

Santa Cruz County Community Emergency Response Team (CERT)

Operating Procedures and Activation Policy

AUTHORITY

The CERT Auxiliary of Santa Cruz County is part of local and national Citizen Corps effort to incorporate and utilize volunteers in the community. Citizen Corps is endorsed by the Department of Homeland Security under the Federal Emergency Management Agency. CERT volunteers are trained in basic disaster response techniques to assist residents and professional responders in disaster and emergency situations. A. Community Emergency Response Team (CERT) operates under the authority of the CERT Council for policy guidance, CERT Auxiliary for management, sustainment and daily operations, Fire Service Areas for training oversight and Branch activations, and Office of Response, Recovery and Resilience (OR3) for County-wide activation authority and support.

PURPOSE

This document establishes policy and procedural guidance for the CERT Program of Santa Cruz County regarding membership, training, activation, activities, and coordination. The CERT Council shall review these Standard Operating Procedures annually. These guidelines do not supersede or replace local, State or Federal Standard Operating procedures for Emergency Management and use of volunteers.

MISSION STATEMENT

The CERT program trains and prepares individuals in Santa Cruz County neighborhoods, businesses, schools, and institutions in emergency preparedness and basic disaster response techniques focusing on critical thinking, situation awareness and flexible behavior in the face of changing conditions, enabling them to prepare, as volunteers, to take an active role in providing critical support to the County of Santa Cruz Office of Response, Recovery and Resilience (OR3) and emergency service response personnel during emergencies and disasters.

NAME

The name of this organization is the CERT Auxiliary of Santa Cruz County

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GOALS

The goals of the CERT Program are:

1. To do the greatest good for the greatest amount of people.
2. To maintain team readiness through ongoing training and meetings.
3. To gain and maintain acknowledgement and respect from area professional responders and residents.
4. To focus great effort in maintaining the safety of themselves, team members and all other survivors or rescuers.

OBJECTIVES

The objectives of the CERT Program are establishing and maintaining cohesive groups of qualified, trained individuals who may execute the following:

1. Augment local emergency services and emergency management personnel with trained individuals.
2. Assist law enforcement functions including traffic management and security.
3. Assist survivor triage and rescue.
4. Assist with sheltering, mass feeding and other support function staffing.
5. Integrate operations with other CERTs as directed by professional responders.
6. Provide communications capability with individual CERT members and coordinate communications with other CERT Branches and Teams.

OPERATIONS

UTILIZATION

CERT is intended for use during disasters, such as an earthquake or local area-wide emergencies where professional responders are overwhelmed and there is a need for immediate assistance to survivors. CERTs may be used for non-emergency operations if these operations relate to the safety and well-being of residents of Santa Cruz County.

Examples may be:

CERT Information booths at fairs, public outreach activities, assisting at first aid tents, support to clinics, disaster surveillance and surveying neighborhoods at risk of disaster.

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CERT teams may operate in a pre-determined area of operations or be directed by the Activating Agency to operate at a specific location relevant to the disaster. CERTs should follow standard operational procedures (SOP) to prioritize helping yourself, family and immediate neighbors.

CERT volunteers should only be used in situations for which they are trained and execute tasks within the scope of their training. Many CERT volunteers have skills beyond what is taught through the CERT program (e.g., health professionals, heavy equipment operators, etc.).

While these skills may be helpful during an emergency or disaster, and may be utilized in other programs, they are outside of the CERT scope-of-practice and are not authorized activities as a CERT volunteer.

CERT volunteers may be used to assist professional public safety personnel in logistical and administrative support. They also may be used in non-disaster situations as a public safety or emergency management resource in a low-risk event or for preplanned community events.

Concept of Operations emphasizes a dual approach:

- **Limited Self-Activation:** Neighbor helping neighbor as private citizens, not as CERT members, using their CERT training, until County first-response personnel or other appropriate response organizations arrive on the scene to assume responsibility.
- **Official Activation:** Support to Santa Cruz County emergency response agencies as needed and under specific direction of the designated County response organizations.
- CERT volunteers are prohibited from self-deploying to routine emergencies in which they are not immediately involved nor requested. Such inappropriate self-deployment is a barrier to proper emergency response and may result in immediate suspension and termination.

ACTIVATION

CERT volunteers may often be notified before specific needs are determined. This is to enable local authorities the opportunity to assess the resources available, stage and deploy these resources. CERT recognizes three levels of activation to be made by the Emergency Operations Center (EOC).

Level 1 - Alert

This level requires no immediate response action by CERT volunteers. This is an advisory that CERT Branch Leaders have been notified of an emergency management activity which *may* require CERT assistance. Branch Leaders may give their members a “heads up” notice via phone, text or email and determine the status of all volunteers as “available” or “unavailable” This information will be forwarded to the EOC contact or notifying official as soon as possible.

Level 2 - Standby

CERT Branch Leaders and volunteers are to prepare for full deployment within 12-24 hours and will remain on standby until notified of an assignment. Upon level 2 or standby notification, CERT Leaders will contact their volunteers to advise them of the pending situation and determine their availability and status. Branch Leaders will report the status of their Branch members (who are ready to respond) to the appropriate contact or notifying official as soon as possible. CERT members personal equipment and supplies, radios, vehicles, kits of food, water, and clothing for a 48-hour period should be checked, assembled, and packed for deployment.

Level 3 – Immediate Deployment

Immediate deployment is authorized for CERT Volunteers to proceed without delay to their normal assembly point or other area designated by the EOC. Branch Leaders will notify all volunteers of their Branch to deploy and provide a status report of member’s availability back to the appropriate contact or notifying official as soon as possible. Once the Branch is operational and on-scene, the Branch Leader will notify the appropriate contact or notifying official with an updates status and await further instructions.

Additionally, CERT may activate in a local area when the Fire Service Area Manager, or Law Enforcement or the Incident IC determines additional assets or support is necessary. The activating agency will notify the County of Santa Cruz Office of Response, Recovery and Resilience (OR3).

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UPON ACTIVATION

During an emergency/disaster, CERT member activation must be approved by the Fire Service Area Branch Manager, Law Branch Manager, OR3 or the Incident Commander (IC). The activating agency will notify OR3.

All CERTs must have a current Disaster Service Worker (DSW) Badge and always display the badge. CERT volunteers without a current DSW Badge must report to the Volunteer Center to be sworn in before being deployed. Someone from the EOC may also swear in, as can those deputized by the County Clerk with this authority. The DSW program provides California Workman's Compensation during activation for injury in line of duty (*See reference in DSW guidelines and insert incident form in Appendix A*)

The CERT Lead documents information regarding the extent of activation of all CERT members volunteers on ICS Form 214-Unit Log and each CERT volunteer signs-in and signs-out on a Daily Volunteer Time Log. This information needs to be returned to Branch Leader at the conclusion of the operational period. At a minimum, this information should include:

- Name and contact information CERT member and badge number of CERT member.
- Time and Location of Activation
- Assignments given, and actions taken.
- Any outcomes, positive or negative, including injuries sustained with the appropriate paperwork filed (incident form, Appendix A).
- Time and Location of Deactivation (when relevant).

CERT members must operate within the scope of their CERT training, as well as comply with all federal, state, and local laws when functioning as a CERT member.

Only County of Santa Cruz CERT credentialed volunteers may be mobilized. If approached by non-CERT trained volunteers wanting to assist, please ask they report to the County of Santa Cruz Volunteer Program.

When activated, CERT members under the age of 18 shall remain at the Incident Command Post. Minors are not permitted to participate in CERT field team activities during a disaster.

Any CERT member who suffers an injury while performing an assigned CERT task must immediately report the injury to their supervisor who will pass it through the chain of command to the Branch Manager. If unable to contact immediate supervisor, they shall contact 911. Once the emergency has been resolved, the supervising Branch Manager will deactivate the CERT members/teams and make appropriate notifications. (**Relevant forms see Appendix A**)

DEACTIVATION

CERT volunteers are immediate responders willing to help when there is a crisis. In some cases, CERT members setup the operation then trains unaffiliated volunteers to take over when the disaster or local emergency moves to a sustainment posture. At that point CERTs should be deactivated.

CERT members will be deactivated by OR3 Emergency Manager, designee, or CERT Coordinator irrespective of how they were activated. They will ensure all volunteers are accounted for and information is forwarded to proper official.

Documentation created during activation should be organized and provided through the chain of command to OR3 or Fire Service Branch Manager in local activations and retained by the CERT Logistic section in the event questions arise.

Any borrowed equipment should be returned to the initial location or staging area. Damaged or used resources should be documented and returned, if possible.

Injury information should be provided to deactivating agency or person.

MEETING TIMES AND LOCATIONS

The CERT Branch Liaison or Branch Leader will meet with the Fire Branch Managers or his/her designee, at least four times per year.

CERT Teams shall establish a goal of four meetings based on CERT Team availability. Meetings will provide for both training and the distribution of general information. (Individual Branch addendums for meeting frequency may vary by location).

CODE OF CONDUCT

CERT members shall follow the CERT Auxiliary Code of Conduct. (**Appendix B**)

CERTs are volunteers and when activated serve at the discretion of OR3, Law and the Fire Service Branch Manager with a Branch Activation.

MEMBERSHIP

Citizens, non-citizens, and residents from the County of Santa Cruz area may apply to be a member of the County of Santa Cruz CERT Program and the CERT Auxiliary. CERTs living in another County, yet a part of a Branch or Team in Santa Cruz County may also apply as well as those work in Santa Cruz County.

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Volunteer applicants must be at least 16 years of age to apply. Those who are 16-18 will need the approval of the legal guardian.

Applicant approval is at the sole discretion of County of Santa Cruz Clerk designee. The Santa Cruz County OR3 shall maintain the roster of those with active DSW badges in the CERT Program and monitor continuing education requirements.

The County of Santa Cruz OR3, CERT Auxiliary, the Fire Branch Manager, and the CERT Team Branch Leaders, shall respect the confidentiality of any personal information members provide. County of Santa Cruz shall maintain contact information (including home addresses, email, and phone number) and will only release phone numbers and email addresses to Fire Branch Manager, Branch leaders and other appropriate team members for the purpose of communicating about CERT related topics, or as otherwise required by law. At any time, a CERT member may choose to become inactive and will not be contacted unless they request reinstatement.

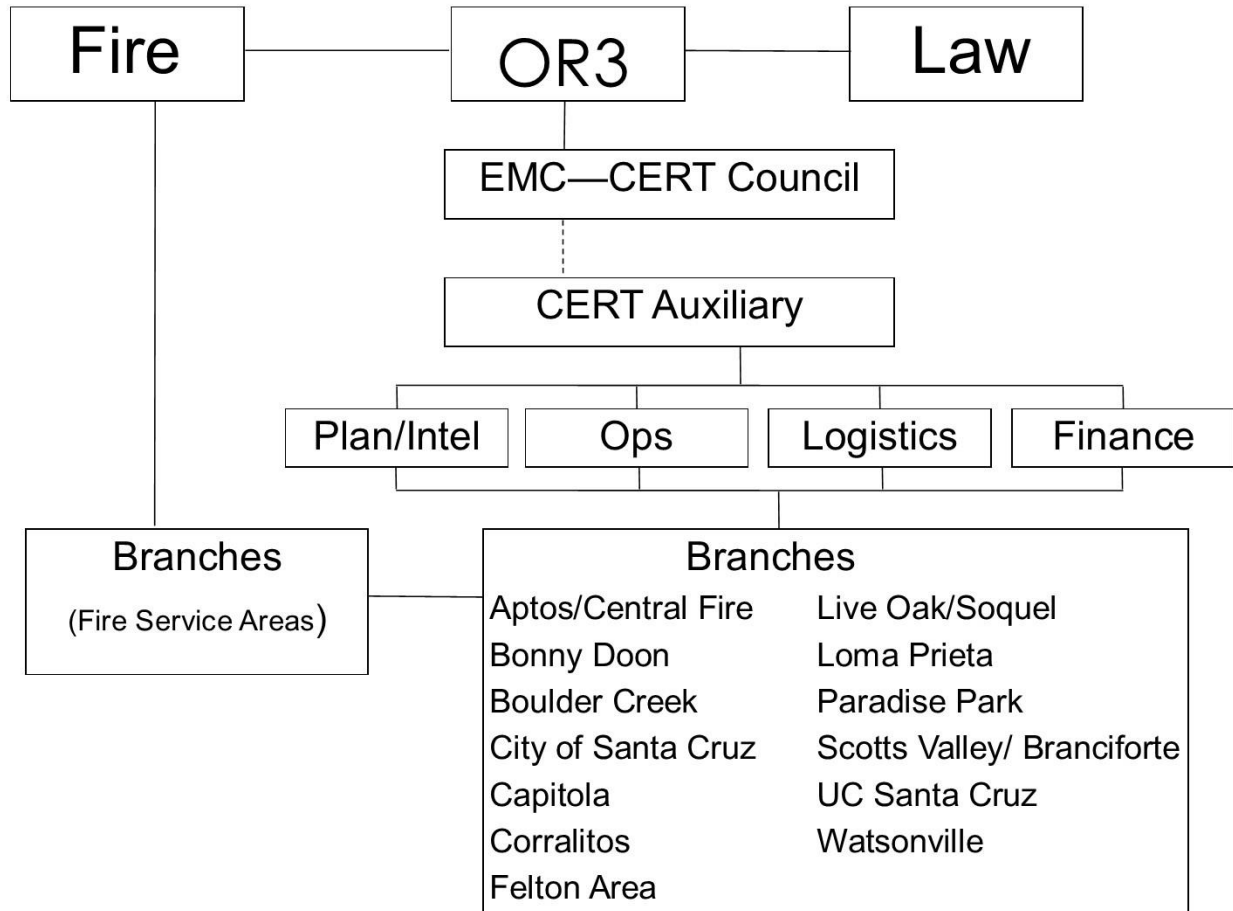
CERT Auxiliary is located at 308 Park Dr. Aptos, CA 95003. If a member leaves the CERT Program for any reason, identification shall be returned to the Branch Leader or Fire Service Branch Manager or OR3.

LOCATION

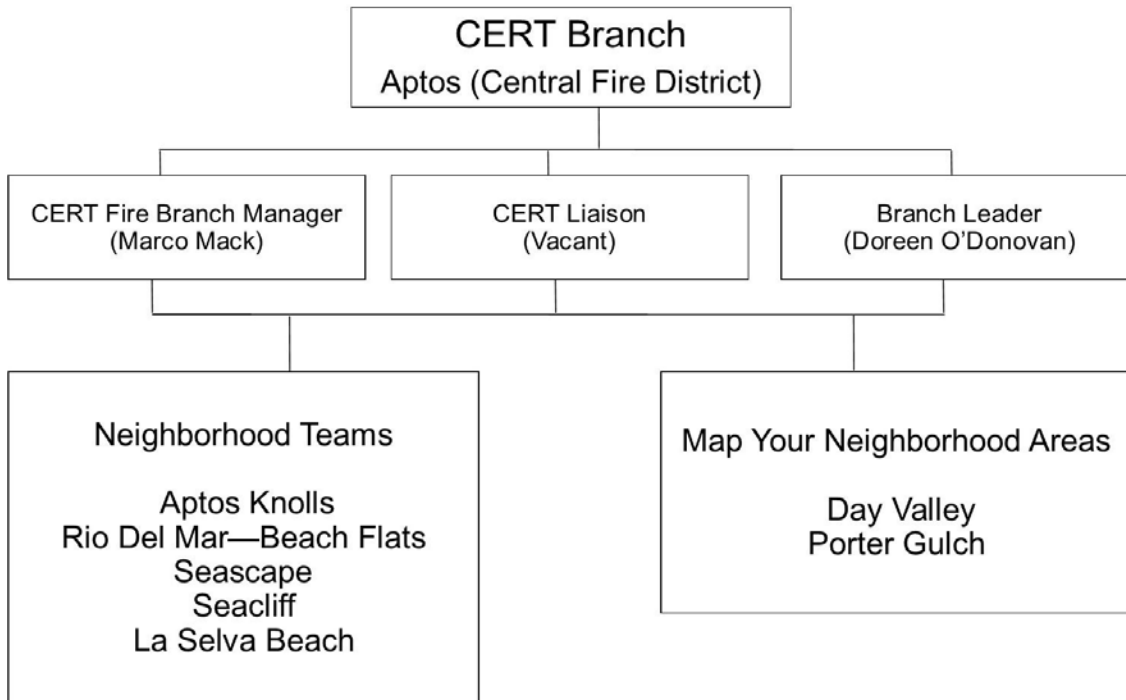
The principal office for the County of Santa Cruz shall be County of Santa Cruz OR3 located at 5200 Soquel Avenue, Building C, Second Floor, Santa Cruz, CA.95060.

ORGANIZATION

ORGANIZATION CHART



Example of CERT Branch:



ROLES AND RESPONSIBILITIES

CERT MEMBER

Take steps to prepare themselves, their families, and their communities for disaster.

Take part in a drill or exercise at least once per year and complete a minimum of 25 hours of continuing education prior to re-certification.

Verify contact information and DSW Badge information at least once a year.

Follow CERT Levels of Participation as outlined in Appendix C.

Assist emergency personnel and OR3 when requested in accordance with these Standard Operating Procedures.

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CERT Branch Leader

Responsible for direct management of CERT volunteers within a local area working with a specific Fire Service Area.

CERT Basic graduate, attending continuing education courses, and maintaining Disaster Service Worker certification.

Attend CERT Working Group meetings, if available (or designee) and provide the CERT Auxiliary updates on branch activities, and prepare/provide annual data on branch, as requested.

Have consistent access to internet, email and cell phone and other technologies.

Regular meeting/training opportunities for Branch.

Document and maintain attendance for all meetings/training/drills, monitor DSW Badges and Branch roster, and Branch documentation, Code of Conduct, Participation Levels, etc.)

Identify Branch member skills and mentor Branch member.

Develop Branch organizational structure and delegate, where possible (see example pg. 8)

Communicate regularly with Fire Branch Manager and develop internal communications with Branch members and external communications with community allies.

Maintain materials/supplies for Branch activation. Other duties, as assigned

CERT Branch Liaison(s)

Appointed by Branch Leader with concurrence of Fire Service Area Branch Manager and be a CERT member.

Meet with CERT Leaders and Fire Service Branch Manager, as necessary.

This is the single point of contact between the Fire Branch Manager and their area CERT Branches.

The role of CERT Branch Liaison is administrative in nature, not operational in emergency situations.

Comply with the standards established in these Operations Procedures and Activation Policy.

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Fire Service Area Branch Manager

Provide oversight of the CERT Branch activities.

Schedule meetings with their CERT Branch quarterly. Meetings will provide for both training, education, and the distribution of general information.

Attend CERT Council meetings (or designee)

Location specific addendums to be submitted in writing to CERT Council.

IDENTIFICATION AND APPAREL

CERT identification must be always worn on the outermost garment. If the card is lost, it will be the responsibility of the team member to request a replacement through their Branch Leader.

In emergency situations, members must wear the issued CERT vest and hard-hat. Members need to dress for the conditions and should always wear long pants and closed toed shoes. During non-emergency situations, members may wear CERT vest or other purchased clothing containing the CERT logo. It is the responsibility of the team member to maintain all garments in a presentable manner. Authorized CERT vest and hard hat will only be worn during DSW authorized activities.

PERSONAL EQUIPMENT

Each CERT member will be issued the following required equipment, and PPE. The suggested supplements are a list of equipment that is nice to have but not required. (equipment must be properly maintained and readily available for response. Members must bring equipment to the staging area):

REQUIRED:

- CERT vest
- CERT ID
- CERT helmet with chin strap
- Paper w/pen-pencil

PPE:

- Goggles
- Dust Mask (N95)
- Leather work gloves
- Personal First Aid Kit
- Whistle
- Israeli Bandage

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- Flashlight(s) w/batteries
- Glow stick
- Duct tape
- Gas/water shutoff tool

SUGGESTED SUPPLEMENTS:

- CERT Field Operations Guide
- MURS Radio
- Carabineers
- Lumber crayon or markers
- Utility Knife
- EMT Shears or scissors
- Latex Gloves
- Hat (sun protection)
- Multi-tool
- Bottled water
- Food (energy bars)

TRAINING

The CERT training provided to members is in accordance with the current Federal Management Agency and California Citizen's Corps/ California Volunteer guidelines.

Each CERT member will receive a book or digital copy of the CERT Basic Training Participant Manual.

All county wide training shall be listed on the CERT Auxiliary website:

<https://santacruzcountycert.org/cert-auxiliary/> registration can also be accomplished on the website.

Training topics, subject matter or activities not covered by the FEMA Community Emergency Response Team Program must be approved by the CERT Auxiliary or specific Fire Branch Manager prior to undertaking.

RECERTIFICATION

Active CERT status involves ongoing participation by attendance at Team meetings and trainings, Countywide trainings, individual study, and other activities deemed appropriate by responsible Branch Leader.

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Recertification (necessary every 5 years) involves:

- New DSW form signed and verified by individual deputized by the County Clerk.
- Photograph
- A minimum of 25 hours of continuing education (documented) in 5 years with the suggestion of completing at least 5 hours per year including FEMA IS100.
- The Branch/Team Leader is responsible for tracking member's 5-year expiration date. CERTs are accountable for requesting recertification within the last year before DSW Badge expiration.

Uncertified status: Individuals are expected to complete the appropriate recertification activities over 5 years. CERT members will be moved to inactive status for failing to do so. They will be ineligible for activation as a CERT volunteer and treated as a spontaneous volunteer in an emergency. To reengage as a CERT volunteer, they must demonstrate mastery of Basic CERT knowledge and skills by documented online or in person training.

Basic CERT Training class completion: While completing all modules during the regular course of instruction is preferable, individuals will have one year from the end of the course to complete missed modules. All modules in the Basic CERT course taught throughout the County may be used as make-up. Students must sign-in on the class roster. After completion of all modules submit completion certificate in the contact us tab of the website, <https://santacruzcountycert.org/>.

Online CERT Training is an additional option. Website location is <https://csti-ca.csod.com>. The modules may be completed in any order and at the individuals own pace. Students will receive a certification of completion when successfully passing the final exam.

FINANCES

- All funds received by County of Santa Cruz CERT Auxiliary Branches, including, but not limited: to grant awards, donations, and proceeds from fundraising activities, shall be deposited with and managed by the CERT Auxiliary Finance Chief.
- All financial requests shall be submitted in advance of purchase and approved in writing by CERT Auxiliary Finance Chief.
- Approved, invoices, receipts, and purchase documentation shall be provided to CERT Auxiliary Finance Chief for reimbursement.

PRINTED MEDIA, ELECTRONIC/SOCIAL MEDIA, AND INTERVIEWS

CERT Auxiliary will follow the County of Santa Cruz Social Media Policy when under activation orders. CERT Auxiliary PIO is the primary point of contact for all interviews and communications.

All CERTs contact information is private and not released without Member's permission.

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ADDENDUMS

To address specific needs or future topics, addendums may be added to these Operations Procedures and Activation Policy by Fire Service Branch Managers and Branch Leaders with specific requirements and policies for their Branch.

Location specific addendums must be submitted in writing to CERT Council and may not deviate from the SOP as outlined.

Appendix A

Disaster Service Worker (DSW) guidance (attached) and forms (attached)

The Disaster Service Worker Volunteer Program (DSWVP) Guidance is revised effective October 2016 and replaces the April 6, 2001, version. This Document will be revised as regulations are amended or other significant changes are deemed appropriate.

<https://www.caloes.ca.gov/AdministrativeServicesSite/Documents/2.%20DSW%20Program%20GUIDANCE%2010.2016.pdf>

WORKERS' COMPENSATION CLAIM PROCEDURES (pg. 41 of the DSW Guide)

- State Fund Form e3301 (pg. 42 of the DSW Guide) (injured person to complete within 1 working day) and Employer Report of Injury Form—e3067 (organization to complete within 5 calendar days) [The Supervisor's Role in \(ca.gov\)](#)
- Volunteer Instructions
- Supervisor Instructions
- Example: Completed e3301 Form
- Submit by fax to State Fund or call (888) 222-3211 to file a verbal claim (this expedites the claim initiation). A State Fund Adjuster will respond within 3 days and request any other information necessary.

Appendix B: CODE OF CONDUCT

Joining a CERT Team:

- In CERT, there is a job for everyone, regardless of age*, gender, race, religion, or disability. All who can successfully qualify for CERT are welcome to participate.
- Following the completion of the 24 hours Community Emergency Response Team (CERT) training, you are eligible to join a team of similarly trained volunteers.
- ***Age:** Must be a minimum of 16 years of age. Persons under 18 must have signed parental permission to participate in CERT.

**Santa Cruz County CERT Auxiliary
Code of Conduct**

Code of Conduct:

As a member of Santa Cruz County CERT, you are a representative of the CERT program to new members, to the public, to our supporting agencies and to the people to whom we render our services. In this capacity, you must act with integrity.

- Treat everyone with respect and courtesy.
- Treat all property according to the rules of the law.
- Be sensitive to diversity of the branch members and those assisted.
- Respect the privacy of persons served (clients), and hold in confidence all sensitive, private, and personal information.
- Avoid inappropriate public conduct that would discredit CERT.
- Any illegal or improper conduct on the part of a member may be cause for termination from the program. The decision of your CERT Branch Leader, Fire Branch or Program Manager and sponsoring agency will be final.
- Examples of inappropriate conduct: offensive behavior (actions, gestures, and words), impairment due to drunkenness or the influence of drugs or medications, misuse of social media concerning CERT, or jeopardizing anyone’s safety.

I have read and understand the Santa Cruz County CERT Code of Conduct, and I agree to abide by the provisions during my affiliation as a Volunteer with all CERT Programs in Santa Cruz County.

Printed Name of CERT Member

Signature

Date

Appendix C - CERT Participation Levels

Level 1 – Basic

These are class participants who have chosen not to apply to join a CERT Team. During a disaster they will help at the family and neighborhood level.

They may identify themselves as CERT trained, but not as CERT Branch members.

Mandatory

- Complete the 24-hour FEMA certified CERT Basic Training Course
- Complete at least 5 hours of continuing education per year.
- No DSW Badge

Level 2 – Active

CERT Branch member

Mandatory

- Complete requirements for Level 1 except require 25 hours of continuing education before recertification.
- Be sworn in as a Disaster Service Worker (DSW)
- Join a CERT Team within Santa Cruz County
- Complete the following online courses (training.fema.gov/is/)
 - IS100c -- Basic Incident Command System
 - Suggested:
 - IS200b -- ICS for Single Resource and Initial Actions Incidents
 - IS700b – Introduction to the National Incident Management System (NIMS)

Level 3 – Leadership

Assume a leadership position and /or complete additional training.

Mandatory

- All CERT Level 1 and 2 requirements
- Leadership meetings, training classes, and exercises

Optional

- CPR/First Aid/AED class
- Shelter Fundamentals and Shelter Simulation (American Red Cross)
- CERT Animal Response I and II
- Communications (Classroom)
- Traffic Safety Management (Classroom)
- Head-to-Toe Examination Review (Classroom)

Ineligible

Those removed for violation of the Code of Conduct.