
- Status of associated support facilities near base (e.g. First Baptist Church of Ashland – Terra Base)

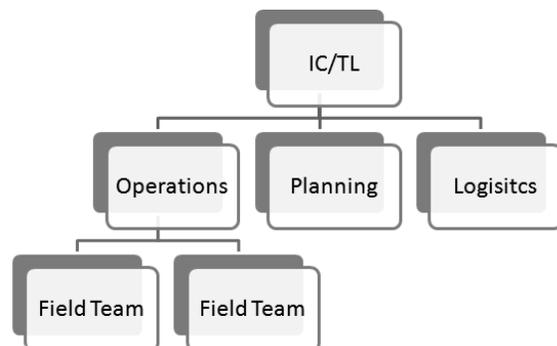
CERT Incident Management Team (IMT) Member

A CERT Incident Management Team (IMT), including the Incident Command/Team Leader (IC/TL), is usually a small group, but can grow or shrink depending on the size of the response and the availability of qualified people. The CERT IMT works together in support of the IC/TL to maintain span of control as an incident grows.

In non-emergencies, CERT members develop IMT skills by planning and executing the basic training final exercise, the July 4th parade support, and other events. They meet for planning and advanced training at the monthly leadership meetings.

Upon an official emergency activation, available IMT members mobilize forming a team, reducing the need of AF&R to directly manage many responding volunteers. The CERT IMT uses the same definitions and roles as the command staff defined in the Incident Command System (such as IC, Planning, LOGS, OPS).

In a disaster, when CERT members have self-deployed and made their way to a CERT base, the FEMA CERT rules apply. If the volunteers are unfamiliar with ICS, the IC/TL will have to select people and give them specific responsibilities as the number of volunteers increases.



IMT: Team of IC/TL, Planning, OPS, LOGS working together to create a safe, effective response

IC/TL: Leader by being first or most qualified. Responsible for all activities even if delegated

PLANNING: Strategy, assignments, documents, maps, situation status, resources, demobilization

OPS: Assigns field team leaders, tracks field teams, manages staging areas, can do radio support

LOGS: Manages locations, food, transportation, supplies, medical, and communications needs

Qualifications

- Level 2 – Leadership Team Member (preferable)
- Level 3 - Active Member (minimum)

Responsibilities

- Contributes to success of Basic Training
- Ensure SAFETY FIRST is well understood at all time (awareness, buddy system, communication)
- COMMUNICATE (with supervisors, IMT, FTL. Use PCAN (Position, Condition, Actions, Needs)
- Work as a team to build and implement appropriate solutions
- Refer all media requests to the Emergency Operations Center or appropriate Public Information Officer

Logistics

- Base Box or forms package
- Office set: clipboard, pens, paper, markers, etc.
- Working communications, preferably via two-way radio or cell phone as a secondary

Field Team Leader (FTL)

The Field Team Leader (FTL), assigned by Operations or IC/TL based on leadership experience and capability, takes a team of volunteers out to perform assignments. Possible tasks include damage assessment, light search and rescue, minor fire suppression, utility shutoffs, disaster medical treatment, and others.

The Field Team Leader ensures the scene is safe and that the team operates safely. They continually size up the situation to prevent and solve problems, while accomplishing the assigned tasks. The FTL can ask for input from team members, but retains final decision authority.

Qualifications

- Level 2 – Leadership Team Member (preferable)
- Level 3 - Active Member (minimum)

Responsibilities

- Ensures safety of team members, including maintenance of buddy system
- Stays in regular contact with supervisor. Use PCAN (Position, Condition, Actions, Needs)
- Reports changes in conditions or team location
- Logs team activities and events as they occur
- Requests relief for rehab if needed
- Refers all media requests to Incident Command or Public Information Officer

Logistics

- Field Team Leader Checklist (appendix)

Radio Communications Roles

The Radio Communications Unit manages CERT radio resources such as portable radios, base stations, and repeaters, and forms a radio-based operational network between the IC/TL and field teams using the default or modified ICS-205 communications plan, as well as ensuring communications continue with emphasis on regular check-ins and status reports with the field teams.

Field radio users must know how to use two-way radios and the standard communications protocols. Additional CERT radio training preferred. Good communications skills required.

Qualifications

- Level 3 – Active Member (*with radio training and experience*)
- Be familiar with CERT equipment and procedures, including equipment tracking
- LOGS: Coordinate acquisition, check out, return of communications equipment
- COMT: Ability to set-up/test/troubleshoot portable radios or base stations including location testing
- RADO: Operate as a point of contact in a radio network (i.e. CERT dispatcher / net control station), typically at a CERT Base. Keep a radio communications log.

Responsibilities

- Ensures safety of team members, including maintenance of buddy system
- Stays in regular contact with supervisor. Use PCAN (Position, Condition, Actions, Needs)
- Reports changes in conditions or team location
- Logs team activities and events as they occur
- Requests relief for rehab if needed
- Refers all media requests to Incident Command or Public Information Officer

Logistics

- Field Team Leader Checklist (appendix)
- Write down assignment details, including who to report to, when and where to respond, duration, contact info, etc.
- Obtain, set-up, test, check out/check-in radio equipment using CERT procedures in Communications Plan
- Document all radio communications legibly and turn in paperwork at end of shift

Radio Operator (RADO)

The Radio Operator is anyone trained and proficient with the use of two-way radio equipment. An incident dispatcher is a more experienced level, familiar with and comfortable using portable radios, base stations and repeaters to create a communications network between the chain of command above (CERT Command) and below (Field Team Leaders), using the default or modified ICS-205 communications plan, ensuring that effective communications is established and continues throughout the event or incident.

Qualifications

- Level 3 – Active Member (*with radio training and experience*)
- Familiar with CERT radios and radio protocols
- Situational awareness sufficient to overcome propagation issues
- Able to keep an accurate and readable communications log
- LOGS: Access radio cache, set up, check out, track and return equipment

Dispatcher Qualifications

- Strong preference for radio operators with more training and experience
- Can intuit and resolve a variety of common communications problems
- Must be able to maintain readable communications log
- Can remain calm and effective with increased stress levels
- Good situational awareness of what is happening on the other end of the call

Responsibilities

- Maintains radio contact with assigned people or locations at all times
- Understands common problems and solutions affecting communications (position, volume, etc.)
- Understands and practices brief, clear, accurate radio messaging
- Understands difference between a summary status report and a cell phone conversation
- Reports significant events such as changes in conditions or team location

Logistics

- Know how to access radio caches
- Set-up, test, check out/check-in radio equipment using CERT procedures
- Make available the default ICS-205 communications plan and radio log forms
- Determine and set correct channels if possible before issuing equipment
- Check that the radio is working properly and the battery is charged
- Document all radio communications legibly and turn in paperwork at end of shift

CERT MISSIONS

In an emergency, CERT may be activated to carry out a wide variety of missions. The following sections describe needs and responsibilities for specific missions defined by the Ashland Fire and Rescue CERT Program, which is an extension of the basic FEMA disaster response program. Other missions not described here could be requested. Every assignment requires a mission briefing prior to deployment. Responding volunteers keep in mind "Safety First" and to "Do the most good for the most people."

Briefing Elements

This section is a reminder to include specific information in a briefing before sending teams out. It may be given to an entire group or team leaders if volunteers and teams are numerous.

- Safety: Potential hazards, risk reduction, overall situational awareness, etc.
- Assignment: What tasks are likely for the current objectives
- Facilities: What are conditions, rules, and resources at the scene
- Transportation: Getting there and back (route and vehicle issues)
- Communications: Chain of Command - Who to report to (on scene and CERT), and how
- Medical: What to do and who to call if there is an injury
- Supplies: Any special requirements (members properly equipped)
- Weather: Forecast, day/night issues, high/low temps, wind, etc.

Qualifications and Roles

Missions require members and other volunteers at various levels of responsibility. Team members, team leaders, and a CERT management team have specific assignment duties.

Checklist - Required Equipment

When activated, CERT volunteers must be recognizable to authorities and be properly equipped to complete their assignments safely. Personal protective equipment (PPE) includes the basic indoor/outdoor disaster response gear and any other equipment required for the specific emergency activation. Special equipment may be supplied for assignments. Generally, being prepared to work inside or outside and being able to take care of your own needs is a good starting point.

- | | |
|--|---|
| <input type="checkbox"/> CERT ID | <input type="checkbox"/> Personal needs kit (meds, reading glasses, etc.) |
| <input type="checkbox"/> CERT Vest | <input type="checkbox"/> Personal First Aid Kit |
| <input type="checkbox"/> CERT Hard Hat | <input type="checkbox"/> Extra clothing for weather (rain gear, coat, etc.) |
| <input type="checkbox"/> Rehab (food and water) | <input type="checkbox"/> Wrench (utilities shut-off) |
| <input type="checkbox"/> Safety glasses | <input type="checkbox"/> Nitrile gloves, or latex (several sets) |
| <input type="checkbox"/> Work gloves | <input type="checkbox"/> N95 mask |
| <input type="checkbox"/> Flashlight and/or headlamp | <input type="checkbox"/> Whistle |
| <input type="checkbox"/> Sturdy close-toed shoes or boots | <input type="checkbox"/> Multi-knife / tool |
| <input type="checkbox"/> Long sleeve shirt and long pants | <input type="checkbox"/> |
| <input type="checkbox"/> CERT forms (damage assessment, patient exam card, etc.) | |
| <input type="checkbox"/> Pens, pencils, clipboard, notebook (all weather), permanent markers | |

Refer to "Ready Pack Suggested Items" Appendix for other recommended gear.

Firefighter Rehab

Rehab is established to ensure that the physical and mental condition of responders operating at the scene of an emergency or training exercise does not deteriorate to a point where it will negatively affect their safety or jeopardize the integrity of the operation.

Upon arrival to the established rehab area, responders should be allowed to rest as needed before being evaluated for heart rate and mental status. Responders may be evaluated for blood pressure and core temperature as well. (See Rehab SOG for more details)

Responders who have symptoms such as a pulse in excess of 120 bpm, elevated body temperature, chest pains, shortness of breath, altered level of consciousness, extreme fatigue, or poor skin color, should be seen by medical personnel.

In the event an individual is transported for medical treatment, the IC must be notified.

Briefing Elements

The Rehab Team is responsible for the following;

- To provide responders with rest
- Provide shelter, fluids and nutrition (when applicable)
- Report and document responders' status / vitals
- Maintain Rehab sign-in / out (Incident Rehab Binder)
- Provide compassionate support to responders.

Qualifications and Roles

- Current Firefighter Rehab Certified
- Certified Driver (if driving 8889 or other city vehicles)
- Level 3 – Active Member

Checklist

- Obtain the keys for 8889 and a fire radio from the BC's office
- Begin readying 8889 to depart including a walk around, unplug, and start
- Fill the large cooler from 8889 with ice (from the hose bay) and drinks (from the oxygen room)
- Obtain the Rehab Binder from CERT Office and energy bars from oxygen room
- Load supplies in 8889 and drive to scene
- Upon arrival, check in with Command for assignment details

Roving Patrol on Wildfires

Typical assignments include searching areas near a live or recently extinguished fire looking for, reporting, and extinguishing (if possible) hotspots. Identify and report other hazards and problems when encountered.

Briefing Elements

- Hotspot protocol review
- Traffic safety awareness
- Trespassing and animal issues

Qualifications and Roles

- Level 3 – Active Member

Checklist

- Verify exact assignment area boundaries (map)
- Transportation approved by AF&R
- Form teams of three (preferred)
- Appropriate gear (fire extinguisher, shovels, water bags, etc.) acquired and tested / checked
- Public information handout (if requested)

Canvassing, Alerts, & Evacuations

Deliver evacuation notice door-to-door in the assigned area. Knock on every residence door, notify face-to-face when possible, and always leave evacuation notice. Record each visit result per address (contact, no answer, etc.). Report residents with special needs or requests for evacuation assistance immediately. This mission may also include posting flyers or posters.

Briefing Elements

- Protocols for encountering private property, back yards, animals, etc.
- Responding to questions, refusals, requests for assistance
- Appropriate locations for posters, flyers, and notices
- Responding to public questions

Qualifications and Roles

- Field teams of five (three minimum): knocking on doors
- Level 3 – Active Member
- Appropriate Field Team size (two when posting flyers, 3-5 when going door-to-door)

Checklist

- Obtain sufficient copies of any notice, flyer or poster for assigned area
- Assignment maps with house outlines/addresses (or area maps for posturing)
- Fill in specific info on evacuation notice form; make sufficient copies
- Parameters of evacuation notice area for CERT / identify area to be covered
- Note location of risks (fire, etc.) on a map if possible
- Clarify preferred order of notifications within the assignment area
- Plan team transportation
- Radio / Communications

Damage Assessment Team

A damage assessment is a systematic process of determining the type, extent, and impact of damage suffered by a community in a disaster. The FEMA CERT program covers damage assessment in Unit 6, and the IS-559 online course is also informative. Local damage assessments need to be rapid, detailed, and accurate. They must be reported promptly through appropriate channels so that available resources can be used effectively.

During a self-deployment, which is only authorized in a disaster, and after helping one's own family and neighbors, CERT members make their way to a CERT Base (or other designated staging area) doing damage assessments using the default damage assessment form. The information is given to the next level authority as soon as possible.

In addition, the **Ashland Emergency Operating Plan** states for recovery operations: "The City Department of Public Works will provide personnel to lead damage assessment teams. Volunteers may be trained and can be expected to lead damage assessment teams for Priority #2 initial damage assessments (IDAs). Ashland's CERT is trained for damage assessment." And for earthquakes: "The initial damage assessment should be augmented by "windshield" surveys and CERT Team reports, in order to provide an estimate of numbers of private homes and businesses affected. This survey should be completed as soon as possible." A windshield survey involves documenting damage by driving around in a vehicle to visit more areas, and is usually done by professional responders.

Briefing Elements

- Clarify lead agency and supervisor
- Present and explain forms to be used
- Explain the reporting process and priorities
- Review damaged building and environmental safety

Qualifications and Roles

- Level 2 - Leadership Members as Team Leaders (if needed)
- Level 3 - Active Members on teams
- Understanding of CERT damage assessment levels and reporting

Checklist

- Appropriate forms for agency
- Appropriate equipment testing / checking

Points of Distribution (POD) Support

A Point of Distribution (POD) is a publicized location, such as a building or parking area with good resources to support public access. Health & Human Services (HHS) may use this model to efficiently dispense medicines and other necessities during an incident. However, the POD concept can be implemented for a variety of purposes, such as distribution of food and water. A POD plan may include several ICS functions for the overall operation or specific sites, including security, transportation, communications, and information management.

CERT volunteers may be mobilized through an official activation to support a POD under the supervision of HHS personnel, helping unpack and prepare supplies for distribution to large numbers of people and help with record-keeping. They might also pass out supplies or manage ancillary tasks, such as directing traffic.

Briefing Elements

- POD operation assignment details
- Additional required PPE

Qualifications and Roles

- Level 2 – Leadership Team Member - POD leaders
- Level 3 – Active Member assisting

Checklist

- Additional materials as needed for POD management (will be situational)

County Search & Rescue Support

This is an outside agency assist mission that Ashland CERT performs, helping Jackson County Search and Rescue (JCSAR) in the Ashland area when requested through official channels. Extensive walking, searching, talking to people, and posturing assignments are likely. Members should be prepared for weather, able to follow instructions, be able to use a two-way radio, and document their activities. Members will be placed on teams based on their availability and capability.

Three operational models are most likely in this kind of response. In most, if not all cases, CERT will provide a Level 1 liaison or Incident Management Team (IMT) to help the CERT responders interface with the requesting agency, providing a single point of contact between CERT and the outside agency to ensure that problems are handled appropriately. CERT members should be tracked (sign-in/out) by CERT even if the outside agency is accounting for them, as a safety measure. In addition:

Mode 1: CERT teams are created, receive outside agency assignments and report to CERT Command

Mode 2: CERT teams are created, receive outside agency assignments and report to OA Command

Mode 3: CERT members are assigned to outside agency team leaders and work on OA teams

Briefing Elements

- Assignment specifics - type, area, duration
- Just-In-Time training elements such as search tactics
- Members understand assignments and are physically able to complete them
- Never exceed current level of training

Qualifications & Roles

- Canvass (or search), distribute flyers, drive own vehicles, provide support functions
- CERT Mobile Command Post (8889) deployment to support CERT response (Certified Driver required)
- Level 3 - Active Member
- Level 1 - Management Team Member(s) or a CERT- outside agency liaison

Checklist

- Write down all information given about the search subject
- Ask questions - not much may be known; more info will be briefed later
- Additional sign-in and sign out may occur at the JCSAR Command Post

Ashland Emergency Operations Center (EOC) Support

The Ashland Emergency Operations Center (EOC) needs significant staffing support during an expanding or long-term incident. CERT volunteers may serve in roles such as scribe, typist, message runner, and other tasks supporting Operations, Planning, Logistics, or Finance Section Chiefs. Tasks may also include printing, copying, filing, food service, and other support functions as necessary.

Briefing Elements

- CERT ID required
- Report to CERT point-of-contact upon arrival
- Do not perform functions outside of your skill or training levels
- Just-In-Time training may be provided for some assignments

Qualifications and Roles

- A CERT liaison, typically the CERT Program Coordinator, may be present at the EOC
- EOC Training for CERT members is required (conducted annually to bi-annually)
- Level 3 - Active Member
- Scheduling assistant for long-term CERT involvement

Checklist

- Logistics: Materials used in the EOC are provided there. However, CERT members should bring a binder with their training materials, additional forms, and any notes to aid in their success of supporting the functions

Phone Bank Management & Support

A phone bank receives calls from the public to disseminate public information, gather information, and field requests for assistance from the public.

Ashland Fire and Rescue and Jackson County Emergency Management have phone bank resources to which emergency calls can be routed automatically. Volunteers can be given situation specific Just-in-Time training in procedures for answering phones, providing information, and notifying appropriate service.

Briefing Elements

- Just-In-Time (JIT) Training: How to take calls, use phone, use message forms
- The information being disseminated or services being offered
- What information should be referred to the supervisor
- Follow instructions; Do not ad lib. Stick to the script content.
- Accuracy: Verify received information after writing it down

Qualifications and Roles

- Level 2 – Leadership Team Member (Phone Bank Team liaison)
- Level 3 - Active Member (Phone Bank operators)

Checklist

- Coordinate member support callout with CERT Program Coordinator or CERT Duty Officer
- Provide JIT, printed scripts, FAQs, or other directions
- Supervise volunteers to ensure compliance with policies as briefed / defined
- ACERT-211, ACERT-211B sign-in forms
- ICS-214 Activity Log for personal logging of significant activities
- ICS-213 General Message Form (triplicate when available)
- Write a phone script or message if not defined by requesting agency

Temporary Shelter Support

Shelter operation is a major undertaking requiring trained shelter organizers. Shelters are opened for short-term relief to the public by the City or other coordinating agencies. Each CERT Base is near a facility that could be opened for this purpose. The public may be directed to these facilities in the aftermath of an emergency or disaster, as a starting point and / or to receive additional relief. Other agencies may coordinate or take over for longer term incidents.

Briefing Elements

- Expected duration (2 – 48 hours)
- Specify check-in rules and documents
- Review CERT Task Guide: Emergency Shelter Operations
- Establish local short-term emergency shelter(s) via Ashland Parks & Recreation when applicable

Qualifications and Roles

- Level 3 - Active Member

Checklist

- Use the Task Guide checklist
- Take appropriate security measures
- Collect appropriate data
- Evaluate clients for medical needs
- Notify medical response if needed

Traffic Control Point Support

During emergencies or special events such as parades, and under the direction of police, fire, or other officials, CERT volunteers may staff street closure barricades, parking lots, and pickup areas. CERT members will not direct traffic in intersections or through detours.

Briefing Elements

- Traffic Safety
- Remind members they are not law enforcement
- Identify how to handle difficult drivers
- Identify reportable situations
- Provide only verified information
- Identify who is allowed through your control point

Qualifications and Roles

- Level 3 – Active Members
- Traffic Control Training preferred

Checklist

- Traffic wands that light up (if needed)
- Traffic paddle (stop/slow sign)
- Traffic cones
- Traffic barricades
- Field radio
- Approved safety vest

Sandbag Production, Distribution & Deployment

Assist with filling sandbags for resident pickup at B Street Yard with Ashland Public Works. A bucket brigade is preferred for moving sandbags from one place to another.

In some situations, CERT may assist with loading and transportation of sandbags if assigned.

Briefing Elements

- Safety: Lifting, moving heavy objects, overexertion
- Site and operational safety
- Efficient sandbag production (reduced movement, bucket brigade best practices)
- Effective water barriers with sandbags, plastic sheeting, and improvised materials
- Public information regarding sandbags (how to use)
- Review FEMA's "*Flood Response for CERT*" for training tips on-line if accessible
- Rotate team members frequently

Qualifications and Roles

- Level 3 – Active Member
- Able to lift 25 pounds continually
- Ability to manually fill a bag with sand
- Familiar with bucket brigade technique

Checklist

- Helmet, safety glasses, gloves, and close-toed shoes must be worn
- Rotate team members frequently
- Sandbags (acquired from Ashland Public Works)
- Shovels and other bag-filling tools (available at Ashland Public Works yard)

Information Hub Management & Support

Respond, set-up, and manage Information Hubs, or bulletin boards, where assigned. Teams receive information via telephone, text, radio, computer, and/or in person. The information is posted in a layout that segregates official information from other information. Info Hubs may be staffed or unstaffed.

If vehicles or other transportation devices are used (bicycles, etc.) proper protocols and operating procedures apply such as valid driver license, bike helmet, etc.

Briefing Elements

- Staffed Hub: Establish communications and update approved official information
- Unstaffed Hub: Deliver and collect information to/from multiple hubs
- No Ad lib

Qualifications and Roles

- Level 2 – Leadership Team Member (multi-hub managers)
- Level 3 – Active Member (general staffing)
- Strong communication and organizational skills
- Must be able to communicate with the public in potentially challenging situations
- Must demonstrate good situational awareness and understand personal safety is the highest priority
- Runners (possibly with bikes or vehicles) may send/receive Info Hub information

Checklist

- Prepare an informational package and any important details for posting
- If initiating a hub, get the Info Hub setup kit and know how to use (electric screwdriver, staple gun, etc.)
- Review info materials and ask questions to clarify assignment and info
- Office supplies: Stapler, tape, pushpins, markers, paper, page protective sleeves, etc.

Spontaneous Volunteer Management & Support

Assemble, process, train, assign and demobilize spontaneous volunteers during an emergency activation. Determine priority needs, roles, and skills needed. Estimate number of volunteers needed to complete task.

CERT support staff could include at least one Level 1 personnel when organizing spontaneous volunteers.

Briefing Elements

- Personal safety, liability issues
- How to identify yourself to public
- Media relations
- Identify how Spontaneous Volunteers can assist in event (what to expect)
- Just-In-Time training

Qualifications and Roles

- Spontaneous Volunteer Training preferred
- Support Staff
- Volunteer registrar (sign-in/intake)
- Waiting Area Monitor
- Scheduler
- Just-In-Time Trainer
- OPS: Team building, assignments, briefing, deployment

Checklist

- Deployable Resource Bin
- Assign sign-in personnel
- Set-up and operate volunteer reception center
- Conduct a screening of volunteers through reception center
- Develop demobilization plan
- Have a method for removing and/or reassigning a volunteer that is not good match for role
- Conduct Just-In-Time training and briefing on expectations dependent on need
- Hotwash following shifts

This position / mission set has premade deployable resources for use at each CERT base.

Form: ICS 211-B Non-member Sign-In

- Spontaneous Volunteer Questionnaire
- Spontaneous Volunteer release form
- Just-In-Time training kits
- Radios
- ID badges / name tags, vests, and identifying lanyards

Mass Casualty Triage and Treatment

Note: “Mass Casualty” in this context refers to natural or human-caused incidents where the number of victims overwhelms the available professional response. This is the traditional mission of CERT as defined by FEMA. Members may always refer to the FEMA CERT Curriculum for more information.

Perform simple triage and rapid treatment of victims. Evaluate patients by doing head-to-toe assessments. Perform basic first aid. Practice in a safe and sanitary manner. If indicated, transport to a medical treatment area. Stage patients for pickup by EMS.

First-aid treatment may include treating for closed-head, neck, or spinal injury, burns, wounds, amputation, impaled object, fracture, dislocation, cold-related injury, heat-related injury, bite, sting, and allergic reaction. CERT is limited to first aid—CERT does not practice medicine.

Briefing Elements

- Level 4 volunteers can assist with simple patient care (e.g., apply direct pressure to wounds), stay with patient in safe location, deliver supplies and documents.

Qualifications and Roles

- Level 3 – Active Member
- Triage Team Member
- Medical Treatment Team Member
- Morgue monitor – responsible for security of morgue and identification of dead victims

Checklist (examples of elements potentially needed include):

- CERT medical supplies
- Canopies, large tents, tarps (including colors)
- Blankets, camping pads, cots
- Backboards
- Triage section signs
- Patient exam cards
- Medical Treatment Area log
- Colored triage marking tape or tags

Map Your Neighborhood (MYN)

Map Your Neighborhood (MYN) is a tool to develop neighborhood disaster and emergency preparedness, and prevention, response, and recovery plans. When a community member contacts CERT expressing an interest in MYN, the coordinator and facilitators work together to complete the mapping process. (see MYN Booklet).

Briefing Elements

Upon contact with the neighborhood initiator, the CERT-MYN facilitator will take the following steps:

- Determine the neighborhood boundaries based on guidelines in MYN Handbook
- Drive and/or walk the neighborhood ASAP
- Determine gathering date, location, and time of event
- Suggest the initiator provide simple hospitality including:
 - Beverage: water, tea, juice, coffee, etc.
 - Snacks: cookies, cheese and crackers, etc.
 - Utensils: plates, napkins, cups, etc.
- Create an Invitation Letter from the MYN templates
- Distribute the Invitation Letter one month prior to gathering date with MYN Brochures
- Request neighborhood maps and footprints (if necessary) from CERT
- Create Reminder Invitation Letter from the MYN templates
- Distribute Reminder Letter with footprint maps and neighborhood maps
- Request Large neighborhood map from CERT
- Conduct the MYN gathering

Qualifications & Roles

- Level 3 – Active Member (CERT Coordinator approval)

Checklist

Before Meeting:

- Create printed map of the specific area if possible
- Acquire house Footprints
- Acquire MYN brochures
- Schedule invitation letters & reminder letters to be deliver by hand
- Watch DVD and read Facilitator’s Guide

For the meeting (these items are available at the CERT office):

- Large Neighborhood Map
- MYN 9-step booklets (enough for number of homes invited plus extra)
- MYN tri-fold brochures
- Name tags
- Pens and pencils
- Easel, or other means of displaying large neighborhood map
- Markers to mark big map
- Fire extinguisher
- Under-the-bed supplies in a bag (hardhat, flashlight, gloves, shoes, whistle, 9-steps)
- Zippered Pillowcase, or other creative pet restraint examples (optional)

- Band-Aids to put in booklets (OK-HELP signs)
- Intake forms for Emergency Responders (*are optional for residents to complete*)

Other printed material (optional) includes:

- CERT Basic Training Flyers & Registration Forms
- CERT Program brochures
- County Preparedness Booklet
- Pets and Disaster brochures
- Firewise information

All MYN Facilitators receive hands-on instruction in presenting the program as well as an instructional manual for proceeding. This position is provided with continuous support from the CERT Program Coordinator.

Vulnerable Populations Support

The Ashland Emergency Operations Plan (EOP) states: *“The City has the following programs in place for vulnerable populations: CERT.”* There may be several interpretations of this statement. For best results, a lead agency would be identified, and their program of support would be implemented with CERT members as the workforce multipliers (e.g. helpers). It is also possible that ECSO (the public safety access point) would supply contact lists and CERT would check on and assist people. Support may also mean assisting people with disabilities in a group setting such as a temporary shelter.

Briefing Elements

- Clarify agency being supported (ECSO, RVCOAD, etc.)
- Clarify mission (house checks, sheltering, phone bank)
- Give overview of the organizational structure

Qualifications and Roles

- Level 3 – Active Member
- Level 2 – Leadership Team Member (Field Team Leaders)

Checklist

- Collect an SVM bin from one of the Bases
- Follow set-up protocols and procedures included in the bin
- Use the forms inserted in the bin to begin the check-in process

APPENDIX

CERT Ready Pack Suggested Items

Forms

- ICS-204 Assignment List
- ICS-214 Activity Log
- CERT ICS-205 Incident Radio Communications Plan
- CERT ICS-309 Communications Log
- CERT Member Sign-In
- Non-CERT Sign-In
- Damage Assessment
- Medical Treatment Area Log
- Patient Exam Card
- Equipment Inventory Form
- Resource Status Board
- Evacuation Notification Form
- Spontaneous Volunteer Intake Registration Form
- Spontaneous Volunteer Release

Role Checklists

- IC/TL
- Operations
- Planning
- Logistics
- Staging
- Field Team Leader
- Radio Operator *see role page*
- Safety Officer
- Scribe

Task Checklists

- Evacuation
- Triage and Treatment
- CERT Vehicle - 8889

Reference

- Standing Mobilization Instructions
- Document Flow
<https://tinyurl.com/acert-doc-flow>
- Evacuation Levels: 123 - Ready Set Go
- Definitions
- Acronyms

Further Reading

Available online or from the CERT office:

- ICS Glossary
<https://tinyurl.com/icsglossary>
- Ashland Emergency Operations Plan (EOP)
- Spontaneous Volunteer Center Task Guide
- Good Samaritan Law

CERT Ready Pack Suggested Items

2" masking tape (can also be used for triage)
50-100' nylon 5-8mm diameter rope
Area / local map
Can opener
Duct tape
Ear plugs / protection
Emergency food packets
Flagging Tape (can be used for triage) - Red, Green, Yellow, Black
FRS - set of two-way Radios (2)
Garbage bags w/ties
Handheld GPS
Knee pads
Light sticks (several)
Lumber crayon, (marking tools) or spray paint
Matches in waterproof container
Portable radio with additional batteries (hand-crank recommended)
Seasonal items (rain gear, sunscreen, hat, gloves, etc.)
Shovel, handsaw, hammer, hatchet, etc.
Water purification method (tabs, pump, etc.)

First Aid Kit Recommendations:

10% household bleach to disinfect (1 bottle)
4" sterile gauze pads (several)
4" gauze pads for bandaging large cuts
Ace bandage (4 +)
Adhesive tape 2" wide (2 rolls +)
Anti-inflammatory (ibuprofen, Motrin, etc.)
Antiseptic hand cleaning towels
Assorted sized sterile adhesive bandages / Band-Aids for small cuts (10 – 12 assorted +)
Biohazard bags 3-5 gallon-size
Cold compress(s)
Eye dropper
Laxative & an Anti-diarrhea medication
Lubricant
Nitrile medical exam gloves (6 pair +)
Pain reliever (aspirin or acetaminophen)
Roller bandage 2" wide (2 +)
Space blanket
Scissors (good pair of medical scissors)
Thermometer
Triangular bandages (4 +)
Tweezers
Wire SAM splint

INCIDENT RADIO COMMUNICATIONS PLAN

Ch #		Incident Name				Date/Time Prepared			Operational Period Date/Time		
		Channel Name/Trunked Radio System Talkgroup	Assignment	RX Freq	N or W	RX Tone/NAC	TX Freq	N or W	Tx Tone/NAC	Mode A, D or M	Remarks
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
20											

Prepared By (Communications Unit)

Incident Location
County: State: Latitude: Longitude:

The convention calls for frequency lists to show four digits after the decimal place, followed by either an "N" or a "W", depending on whether the frequency is narrow or wide band. Mode refers to either "A" or "D" indicating analog or digital (e.g. Project 25) or "M" indicating mixed mode. All channels are shown as if programmed in a control station, mobile or portable radio. Repeater and base stations must be programmed with the Rx and Tx reversed.

INCIDENT RADIO COMMUNICATIONS PLAN		Incident Name CERT Default Incident			Date/Time Prepared			Operational Period Date/Time	
Ch #	Function	Channel Name/Trunked Radio System Talkgroup	Assignment	RX Freq N or W	RX Tone/NAC	TX Freq N or W	TX Tone/NAC	Mode A, D or M	Remarks
1	CERT/AFR	CERT RPT	CERT CMD	155.4900	---	---	---	A	CERT Command
2	CERT/AFR	AFR OPS 2	CERT/AFR	155.2200	---	Simplex	---	A	CERT Ops
3	CERT/AFR	AFR OPS 1	AFR	154.1750	---	Simplex	---	A	CERT Alternate
4	AFR DISP	AFR LCL	AFR	158.8350	---	---	---	A	AFR Dispatch
5	AFR TAC	RVTAC 1-6	AFR	Various VHF	---	Simplex	---	A	AFR Tac
6	CERT/AFR	VTAC 10-14	Available	Various VHF	---	Simplex	---	A	CERT Tac/Interop
7	CERT	MURS 1-5	Available	Various VHF	---	Simplex	---	A	CERT Alternate
8	CERT	FRS 1-22	Available	Various UHF	---	Simplex	---	A	CERT Intra-team
9	HAM	Ashland	CERT	146.620	---	146.020	100.0	A	Ham Local Area
10	HAM	Baldy	JCARES	146.840	---	146.240	123.0	A	Ham Local Area
11	HAM	Mt. Ashland	Available	147.260	---	147.860	123.0	A	Ham Local Area
12	HAM	Manor	Available	147.000	---	147.600	123.0	A	Ham Local Area
13	HAM	146-460	Ham Tac	146.460	---	Simplex	---	A	CERT Ham Tac
14	HAM	146-400	Ham Tac	146.400	---	Simplex	---	A	CERT Ham Tac
15	CERT/SAR	State SAR	SAR	155.8050	---	Simplex	---	A	CERT-SAR Interop
16									
17									
18									
19									
20									
Prepared By (Communications Unit)		Incident Location			County: Jackson State: OR Latitude: 42.194 Longitude: -122.708				
D. Regen									

The convention calls for frequency lists to show four digits after the decimal place, followed by either an "N" or a "W", depending on whether the frequency is narrow or wide band. Mode refers to either "A" or "D" indicating analog or digital (e.g. Project 25) or "M" indicating mixed mode. All channels are shown as if programmed in a control station, mobile or portable radio. Repeater and base stations must be programmed with the Rx and Tx reversed.

COMMUNICATIONS LOG

INCIDENT NAME: _____ LOCATION: _____ DATE: _____

OPERATOR: _____ FREQUENCY: _____

	TIME	TO	FROM	MESSAGE	STATUS
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

CERT MEMBER SIGN-IN

Activity Name: _____

PLEASE PRINT CLEARLY

Date: _____

LEGEND: Name: First, Last; **Time In /Time Out:** 24 hour format; **Qualifications:** Current FA, CPR, AED, BBP, ODL, CDL, EMT, RN, DR. **Specialties:** ICS, Radio, Rescue, Pilot, Backhoe, Chainsaw, Secretarial, etc. **Radio Training:** H=Ham, Y=Trained, N=Cannot operate; **Base:** BC=Bear Creek/Talent, M=Medford, OK=Oak Knoll, O=Other

#	Name	Time In	Time Out	Qualifications/ Specialties	Cell Phone #	Can Text Message Well	Field Ready (ID, PPE, etc.)	Radio Training (H, Y, N)	Base (B, G, L, M, OK, S, TR, TL)
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									

NON-MEMBER SIGN-IN

Activity Name: _____

PLEASE PRINT CLEARLY

Date: _____

LEGEND: Name: First, Last; **Time In /Time Out:** 24 hour format; **Qualifications:** Current FA, CPR, AED, BBP, ODL, CDL, EMT, RN, DR. **Specialties:** ICS, Radio, Rescue, Pilot, Backhoe, Chainsaw, Secretarial, etc. **Radio Training:** H=Ham, Y=Trained, N=Untrained

#	Name	Time In	Time Out	Qualifications/ Specialties	Cell Phone #	Can Text Message Well	Indicates Physically Fit	Identification Verified
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

DAMAGE ASSESSMENT

BASE

DATE
TIME

AREA SEARCHED

Address	FIRES		HAZARDS				STRUCTURE			PEOPLE			ROADS		ANIMALS		
	BURNING	OUT	GAS LEAK	WATER LEAK	ELECTRIC	CHEMICAL	LIGHT	MODERATE	HEAVY	INJURED	TRAPPED	DEAD	ACCESS	NO ACCESS	INJURED	TRAPPED	ROAMING
	BURNG	OUT	GAS	WATER	ELEC	CHEM	LIGHT	MODRTE	HEAVY	INJURED	TRAPPED	DEAD	ACCESS	NO	INJURED	TRAPPED	ROAMNG
	BURNG	OUT	GAS	WATER	ELEC	CHEM	LIGHT	MODRTE	HEAVY	INJURED	TRAPPED	DEAD	ACCESS	NO	INJURED	TRAPPED	ROAMNG
	BURNG	OUT	GAS	WATER	ELEC	CHEM	LIGHT	MODRTE	HEAVY	INJURED	TRAPPED	DEAD	ACCESS	NO	INJURED	TRAPPED	ROAMNG
	BURNG	OUT	GAS	WATER	ELEC	CHEM	LIGHT	MODRTE	HEAVY	INJURED	TRAPPED	DEAD	ACCESS	NO	INJURED	TRAPPED	ROAMNG

Prepared by _____
Ashland CERT Damage Assessment Form 7/24/12

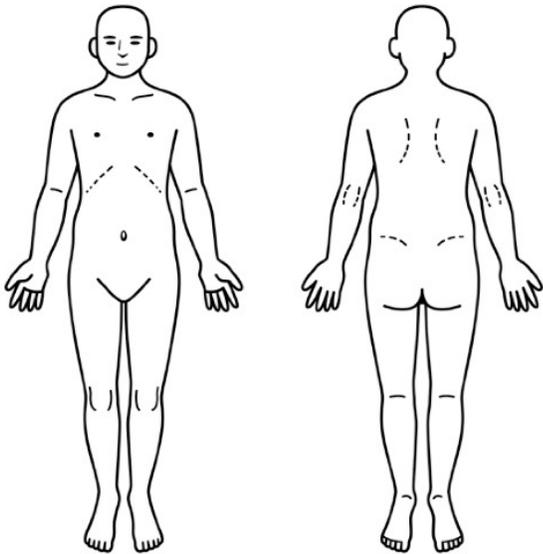
Page _____

MEDICAL TREATMENT AREA LOG		BASE		DATE TIME	
		LOCATION	EXAMINER	MOVED TO	TIME OUT
TIME IN	NAME / ID	AGE	SEX	IMMEDIATE DELAY MINOR DEAD	CONDITION - TREATMENT - NOTE (DETAILS ON PATIENT EXAM CARD)
			M F	R Y G Bk	
			M F	R Y G Bk	
			M F	R Y G Bk	
			M F	R Y G Bk	
			M F	R Y G Bk	
			M F	R Y G Bk	
			M F	R Y G Bk	
			M F	R Y G Bk	
			M F	R Y G Bk	

PATIENT EXAM CARD

Name/ID _____

Date		Time	
Age		Sex	M F
Permission to treat: Y N		Respiration	
Oriented	Disoriented	Unconscious	-30 +30
Can Do	Can't Do	Cap Refill	-2 +2
Time	Pulse	Cap Refill	Respiration
Chief Complaint			
Cause			
Notes			
Examiner _____			



DECEASED (BLACK)

IMMEDIATE (RED)

DELAYED (YELLOW)

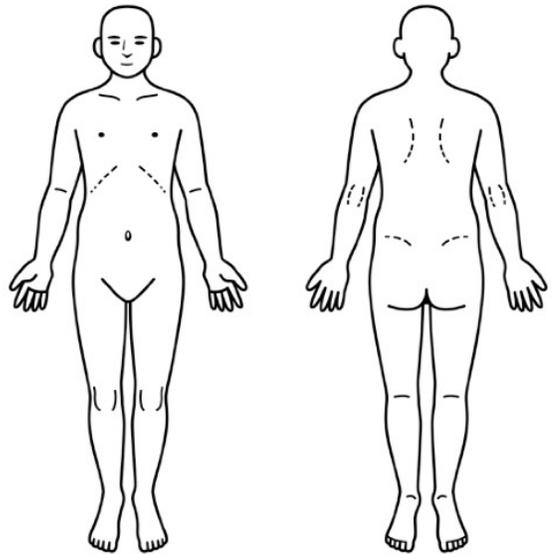
MINOR (GREEN)

ACERT-EXAM
2017-10-18

PATIENT EXAM CARD

Name/ID _____

Date		Time	
Age		Sex	M F
Permission to treat: Y N		Respiration	
Oriented	Disoriented	Unconscious	-30 +30
Can Do	Can't Do	Cap Refill	-2 +2
Time	Pulse	Cap Refill	Respiration
Chief Complaint			
Cause			
Notes			
Examiner _____			



DECEASED (BLACK)

IMMEDIATE (RED)

DELAYED (YELLOW)

MINOR (GREEN)

ACERT-EXAM
2017-10-18

EQUIPMENT INVENTORY		CERT				DATE		INITIALS	COMMENTS
ASSET #	ITEM DESCRIPTION	OWNER	ISSUED TO	ISSUED	QTY	TIME			
				ISSUED					
				RETURNED					
				ISSUED					
				RETURNED					
				ISSUED					
				RETURNED					
				ISSUED					
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				ISSUED					
				RETURNED					
				ISSUED					
				RETURNED					
SCRIBE(S)									
									PAGE ____ OF ____

RESOURCE STATUS BOARD

TEAM	TEAM	TEAM	TEAM
LEADER	LEADER	LEADER	LEADER
ASSIGNMENT	ASSIGNMENT	ASSIGNMENT	ASSIGNMENT
LOCATION	LOCATION	LOCATION	LOCATION
EN ROUTE TO	EN ROUTE TO	EN ROUTE TO	EN ROUTE TO
DOING	DOING	DOING	DOING
STATUS	STATUS	STATUS	STATUS
TIME	TIME	TIME	TIME

CERT SPONTANEOUS VOLUNTEER INTAKE REGISTRATION FORM

Mr ___ Mrs ___ Ms ___

NAME: LAST	FIRST	MIDDLE INITIAL	DATE OF BIRTH	
PHONE	TEXT? YES NO CIRCLE ONE	EMAIL		
HOME ADDRESS	CITY	STATE	ZIP	
OCCUPATION	EMPLOYER			

EMERGENCY CONTACT INFORMATION

CONTACT NAME	RELATIONSHIP	PHONE
--------------	--------------	-------

AVAILABILITY (PLEASE INDICATE x FOR YES):

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
MORNING							
AFTERNOON							
EVENING							
OVER NIGHT							

ARE YOU AFFILIATED WITH ANY DISASTER RELIEF / RESPONSE AGENCY such as FEMA, SAR, ARES, CERT?

Please indicate: _____

SKILLS: Please check all that apply

DISASTER & EMERGENCY SERVICES	
___ CERT Trained? Date _____	COMMUNICATIONS
___ Search & Rescue; agency _____	___ HAM Radio, Call-Sign _____
___ Law Enforcement? Type _____	___ Public Relations
___ Traffic / Crowd Control	___ Public Speaker
___ Shelter Operations _____	___ Webpage Design
___ Damage Assessment (structures)	LABOR
___ Construction; license # _____	___ Loading / Shipping
Electrician; license # _____	___ Sorting / Packing
Plumber; license # _____	___ Clean-up
MEDICAL	TRANSPORATION
___ Doctor, type _____	___ Driver license # _____
___ Nurse, specialty _____	State issued ___ Classes _____
___ EMT, Type _____	OFFICE SUPPORT
___ Mental Health Practitioner; type ___	___ IT Specialist
___ Social Worker; type _____	___ Scribe
___ Veterinary	___ Accounting
___ Vet Tech	EQUIPMENT
LANGUAGE (S – SPEAK, R – READ)	___ Backhoe operator
___ Spanish S R	___ Chainsaw operator
___ Other	___ Other

**CITY OF ASHLAND
ASHLAND FIRE & RESCUE
SPONTANEOUS VOLUNTEER RELEASE FORM**

Volunteer Participation Liability Release Waiver

The volunteer signing below acknowledges and agrees to the following:

- 1.) The City of Ashland, by and through its Fire & Rescue Department, has recognized a need for spontaneous volunteers. These volunteers may be managed by the Community Emergency Response Team (CERT). By signing below, you acknowledge you have carefully read the waiver release and indemnification form and understand the contents hereof and act of free will in signing.
- 2.) Disaster relief may take place in both indoor and outdoor settings. Disaster relief may involve some physical activity, including (but not limited to) carrying equipment and persons and fire extinguishing equipment. Team members will not intentionally be exposed to fire or other dangerous situations during their training.
- 3.) While participating in disaster relief efforts, volunteers may face dangers from the environment; being injured; variable weather conditions; irregular and natural terrain and emergency conditions. I hereby assume all responsibility for any and all risk of property damage or bodily injury that I may sustain while participating in any voluntary relief effort, disaster exercise or other activity of any nature, including the use of equipment and facilities.
- 4.) Volunteer represents that volunteer is healthy, reasonably fit, and has no physical limitation or health condition that would limit volunteer's participation in disaster relief efforts or would be a risk to volunteer or others. I currently have no known physical or mental condition that would impair my capability for full participation as intended or expected of me.
- 5.) I, for myself and my heirs, executors, administrators and assigns, hereby release, waive and discharge the City of Ashland and its officers, directors, employees, agents, and volunteers of and from any and all claims which I or my heirs, administrators, and assigns may ever have against any of the above for, on account of, be reason of or arising in connection with such volunteer relief efforts or my participation therein, and hereby waive all such claims, demands and causes of action.

THE VOLUNTEER SIGNING BELOW FULLY REALIZES THE DANGERS AND RISKS OF PARTICIPATING IN DISASTER RELIEF OF THIS TYPE. DESPITE THESE POTENTIAL DANGERS AND RISKS, VOLUNTEER AGREES TO ALL RISKS ASSOCIATED WITH SUCH PARTICIPATION.

In consideration for the acceptance of the volunteer's application for participation in disaster relief efforts, THE VOLUNTEER RELEASES FOR THE VOLUNTEER, THE VOLUNTEER'S HEIRS AND ASSIGNS, THE CITY OF ASHLAND, ASHLAND FIRE & RESCUE AND THEIR OFFICERS, EMPLOYEES AND AGENTS, FROM ALL CLAIMS OR INJURIES SUSTAINED TO PERSON OR PROPERTY RESULTING FROM PARTICIPATION IN THE CERT PROGRAM OR TRAINING AND AGREE TO DEFEND, INDEMNIFY AND SAVE CITY, ASHLAND FIRE & RESCUE, THEIR OFFICERS, EMPLOYEES AND AGENTS HARMLESS FROM ANY AND ALL CLAIMS, COSTS AND DAMAGES RESULTING FROM INJURY TO ANY PERSON OR DAMAGE TO PROPERTY, OF WHATSOEVER NATURE ARISING OUT OF OR INCIDENT TO THE CERT PROGRAM. THIS RELEASE IS INTENDED TO APPLY TO THE ENTITIES AND PERSONS DESCRIBED IN THIS DOCUMENT EVEN THOUGH LIABILITY MAY ARISE OUT OF NEGLIGENCE OR CARELESSNESS ON THE PART OF THE PERSONS OR ENTITIES RELEASED.

I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY FOR NEGLIGENCE AND A CONTRACT BETWEEN MYSELF AND CITY OF ASHLAND, AND I SIGN IT VOLUNTARILY AND OF MY OWN FREE WILL.

Signature of Volunteer: _____ **Date:** _____

Printed Name of Volunteer: _____

IC/TL Checklist



1	□	Establish Command	<ul style="list-style-type: none"> • Take possession of base box • Start documenting significant actions/events • Put on IC/TL role ID • Name your command post (“Grove Base”) • Get assignment from supervisor if possible
2	□	Assign Staging Area manager	<ul style="list-style-type: none"> • Get staging sign-in binders, hanging folder
3	□	Assign (or be) Logistics chief	<ul style="list-style-type: none"> • Get Logistics binder/hanging folder • First task: set up command post and staging • Take control of the base contents, supplies
4	□	Develop Strategy	<ul style="list-style-type: none"> • Determine mode: managed or self-deployed. • Size-up: Affected area, how long, support available • On Base area map, plot data, plot area of your response • Get info (Damage Assessments) from arriving members • Identify potential CERT leaders • Determine needed team types (Medical, Fire, SAR, etc.) • Determine and communicate resource needs
5	□	Assign (or be) Safety Officer	<ul style="list-style-type: none"> • Identify potential safety issues. Resolve or report to IC/TL. • Ensure area is safe. • Check responders’ PPE and condition, awnings, cords.
6	□	Assign (or be) Planning chief	<ul style="list-style-type: none"> • Get Planning Checklist • Collect and share situation status • Prepare Incident Action Plan • Document event and response
7	□	Assign (or be) Operations chief	<ul style="list-style-type: none"> • Get Operations Checklist • Assign, select, deploy, and supervise teams • Supervise staging manager
8	□	Hold Planning Meetings	<ul style="list-style-type: none"> • Communicate what you’ve learned so far • Understand priorities • Discuss strategy • Specify operations/assignments • Set time frame for team deployment
9	□	Operational Phase	<ul style="list-style-type: none"> • Planning creates written assignments • Operations deploys and tracks teams • Debrief returning teams, give information to planning
10	□	Oversee Demobilization	<ul style="list-style-type: none"> • Make sure all team members and volunteers are accounted for. • Hotwash team: what worked, what could be improved. Allow space to let off steam/stress • Collect all paperwork (from Planning), give to relieving IC/TL or supervisor • Make sure missing or consumed items are documented and reported. • Leave base in safe and secure condition.

Operations Checklist



			Your job: Get assignments, build teams, manage them in the field.
1	<input type="checkbox"/>	Sign in	<ul style="list-style-type: none"> Put on Operations badge or vest
2	<input type="checkbox"/>	Get briefing from IC/TL	<ul style="list-style-type: none"> Size-up Incident objectives, recommended strategies Status of team, field teams and assignments (if any)
3	<input type="checkbox"/>	Staging and Resources	<ul style="list-style-type: none"> Supervise Staging manager (sign-in) Note available resources (CERT, unaffiliated) Get Communications Plan and radio
4	<input type="checkbox"/>	Review pending assignments	<ul style="list-style-type: none"> Adjust assignments as needed to ensure safety Note size and number of teams needed
5	<input type="checkbox"/>	Assign teams	<ul style="list-style-type: none"> Select Field Team Leaders, give Field Team Leader checklists Put assignments on 204s (2-part if available) Fill teams (assisted by Staging manager)
6	<input type="checkbox"/>	Brief teams	<ul style="list-style-type: none"> Assignments (204, Field Team Leader Checklist) Protective equipment (PPE) Other equipment and supplies Safety briefing Transportation Mission-specific briefing elements
7	<input type="checkbox"/>	Deploy teams	<ul style="list-style-type: none"> Check communications
8	<input type="checkbox"/>	Operational Phase: Manage teams	<ul style="list-style-type: none"> Track teams on Resource Status Board (forms or whiteboard) Share with PLANS and IC/TL: <ul style="list-style-type: none"> Status of resources Effectiveness of tactics Contingency plans Release unassigned volunteers, schedule them for next operational period or other needs Monitor team safety and condition, return for rehab as needed On team return: <ul style="list-style-type: none"> Debrief Team Leader, get documentation to Plans When relieved, brief replacement on status, results so far, tasks yet to do, plans
9	<input type="checkbox"/>	Demobilize	<ul style="list-style-type: none"> Account for all assigned team members. Participate in Hotwash Collect all Paperwork; give to relieving OPS or IC/TL Leave your post in clean and safe condition Sign out

Planning Checklist



1	<input type="checkbox"/>	Put on PLANS vest or badge	Your job: Develop planning documents, maintain situation and resource status, document what happens.
2	<input type="checkbox"/>	Get briefed by IC/TL	<ul style="list-style-type: none"> • Status of team, field teams • Situation status • Incident objectives (mission) • Assignments, strategies • Want written Incident Action Plan (IAP)? • Contingency plans
3	<input type="checkbox"/>	Establish Information System	<ul style="list-style-type: none"> • Situation Status (whiteboard) • Resource Status (teams—whiteboard) • Base or area map • Team 214 Unit Log (Scribe) • Be able to make copies
4	<input type="checkbox"/>	Obtain Documents	<ul style="list-style-type: none"> • Get current IAP: 201 or 204 if any • Have blank 204, 214, Communications Log • Develop assignment maps • Develop org chart, collect cell phone numbers
5	<input type="checkbox"/>	Obtain Status	<ul style="list-style-type: none"> • Incoming Damage Assessment forms and verbal reports • Resources (volunteers) • Weather, news, hotlines
6	<input type="checkbox"/>	Plan initial attack	<p>With IC/TL, Ops</p> <ul style="list-style-type: none"> • Brief on situation status • Discuss incident objectives • Discuss tactics • Discuss safety • Discuss communication plan • Obtain plan approval
7	<input type="checkbox"/>	Develop Documentation	<ul style="list-style-type: none"> • Help OPS prepare assignments on 204s (2-part if available) • Develop overall team 204 • Distribute IAP to command staff • Check who will do Communications Log
8	<input type="checkbox"/>	Operational Phase	<ul style="list-style-type: none"> • Keep Situation status current • Keep Resource status current • Document significant events on 214 Unit Log • Prepare contingency plans
9	<input type="checkbox"/>	Demobilize	<ul style="list-style-type: none"> • Discuss demob plan with IC/TL • Collect all documentation for relieving IC/TL or CERT Coordinator • Leave base in clean and safe condition • Sign out

Logistics Checklist



1	<input type="checkbox"/>	Put on LOGS vest or badge	Your job: Obtain and manage supplies and equipment
2	<input type="checkbox"/>	Get Logistics binder & folder	From Base Box (see IC/TL)
3	<input type="checkbox"/>	Set up Command Post	<ul style="list-style-type: none"> • Take control of base contents, supplies • Base radio, tables, chairs, canopies • If 8889: Obtain A/C (shore power or generator) • Get Inventory, Comm Plan (205) forms • Track inventory with form (LogScan app if available) • Set up copier
4	<input type="checkbox"/>	Get Briefing	<p>From IC/TL</p> <ul style="list-style-type: none"> • Situation and number of volunteers expected • Where is Staging (tables, canopy, chairs, forms) • What facilities active or needed • Needed items (below, also from PLANS)
5	<input type="checkbox"/>	Make Communications Plan	<ul style="list-style-type: none"> • Select radios, channels (CERT Communications Overview) • OPS-to-Field-Teams channel (Team) • Supervisor-to-IC/TL channel (Group) • Write Incident Radio Comm Plan 205, to PLANS
6	<input type="checkbox"/>	Order items as needed	<ul style="list-style-type: none"> • Radios (antennas, batteries) • Food and water • Shelter, heat, and bathrooms • Transportation and fuel • Equipment (tools, ladders, PPE, etc.) • Medical supplies • Light and items for night operations • Additional staff or volunteers
7	<input type="checkbox"/>	Check out supplies	<p>Document check-outs:</p> <ul style="list-style-type: none"> • Radio for IC/TL on Group channel • Radios for IC/TL, OPS on Team channel • Radios for Field Teams on Team channel • Replacement PPE, vests • Medical Supplies • Equipment • Food and water (rehab) • Office Supplies
8	<input type="checkbox"/>	Medical Treatment Area	<ul style="list-style-type: none"> • Help OPS plan location of medical area, vehicle access • Provide canopies, tarps, blankets, chairs, table • Provide medical supplies • Medical Treatment Area Log • Patient Exam Cards • Triage tags or tape

9	<input type="checkbox"/>	Operational Phase	<ul style="list-style-type: none"> • Learn availability of ambulances • Monitor power/battery status • Monitor physical base status (wind, light, etc.) • Anticipate needs for additional supplies
10	<input type="checkbox"/>	Plan-within-a-Plan	In event of CERT member medical emergency at base, take charge of response.
11	<input type="checkbox"/>	Demobilize	<ul style="list-style-type: none"> • Check in equipment from returning teams, IMT • Fill-in Inventory Report (or export scanner log) • Give paperwork to PLANs • Leave base in clean and safe condition • Sign out
OPS (Operations) role is handled by IC/TL if not delegated.			

Staging Manager Checklist



1	<input type="checkbox"/>	Take possession of Staging Folder	<ul style="list-style-type: none"> • Member and Non-member Sign-in binders • Signs, forms, etc.
2	<input type="checkbox"/>	Get briefing from Ops or IC/TL	<ul style="list-style-type: none"> • You report to Ops (if no Ops, report to IC/TL) • Learn number and kind of people expected <ul style="list-style-type: none"> • Kinds: Ashland CERT, Other Agency, Spontaneous
3	<input type="checkbox"/>	Set up Staging Area	<ul style="list-style-type: none"> • Locate where people will funnel in • Separate from command post • Space for signed-in people to wait for assignment • If spontaneous volunteers, second waiting area • STAGING area sign • Locate nearest bathroom
4	<input type="checkbox"/>	Set up Sign In table	<ul style="list-style-type: none"> • Table, chairs, pens, lights • Sign-in signs: CERT Member, Non-Member
5	<input type="checkbox"/>	Sign-in CERT members, non-members	<ul style="list-style-type: none"> • Put on Staging Manager badge or vest • Check CERT ID (non-members state ID) • Non-members: State ID, fill out release/intake form
6	<input type="checkbox"/>	Keep a Log	<ul style="list-style-type: none"> • Document staging activities (ICS 214)
7	<input type="checkbox"/>	Keep Ops updated	<ul style="list-style-type: none"> • Number and kind of people available • Conditions, how long people can stay available
8	<input type="checkbox"/>	Assist IMT with other needs	<ul style="list-style-type: none"> • If requested, assist OPS with building teams
9	<input type="checkbox"/>	Demobilize	<ul style="list-style-type: none"> • Sign-in forms, releases, etc. to PLANS • Table, signs, supplies to Logistics, Base, or CERT Mobile Command Post

Field Team Leader Checklist



1	<input type="checkbox"/>	Get Assignment	204 Assignment List (or verbal) <ul style="list-style-type: none"> • Assignment: What, Where, How • Special Instructions (safety) • Communications Plan • OPS name and cell phone number
2	<input type="checkbox"/>	Get Team	<ul style="list-style-type: none"> • OPS assigns team members • Names on 204 Assignment List • Exchange cell phone numbers (not on ICS forms)
3	<input type="checkbox"/>	Get Briefing from OPS	<ul style="list-style-type: none"> • Assignments • Safety briefing • Protective equipment (PPE) • Other equipment and supplies • Transportation • Mission-specific briefing elements
4	<input type="checkbox"/>	Get Equipment from Logistics	<ul style="list-style-type: none"> • Radio • Tools, Supplies, Forms • Water, Snacks (if needed)
5	<input type="checkbox"/>	Brief Your Team	<ul style="list-style-type: none"> • Team assignments • Roles: Safety, Scribe, Radio (one person may do two roles) • Check members' personal condition, PPE, equipment
6	<input type="checkbox"/>	Deploy	<ul style="list-style-type: none"> • Radio check "Team 1 Enroute"
7	<input type="checkbox"/>	Size-up	<ul style="list-style-type: none"> • Environment • Progress on assignment • Team condition • Safety • Needs
8	<input type="checkbox"/>	Document (Scribe)	<ul style="list-style-type: none"> • Log significant events/actions on ICS-214 • What was found, what was done, what remains to be done • Maps, diagrams
9	<input type="checkbox"/>	If Relieved in Field	<ul style="list-style-type: none"> • Brief relief personnel. Advise of any change in conditions.
10	<input type="checkbox"/>	Return	<ul style="list-style-type: none"> • Report to OPS for debrief • Turn in log/documentation • Return to Logistics: radio, equipment • Check in team members at Staging • Advise Staging of members recovery needs (rest, food, liquids) • When leaving for the day, sign out.
			OPS (Operations) role is handled by IC/TL if not delegated.

Safety Officer Checklist



1	<input type="checkbox"/>	Get Briefing from IC/TL	<p>From IC/TL:</p> <ul style="list-style-type: none"> • Incident objectives, strategies • Current team assignments • Safety concerns <p>From PLANS or IC/TL:</p> <ul style="list-style-type: none"> • Location/status of field teams • Situation status and environment • Expected situation changes
2	<input type="checkbox"/>	Do Size-up	<p>Is it safe for CERT members to attempt this assignment?</p> <ul style="list-style-type: none"> • What hazards are present? • What is the level of damage? • What are the dangers to team safety? • What can the team do based on their training and resources? • How could conditions change and affect safety?
3	<input type="checkbox"/>	Safety Briefing	<ul style="list-style-type: none"> • Develop briefing elements • Deliver to departing teams (with IC/TL) • Note team members' PPE at briefing
4	<input type="checkbox"/>	Operational Phase	<ul style="list-style-type: none"> • Make sure members have PPE • If unsafe, stop activity and correct problem • Monitor well-being of team members at base • Visit operation sites if appropriate <p>Assess volunteer conditions:</p> <ul style="list-style-type: none"> • Fatigue • Psychological state • Safety • PPE
5	<input type="checkbox"/>	Assess Returning Teams	<ul style="list-style-type: none"> • Advise on rest, rehab
6	<input type="checkbox"/>	Demobilize	<ul style="list-style-type: none"> • Brief IC/TL on any safety incidents • Participate in hotwash to debrief participants: what worked, what could be improved. Allow space to let off steam/stress. • Sign out

Scribe Checklist



1	<input type="checkbox"/>	Get Briefing	<ul style="list-style-type: none"> • What is the scope of your log? (Radio communications, Team-level events, medical patient summary, Equipment issued, etc.)
2	<input type="checkbox"/>	Get Supplies	<ul style="list-style-type: none"> • Obtain appropriate forms, such as <ul style="list-style-type: none"> • ICS-214 Activity Log • ICS-309 Communications Log • Medical Treatment Area Log • Equipment Inventory • General Message Form • Pencils or pens • Clock
3	<input type="checkbox"/>	Operational Phase	<ul style="list-style-type: none"> • Activity Log: Significant events and actions of the unit • Communications Log: All radio messages sent and received (keep log visible to radio operator)
4	<input type="checkbox"/>	Demobilize	<ul style="list-style-type: none"> • Completed and unused forms to PLANS • Participate in hotwash. • Sign out

Task Checklists

Checklist for Immediate Evacuation:

- ▶ Keep family members together
Get needed prescriptions and emergency contact numbers
- ▶ Gather pets and pet food – Get them ready to go.
- ▶ Wear long pants, long sleeved shirts, and boots or sturdy shoes for protection from the heat
- ▶ Follow posted evacuation routes, unless the location of the fire compromises the safe use of a designated route. If necessary, choose an alternate route.
- ▶ Leave a note in your home telling where you are going
- ▶ Listen to 1700 AM radio for reports and evacuation information
- ▶ Follow instructions of law enforcement and fire personnel
- ▶ If advised to evacuate, DO SO IMMEDIATELY and safely! Exit safely.

IF YOU HAVE TIME: Inside the Home –

- ▶ Close windows, vents, doors, blinds, or non-combustible window coverings. Remove lightweight curtains.
- ▶ Leave doors unlocked.
- ▶ Turn off appliance natural gas pilot lights.
- ▶ Move flammable furniture away from windows and sliding glass doors.
- ▶ Leave lights on in your home. If electrical power does not fail, lights will help firefighters locate your home during hours of darkness or in heavy smoke.
- ▶ Leave a note as to where you will go.

Outside the Home –

- ▶ Park vehicles in open areas facing the direction of escape.
- ▶ Roll-up vehicle windows. Leave car doors unlocked but closed.
- ▶ Move flammable and combustible materials away from the home.
- ▶ Seal unscreened attic and foundation vents with pre-cut plywood or commercial seals, if you have them available.
- ▶ Turn off propane tanks.
- ▶ Place combustible patio furniture inside the home or garage.
- ▶ Connect garden hoses to outside faucets.
- ▶ Wet-down shrubbery within 25 feet of your house – start on the downhill side.
- ▶ Turn off natural gas outside.

Triage and Treatment Checklists

Triage Checklist

- Perform Field Team Leader Checklist
- Size-up first: Conditions, safety, capability, limitations. Make a plan. Divide areas for 2-person triage teams.
- Loudly say “Community Emergency Response Team. If you can walk, come to the sound of my voice.”
- Tag ambulatory survivors Minor (Green) and direct to a designated location. They can also help.
- Start where you stand, and follow a systematic route.
- Triage each victim (30-2-can do) as immediate, delayed, minor, or dead. If conscious, ask permission to treat.
- Treat immediately for killers: Airway obstruction, bleeding, and shock.
- Document quantity, triage type, and location of victims
- Report summary to supervisor

Treatment Checklist

- Do in order: Immediate, Delayed, Minor.
- Wear exam gloves, protective clothing, and mask. Change or sterilize gloves between patients.
- Repeat triage and treat killers (airway, bleeding, shock) as needed.
- Is this location safe?
- Do head-to-toe assessment for DCAP-BTLS
- Head, Neck, Shoulders, Chest, Arms, Abdomen, Pelvis Legs
- Check for PMS (pulse, movement, sensation) in all extremities
- Keep spine straight
- Check for Medical ID (bracelet, neck chain, phone)
- Check for Closed-head, neck, spinal injury
- Verbal assessment:
- Treat as indicated (bandage, splint, stabilize head, backboard for transport, etc.)
- Move only if necessary for safety or treatment

Medical Treatment Area Checklist

- Perform Field Team Leader Checklist
- Size-up first: Conditions, safety, capability, limitations.
- Select location, considering environment, safety, number of patients, ambulance access.
- Layout areas for Immediate, Delayed, Minor, and Morgue
- Document each patient with Patient Exam Card
- Document summary information on Medical Treatment Area Log
- Report status and request transport (to hospital)

8889 Driver Deployment Checklist

Date / Time: _____

Exterior check

Driver Name: _____

- Shore power cable disconnected and stowed
- Obstructions cleared / Vehicle walk around (cones, packs, people, debris)
- ALL tire pressures checked with "ping test"
- All doors and panels closed securely
- Check for significant fluid leaks on the ground underneath
- Document any external damage and needed maintenance
- Adjust seat, **then** mirrors
- Fasten seat belt(s)
- In Cold Weather - press accelerator to floor once and release
- Turn ignition key partially, wait for "WAIT TO START" light to go out, then start engine
- Turn on headlights
- Check fuel gauge level
- Fill in Drive Log with name, date, starting mileage
- Check running lights, turn signals, brake lights
- Release emergency brake
- Check radio channel and volume

8889 Demobilization Checklist

Date / Time: _____

Driver Name: _____

- Refuel vehicle (if needed and access permits)
- Park, then engage emergency brake
- Add ending mileage to Drive Log
- Turn off headlights
- Turn off engine
- Exterior check
 - All doors and panels locked
 - Shore power connected
 - Safety cone(s) placed
- Turn in maintenance and damage reports if generated

8889 Supplies Deployment Checklist

From Station

- Handheld radios
- Transportable radio (charged to 12V) with antenna
- Maps, flyers, etc.

Already on Board

- Base Box
- Generator
- 2 Canopies
- 2 Tables
- 4 Chairs
- Trauma kit
- Office supply box
- Shore power cord with adapter

Optional

- Water
- Snacks
- Coffee Box (Starbucks, 15-minute call-ahead-of-pickup-time)

Firefighter Rehab (supplies from oxygen room)

- Bottled Water & Gatorade
- Energy Bars
- Rehab Binder and Storage Bin with Several Handheld Radios

Reference

Standing Mobilization Instructions (SMI)

In the event of a self or planned mobilization, CERT members shall follow the procedure below to reduce the likelihood of injury while increasing effectiveness as a responder.

- 1. Gather information.** Listen carefully to the mobilization message or other disaster message such as 1700 AM and write down details like what, where, when, and why. For mobilization updates tune to **1700 AM** check the website www.ashlandcert.org or call **541-552-CERT** (2378).
- 2. Secure yourself, your family, pets, and home first.** You are an ineffective responder if you are preoccupied with concerns about your family's wellbeing.
- 3. Make a safety assessment of your neighborhood.** Make certain you are able to mobilize safely and determine there is not a more significant need for help in your own neighborhood before mobilizing somewhere else.
- 4. Prepare your equipment.** Make certain you have your CERT I.D., helmet, vest, eye and ear protection and ready pack with water and food since you may be mobilized for 48-72 hours with no support. Don't forget to let family members know where you are going and bring your two-way radio (if you have one) and cell phone even if the cell system is down.

ALWAYS BRING: CERT I.D., hard hat vest, ready pack, work gloves, flashlight, eye and ear protection, pen and paper, cell phone, food such as a few energy bars, several liters of water, and a personal first aid kit. Wear long pants, long sleeve shirts, and closed shoes. For specific missions you may need other specialized equipment per below;

Search and Rescue: Bring your GPS, 2 way radio (if you have them), two lights sources (headlamp, flashlight), whistle, comfortable hiking boots, wide brim hat, sun screen, and bug spray.

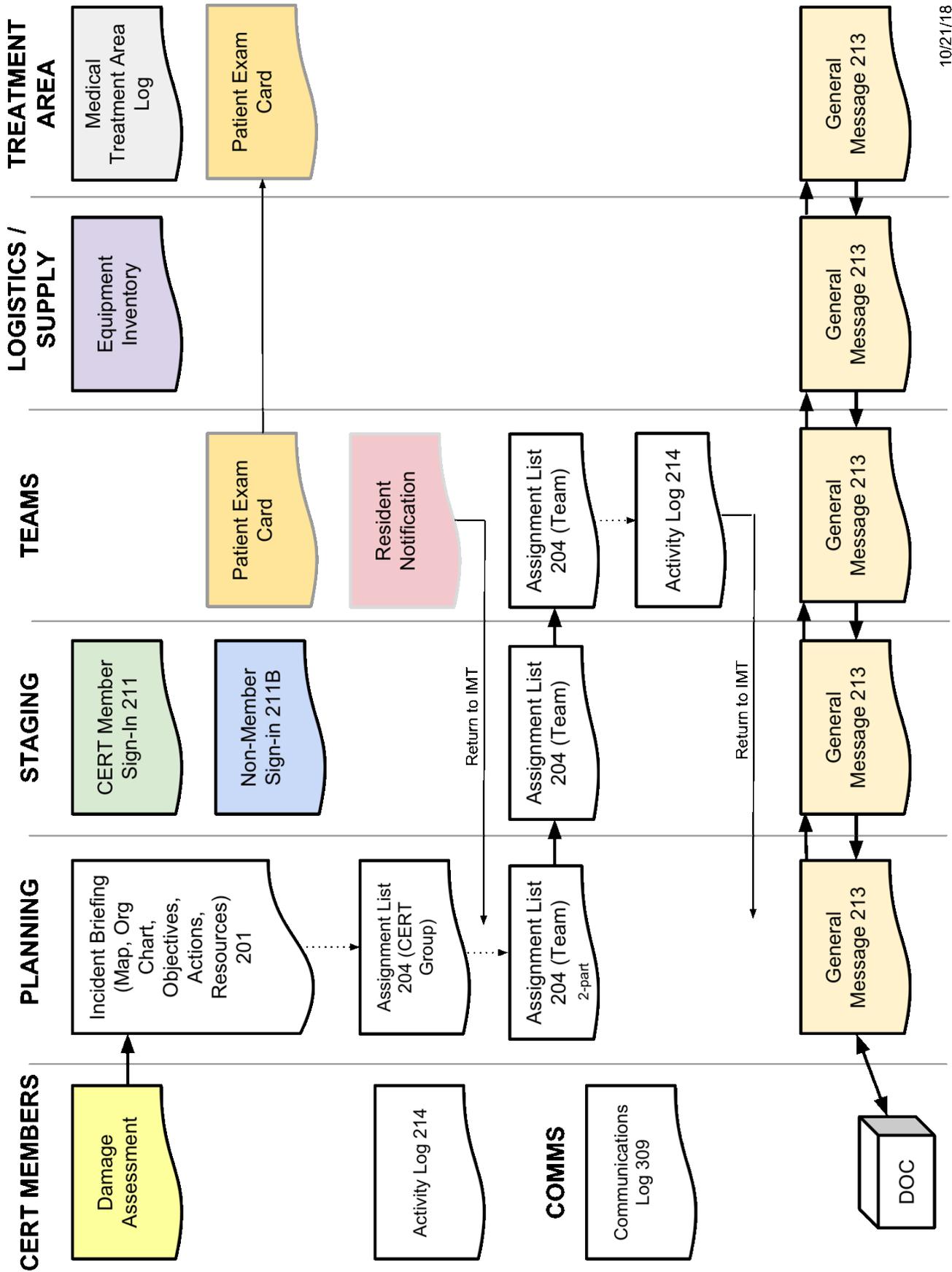
Sandbag Filling: Rain pants, rain jacket, foam work gloves, water proof work boots.

Emergency Shelter Operation: Sleeping bag, pad and pillow, toiletries, book / magazines.

5. Respond safely. If able to respond, put on your vest and hardhat and mobilize to your base or the staging area designated by the emergency message. Don't forget your CERT I.D. and ready pack with water and food since you may be mobilized for 48-72 hours with no support.

6. Upon arrival at the staging area, scene, or base sign in first. Sometimes CERT members must sign in and await an assignment while incident leadership assesses where best to apply CERT as a resource. There are also safety assessments that must be completed. During down time, conduct refresher training on radios/communications and continue to prepare your equipment. For your own safety **NEVER** attempt to participate in an emergency event alone, and always follow the directions of professional emergency responders.

CERT DOCUMENT FLOW



Evacuation Levels
Oregon State Sheriffs Association
2014

LEVEL 1: A Level 1 Evacuation means “**BE READY**” for potential evacuation.

Residents should be aware of the danger that exists in their area, monitor emergency services websites and local media outlets for information. This is the time for preparation and precautionary movement of persons with special needs, mobile property and (under certain circumstances) pets and livestock. If conditions worsen, emergency services personnel may contact you via an emergency notification system.

LEVEL 2: A Level 2 Evacuation means “**BE SET**” to evacuate.

YOU MUST PREPARE TO LEAVE AT A MOMENTS NOTICE

This level indicates there is significant danger to your area, and residents should either voluntarily relocate to a shelter or with family/friends outside of the affected area, or if choosing to remain, to be ready to evacuate at a moment’s notice.

Residents **MAY** have time to gather necessary items, but doing so is at their own risk.

THIS MAY BE THE ONLY NOTICE THAT YOU RECEIVE

Emergency services cannot guarantee that they will be able to notify you if conditions rapidly deteriorate. Area media services will be asked to broadcast periodic updates.

LEVEL 3: A Level 3 Evacuation means “**GO**” Evacuate NOW

LEAVE IMMEDIATELY!

Danger to your area is current or imminent, and you should evacuate immediately. If you choose to ignore this advisement, you must understand that emergency services may not be available to assist you further. **DO NOT delay leaving to gather any belongings or make efforts to protect your home.**

THIS WILL BE THE LAST NOTICE THAT YOU RECEIVE

Entry to evacuated areas may be denied until conditions are safe.

Area radio and TV stations have been asked to broadcast periodic updates.

DEFINITIONS

Abrasions – Abrasions are scrapes on the surface of the skin.

Action – An operating mechanism.

Burns – Burns are injuries to the skin causing damage to tissue.

Conditions – Circumstances affecting something; especially with regards to safety and well-being.

Contusions – Injured tissue or skin in which blood capillaries have been ruptured; a bruise.

Deformity – Deformities are malformations, or deformed parts (especially of the body).

Head-to-toe – Secondary systematic examination of a subject, noting extent of injuries

Hotwash - An immediate “after-action” discussion and evaluation on performance.

Lacerations – Deep cut, or tear in skin, or flesh.

Needs – Necessities.

Position – Placement, or location.

Punctures – A puncture is a hole.

Rehab – Is a term indicating food, rest, rehydration; ultimately rehabilitation.

Swelling – Swelling is the abnormal enlargement of a body part, typically as a result of fluid accumulation.

Tenderness – Tenderness is sensitivity to pain.

Triage – Determine priority of subjects needing medical attention. A french term meaning to sort.

ACRONYMS

AAR - After Action Review

AF&R - Ashland Fire & Rescue

AVPU - alert, verbal stimulus, pain stimulus, unresponsive

BC – Battalion Chief

CERT - Community Emergency Response Team

COML - Communications Unit Leader

COMT - Communications Technician

DCAP-BTLS – deformities, contusions, abrasions, punctures, burns, tenderness, lacerations, swelling

DMV - Department of Motor Vehicles

ECSO - Emergency Communications of Southern Oregon

EMI - Emergency Management Institute

EMS - Emergency Medical Service

EOC - Emergency Operations Center

EOP - Emergency Operations Plan

FAQ - frequently asked questions

FEMA - Federal Emergency Management Administration

FRS - family radio service

FTL - Field Team Leader

HHS - Health and Human Services

ICP - Incident Command Post

ICS - Incident Command System

IC/TL – CERT Incident Commander / Team Leader

IDA - initial damage assessment

IMT - Incident Management Team

JIT - just in time

LOC - level of consciousness (AVPU)

LOR - level of responsiveness (AVPU)

MOI - mechanism (cause) of injury

MYN - Map Your Neighborhood

NRF - National Response Framework

NIMS - National Incident Management System

PASS - pull, aim, squeeze, sweep (Fire Extinguisher use)

PCAN - position, conditions, actions, needs

PMC - pulse, movement, circulation

PPE - personal protective equipment

PSAP - public safety answering point (9-1-1 dispatch)

RADO - radio operator

SOU - Southern Oregon University

START - simple triage and rapid treatment

SVM – spontaneous volunteer management

VHF - very high frequency (30-300 megahertz)