Lee County, North Carolina Standard Operating Guide For Community Emergency Response Teams (CERT)

15 December 2016

CERT – Doing the greatest good, for the greatest number

TABLE OF CONTENTS

Appendix A: General CERT Job Descriptions

Appendix B: CERT Communications Plan Diagram

Appendix C: Effective CERT Radio Communications

Appendix D: Phonetic Alphabet

Appendix E: Common Radio Prowords

Appendix F: Hypothetical Radio Messaging Examples

Appendix G: Radio Frequencies and Channels

Appendix H: Glossary

Appendix I: Lee County NC CERT Code of Conduct

Appendix J: Member Notes

Section 1: <u>Purpose</u>:

The purpose of this standard operating guide is to outline the concept of operations, identify responsibilities and specify procedures for Community Emergency Response Teams (CERT) operating in Lee County. This guidance replaces the Carolina Trace Standard Operating Procedures and Concept of Operations Plan dated February 2010 and the Carolina Trace Standard Operating Guide for Activation, dated 6 October 2011.

Section 2: <u>Introduction</u>:

CERT teams operating in Lee County fall under the umbrella of the Lee County Local Emergency Planning Committee (LEPC) and under the sponsorship and authority of the Lee County Director of Emergency Services. CERT, when activated for an emergency, will function under the direction of the Lee County Director of Emergency Services as described in the Lee County Emergency Operations Plan and this document.

The CERT program is recognized by FEMA as a positive and realistic approach to emergency and disaster situations where citizens will be initially on their own. Experience shows that when a major disaster strikes, professional first responders are not always the first on the scene. If their access is obstructed, or the first responders' capacity is exceeded, it may be hours or days before professional help arrives. This is where CERT comes in. CERT volunteers are trained in preparedness, light fire suppression, light search and rescue, basic first aid, disaster psychology, and CERT organization. CERT also works to support and help direct the public's post-disaster energy to ensure that untrained, spontaneous volunteers are as safe and effective as possible. The program is about readiness, people helping people, rescuer safety and doing the greatest good for the greatest number. In short, CERT fills the void until the professionals arrive.

In Lee County there are two basic categories of CERT graduates:

      2.1: <u>Category I, "Awareness Level"</u>, is comprised of persons who take the CERT Basic Course and then decide that active involvement with CERT is not for them. They are not interested in on-going training or in being a part of any CERT related community service projects. They do benefit the community by being better able to respond should an emergency arise. Citizens at the Awareness Level, like all CERT volunteers, are given a Certificate of Participation for completion of the CERT Basic Course. If they have been issued CERT equipment and a Lee County CERT ID, they will return both to the CERT Coordinator. They are not registered Lee County CERT Volunteers and are to be considered untrained, spontaneous volunteers. They will be notified of emergency responses requiring CERT support and will be encouraged to join CERT at a predetermined Assembly Areas. Category I volunteers will be paired with and supervised by Category II CERT members to ensure the safety of all concerned.

      2.1: <u>Category II, "Community Response Level"</u>, is comprised of persons who want to take part in on-going training and periodically take part in special public service projects. They are the core of the CERT program. They help with training, they help with managing the CERT program, and they make themselves generally available whenever CERT needs them. Community Response Level members may be called on to assist Lee County during a major

disaster inside or outside of their immediate neighborhoods. These members have met annual training requirements and are registered Lee County CERT volunteers.

Section 3: <u>Fundamental CERT Principles</u>:

Regardless of the type of disaster we face (hurricanes, tornados, wildfires, severe thunderstorms, major hazardous material spills and snow and ice storms) the basics of effective CERT operations are the same. We must have an effective notification procedure, someone in charge, a place to meet, equipment close at hand, and a solid continuing education program. The following principles guide CERT operations and should be followed at all levels:

     3.1: Rescuer safety is always the number one concern. To ensure rescuer safety, CERT volunteers must continually size up the situation and its hazards.

     3.2: Unity of Command: Each CERT Member has only one person from whom he or she takes direction. In other words, each CERT Member has only one supervisor.

     3.3: Span of Control: Each supervisor has 3-7 people who report to him or her, the optimal number being 5.

     3.4: Do the greatest good for the greatest number of people according to our team's capability and training.

     3.5: Utilizing these several principles, the objectives of CERT operations are to:

          3.5.1: Assess the situation (What is the problem?)

          3.5.2: Determine overall strategy (What can we do? How will we do it?)

          3.5.3: Deploy teams and resources (Who is going to do what?)

          3.5.4: Document actions and results (What are we doing and what have we accomplished?)

          3.5.5: Continually assess the situation and respond according to the needs of the moment (Now, what is the problem and should the strategy change?)

Section 4: <u>CERT Objectives</u>:

The objectives of the CERT program are to train members to be capable of:

     4.1: Fostering good individual, family and neighborhood preparedness.

     4.2: Operating independently during catastrophic emergencies and disasters when professional responders may not be available.

     4.3: Augmenting local emergency services officials with trained individuals.

     4.4: Assisting in victim triage and rescue.

4.5: Assisting with sheltering, mass feeding and other support function staffing.

4.6: Providing a communications link with individual team members, Lee County Emergency Services and first responders.

4.7: While accomplishing the objectives listed, CERT members are considered "Good Samaritans" and covered under the Volunteer Protection Act of 1997. CERT members do not have any authority beyond serving as a Good Samaritan when helping others. Also, there is the general protection found under North Carolina General Statue 1-539.11 which specifically states indemnity for CERTs.

4.8: Many members of CERT have skills beyond what is taught through the CERT program, e.g., health professionals, active duty and retired military personnel, divers, heavy equipment operators, etc. While these skills may be helpful during an emergency or disaster, they are outside the CERT scope of practice as a CERT member.

Section 5: <u>Membership:</u>

5.1: The membership of Lee County CERT shall be residents of Lee County who are over the age of eighteen (18) and successfully complete the required CERT training as determined by the Director of Lee County Emergency Services.

5.2: Individuals wishing to become Category II members of a Lee County CERT team will be required to fill out a Code of Conduct form that will be provided at the final training session of the CERT Basic Course and return the form to the CERT Coordinator.

5.3: Applicants will be subject to a background check.

5.4: Applicants may be required to provide a current, valid driver's license and proof of automobile insurance if they are asked to transport the CERT trailer other CERT equipment for maintenance, exercises or emergency responses.

5.5: Lee County CERT memberships will be for an annual period ending December 31 of each year.

5.6: Persons participating in the Lee County CERT program agree to and will abide by the rules described in this document and understand that members will be removed from membership for conviction of a felony, conduct unbecoming a member, any act of insubordination, neglect of a duty, any flagrant violation of rules or guidelines governing this program, or failure to maintain annual training hours

Section 6: Emergencies Defined:

6.1: An incident or event that adversely impacts or threatens life, health or property on a <u>large scale</u> within the local community and first responders are not available.

6.2: An incident or event that disrupts, or has the potential to disrupt, the normal movement of traffic or the daily lives of residents of the community.
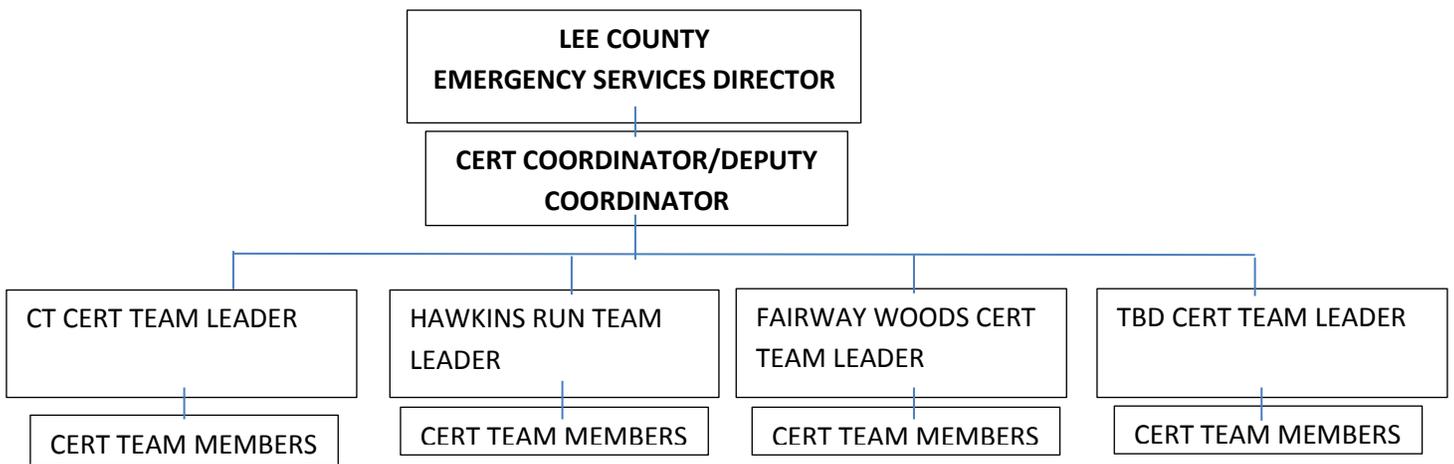
NOTE: Other incidents or events, such as individual medical emergencies, individual home damage, minor vehicle accidents, minor hazardous material spills or leaks, will be responded

to as required by Fire Departments, Lee County Emergency Services and other appropriate emergency first responders.

Section 7: Chain of Command: The Lee County chain of command is as follows:

    7.1: Emergency Services Director
    7.2: CERT Coordinator
    7.3: CERT Deputy Coordinator
    7.4: CERT Team Leaders
    7.5: CERT Team Members

Section 8: CERT Command Structure:

```
                    ┌─────────────────────────┐
                    │      LEE COUNTY         │
                    │ EMERGENCY SERVICES      │
                    │      DIRECTOR           │
                    └─────────────────────────┘
                       ┌──────────────────────┐
                       │ CERT COORDINATOR/     │
                       │ DEPUTY COORDINATOR    │
                       └──────────────────────┘
```

CT CERT TEAM LEADER	HAWKINS RUN TEAM LEADER	FAIRWAY WOODS CERT TEAM LEADER	TBD CERT TEAM LEADER
CERT TEAM MEMBERS	CERT TEAM MEMBERS	CERT TEAM MEMBERS	CERT TEAM MEMBERS

Section 9: Lee County CERT Leaders

9.1: The Lee County CERT program will be structured with leaders responsible for overseeing organizations and assisting in the training and activation of members.

9.2: There shall be a Lee County CERT Coordinator and Deputy Coordinator and other leaders that may need to be established as determined by the Lee County CERT Coordinator and the Director of Emergency Services.

9.3: The Coordinator and Deputy Coordinator positions are approved and assigned by the Director of Emergency Services. Other CERT leaders will be chosen by the Lee County CERT Coordinator.

9.4: Qualifications of CERT Coordinators:

    9.4.1: CERT Coordinator: Must complete the CERT training program and maintain his/her annual training hours. The individual in this position will be required to complete the CERT Train-the-Trainer Course, GS 300 and GS 400 level National Incident Management System/Incident Command System (NIMS/ICS) courses.

9.4.2: Deputy Coordinator: Will have the same requirements as the Coordinator, and in the absence of the Coordinator, will assume the duties of that position.

9.4.3: For a description of key CERT position descriptions see Appendix A. All Lee County CERT elements are encouraged to develop similar position descriptions and forward them to the CERT Coordinator.

9.4.4: Refer to your CERT Field Operating Guide for CERT Leader Checklists.

9.5: CERT Committees:

9.5.1: Occasionally, committees may be formed or appointed by the Coordinator of the Lee County CERT or Director of Emergency Services as needed to investigate, research, prepare or analyze information and data relative to the group.

9.5.2: A designated member of the Lee County CERT shall chair committees, although non-members may serve on committees as resource persons.

9.5.3: The Director of Lee County Emergency Services reserves the authority to reject any part or all of requested changes to the operating guidelines and procedures.

Section 10: Activation Safety:

10.1: When mobilized, Category II members will act first to aid their families. Once safety measures have been completed, they will mobilize, assessing damages and conducting size-up of the situation along their route to the Assembly Area. CERT members should reach the Assembly area within two hours of mobilization notification.

10.2: CERT Teams will select a team leader from those present in the Assembly Area. The chosen leader will provide for safety by assuring that all team members have completed CERT training to qualify them for Category II status, have the appropriate safety and other equipment necessary and are physically capable of performing the assigned tasks. Category I volunteers who come to help will be considered untrained, spontaneous volunteers and paired with and supervised by Category II members.

10.3: Team leaders will set priorities, delegate responsibilities and specific assignments for each team member. Team members should also ask team members questions regarding their instructions to ensure they understand the direction they have been given.

10.4: The basic CERT team consists of three people - a runner, a team leader and a "buddy". They stay together until reassigned. In some instances, two person teams may be deployed if they are equipped with a CERT radio.

10.5: Team leaders will be responsible for communications with the CERT Operations Section Chief who will keep the CERT Coordinator informed.

10.6: Team members will only perform tasks equal to their level of training and within their physical capabilities. At no time will they attempt to perform tasks beyond their scope of training and the assignment directive.

10.7: Team members must stay together as assigned and not "free-lance" away from their assigned task. Free lancing members are subject to removal from the CERT program.

10.8: Team members will follow the chain of command.

10.9: All CERT members must have valid Lee County CERT Identification Tags to participate in an emergency response or CERT field exercise. Team members who will use their trucks to pull the CERT Trailer or for transportation during exercises and emergency response operations must have a valid driver's license. All traffic laws must be followed.

10.10: Team leaders and members will "stand by" for further instructions after assigned tasks have been completed and will await further deployment or dismissal instructions from the CERT Coordinator.

10.11: After dismissal from an incident, each team will return to their predetermined staging location to ensure full team accountability and to critique the situation. The CERT Coordinator will, as soon as possible, contact the Director of Emergency Services to convey the results of the team's critique of the deployment.

10.12: Incident commanders, first responders, the CERT Coordinator and CERT Team Leaders may remove a CERT member from a scene for good cause.

For safety, there are no exceptions to 8.1 through 8.12 of Section 8: Activation.

10.17: <u>Activation for Other Events:</u>

10.17.1: Lee County Category II CERT volunteers may be called upon for special occasion functions, such as parades, large community events, etc. In support of these events, the CERT teams may be utilized to assist with crowd control, parking patrol, first aid stations, lost person searches, or any other type of light duty functions that require human resources.

10.17.2: When CERT teams are activated for these types of events, the same organizational structure and chain of command will be followed as previously outlined in these guidelines to ensure accountability and safety to all members and the public that we are assisting.

Section 11: <u>Activation, Mobilization and Deployment:</u>

CERT Teams may be activated by the Director of Lee County Emergency Services or his/her designee when an emergency or other event requires additional human resources for assistance. The chain of command will be as outlined in Section 6: CERT Chain of Command.

11.1: <u>Activation:</u> Upon authorization by the Lee County Director of Emergency Services, CERT may be activated by automated telephone, cell phone, and/or announcements on locally authorized radio and television stations using the emergency alert system. The Team Leader of every CERT team will maintain and initiate a Call-Out Roster (phone tree) or automated callout system to contact all available team members. It is every

team member's responsibility to make sure that their telephone number(s) is/are properly recorded on the team's member list. Again, it is very important that all volunteers notify their team leadership of changes in telephone numbers so the Call-Out Roster can always be current.

11.2: Notification: There are two likely scenarios that would involve CERT in Lee County: activation by the Lee County Director of Emergency Services and self-activation. Activation by Emergency Services would be most likely, as County resources would be capable of managing most incidents. In such circumstances, CERT should not mobilize until requested by the Director of Emergency Services. CERT self-activation would occur only in a disaster so widespread that communications interruptions preclude Emergency Services from issuing a mobilization order and the need to help neighbors is apparent. In this instance, first responders and resources are less likely to reach affected areas in a timely manner. Different levels of team activation are available depending on the magnitude of the incident and the specific type of incident. The following levels of notification could be utilized:

11.2.1: Alert: An alert (sometimes called a mobilization alert) is intended only to inform CERT members of the potential for or the occurrence of an event. An alert does not constitute a directive to begin any response. You will receive a phone call with specific instructions from a person above you in the CERT Call-Out Roster Listen carefully to the message and call the person listed below you on the roster. The Alert call will be made with an automated call in Carolina Trace. When alerted by either method, CERT members should:

11.2.1.1: Review the Lee County, North Carolina CERT Standard Operating Guide for CERT and the Lee County, North Carolina Field Operating Guide.

.   11.2.1.2: Charge your CERT radio (if issued a radio) and cell phone.

11.2.1.3: Pack a copy of the team roster in your backpack so you'll have the cell phone numbers of fellow volunteers

11.2.1.4: Check individual equipment.

11.2.1.5: Check home and family safety.

11.2.1.6: Start an activity log.

11.2.1.7: Be prepared to report to the predetermined Assembly Area for your team.

11.2.2: Mobilization: A request for mobilization of CERT is intended to have team members report to an Assembly Area with all CERT equipment for possible deployment. All teams should pre-designate a neighborhood Assembly Area. The Carolina Trace Assembly Area will be in the CTCC parking lot, unless otherwise stated in the call-out message. When responding to the Assembly Area, ALL traffic laws will be obeyed! When mobilized, CERT volunteers should:

11.2.2.1: Listen carefully to the mobilization message and write down the details of who, what, when, where, and why.

11.2.2.2: Secure yourself, your family, pets, and home first. You are an ineffective responder if you are preoccupied with concerns about your family's well-being.

11.2.2.3: Make certain you have your CERT I.D., hard hat, ANSI safety vest, weather appropriate clothing and footwear, and CERT back pack with water and food since you may be mobilized for up to 72 hours with little to no support. Bring your two-way radio (if you have one) and cell phone even if the cell system is down. Don't forget to let family members know where you are going.

11.2.2.4: Having conducted a quick damage assessment of your neighborhood and along the route to the Assembly Area you should reach the pre-designated CERT Assembly Area within two hours of receiving the mobilization order. You must sign in as soon as you get to the Assembly Area. Accountability of CERT volunteers is extremely important. In the Assembly Area available volunteers will select a CERT Incident Commander and Team Leaders from available volunteers.

11.2.2.5: Team Leaders will:

11.2.2.5.1: Start and maintain an activity log.

11.2.2.5.2: Organize CERT volunteers to conduct a quick damage assessment of their sectors and along the route to the Assembly Area.

11.2.2.5.3: Report team status (Personnel Accountability Reports (PAR)) every 15 minutes through the chain of command to the CERT Command Post by radio, cell phone or runner.

Note: It is possible that a major disaster could strike Lee County without warning (no alert order, no mobilization order, etc.) and we could possibly be without electrical power, land line or cell phone service. If you have a compatible CERT radio, check in with Net Control. Secure yourself and your family and then move to the predetermined Assembly Area within two hours to linkup with your team. The CERT Coordinator will make every effort to contact the Lee County Director of Emergency Services to advise him/her of status and to request a deployment order.

11.3: If you are unable to reach other CERT volunteers by phone or radio, grab your CERT equipment, make contact with another CERT volunteer who lives close by and then the two of you make contact with two other CERT volunteers who live close by, and so on, until all volunteers in your POA have been contacted.

11.4: If the damage assessment of your POA leads you to believe that there is not a more significant need for help than in your own neighborhood before mobilizing somewhere else you must immediately establish contact with the CERT Coordinator by radio, cell phone or runner. Your priority will be to start triaging victims you may find in your damage assessment. But, understand that the CERT Coordinator may have information that requires him/her to redirect a part of your team to more pressing areas. If you do not find victims, report to the CERT Assembly Area within two hours of mobilization for deployment to other neighborhoods within Carolina Trace.

11.5: All CERT teams should predesignate an Assembly Area for members to gather. Unless otherwise directed, the CT CERT Assembly Area will be located in the upper CTCC parking lot.

11.6: <u>Deployment</u>: CERT volunteers, upon activation, will move from their Assembly Areas to the designated Staging Area for deployment. Individual response to an incident is prohibited.

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

11.6.1.1: Basic First Aid

11.6.1.2: Triage of Victims

11.6.1.3: Extinguishing small incipient phase fires utilizing makeshift aids or fire extinguishers. (NOTE: No interior firefighting is allowed and CERT members will not be in a position where smoke inhalation or heat endangers their safety).

11.6.1.4: Light Search and Rescue to include cribbing/leveraging and removal of patients from danger.

11.6.1.5: Setting up treatment or rehab sites.

11.6.1.6: Maintaining accountability for fellow CERT members.

11.6.1.7: Supervising CERT sectors or groups.

11.6.1.8: Establishing perimeters.

11.6.1.9: Notifying neighbors of danger/need to evacuate.

11.6.1.10: Any other operation required to remedy a given scenario that does not directly endanger the CERT members or move beyond their level of training.

11.6.2: Category II CERT members with appropriate training may also be deployed to:

11.6.2.1: Assist with shelter management.

11.6.2.2: Assist the General Services Office with inventory control.

11.6.2.3: Establish and manage Food Points of Distribution.

11.6.2.4: Assist Emergency Services Directorate by providing administrative support to the County EOC.

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

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

11.7: <u>Cancellation</u>: When an alert, mobilization, or deployment order has been issued and subsequent information indicates CERT assistance is not required, the Director of Emergency Services will issue an order to "Stand Down" to the CERT Coordinator who will pass the stand down order through the chain of command to all CERT volunteers. If CERT volunteers have been mobilized or deployed, they <u>must</u> report to the Command Post following cancellation to sign out. This is to ensure 100 percent personnel accountability.

11.8: Self-Deployment/Freelancing: Team members should not self-deploy to an incident. Deployment will be as a team. If a person self deploys he/she will forfeit all protection from liability provided by the CERT program. Assistance may be given to an injured person if, and only if, the CERT member is currently qualified in first aid training through the Red Cross and no first responder is available. The CERT volunteer may continue to assist the first responder(s), if requested to do so. At no time should the CERT volunteer place his/her self in a dangerous situation.

Section 12: Agency Requests for CERT Assistance:

12.1: The Lee County Director of Emergency Services is responsible for overall coordination of the development, maintenance and utilization of CERT. During large-scale incidents, the site specific Incident Commander and the County Emergency Operations Center are organized to respond to and mitigate the consequences of incidents within their jurisdictions.

12.2: All requests from county response agencies for CERT team assistance will be through the Office of Emergency Services. Procedures for authorization and notification are in place.

12.3: Utilization of Category II CERT Members and Spontaneous Volunteers: Upon arriving at an emergency or disaster site, first responders may find CERT members and other citizens engaged in emergency activities as spontaneous volunteers. Depending on the scope of the incident, the first responder in charge may wish to maintain the operation of those volunteers who are performing critical functions, or that can be utilized in other capacities. This will require a rapid size-up by the first responder to ascertain the scope of the situation, the degree of volunteer assistance needed, the type of volunteer, and any hazards that may affect the safety of the volunteer(s). After size-up, the first responder in charge must either disengage the CERT member(s) and/or spontaneous volunteers, or give them instructions on how they can continue to assist. If the decision is to engage CERT members, the first responder in charge must immediately contact the Director of Emergency Services and request authority to engage the CERT members.

12.4: Activated volunteers must have specific instructions and be closely supervised. They must not be given any task that is beyond their scope of training or mental and/or physical ability to perform.

12.5: CERT leaders working in support of another agency must caution the head of that agency that though many members of CERT have skills beyond what is taught through the CERT program, those skills are outside the CERT scope of practice as a CERT member.

Section 13: <u>Equipment</u>:

       13.1 Persons participating in the Lee County CERT program agree to and understand that equipment and supplies provided to them on completion of the CERT Basic Course for training and/or activation is the property of Lee County. The provision of these supplies is contingent upon the continued funding of Lee County Emergency Services through the normal budget process, grants or privately funded means.

       13.2: Lee County CERT members are responsible for replenishing their own supplies contained within their backpacks, unless through fund raisers, etc. their team can help with replenishment of supplies.

       13.3: The Lee County Director of Emergency Services will provide equipment and supplies for training and activation within the limits of the budgets provided.

       13.4: Members will use the equipment and supplies provided only for Lee County CERT training sessions and/or activations.

       13.5: Members will maintain equipment and supplies in proper working condition.

       13.6: Members will report damaged equipment and supplies to the Lee County CERT Logistics Section Chief immediately.

       13.7: Equipment and supplies must be returned to Lee County CERT Logistics Section Chief when a member:

             13.7.1: Resigns from the Lee County CERT program
             13.7.2: Is physically unable to complete tasks
             13.7.3: Is removed from membership roles for rules violations

Section 14: Training/Recertification Requirements: The CERT training program is based on maintaining the skills needed to assist in basic lifesaving efforts until the first response system arrives. CERT members must also possess the knowledge required to accomplish this effectively without the threat of becoming secondary casualties.

       14.1: CERT volunteers are required to attend a minimum of twenty-one (21) hours of initial CERT training as coordinated by the Lee County Emergency Services Director.

       14.2: CERT team members are required to attend a minimum of twelve (12) hours of training per membership year and no more than six (6) of those hours may come from "on-line" internet based training to maintain membership status. Team members must also participate in at least one field or tabletop exercise annually.

       14.3: CERT volunteers should strive to complete FEMA Emergency Management Institute Independent Study Courses 100, 700 and 704 within one year of joining CERT. State and Federal grants are very much tied to completion of these courses by all responders, including CERT volunteers. The website for these courses is www.training.gov/emiweb/IS/crslist.asp.

14.4: Training/recertification hours may include participation in emergency or exercise activations; public information activities; meeting attendance; committee activities; and volunteer hours contributed to agencies outside of emergency services that focus on humanitarian efforts or have a mutual aid agreement with Lee County (e.g., support to the American Red Cross and Lee County General Services).

14.5: Additional training opportunities may be open to CERT members at local, state or nationally sponsored events.   The North Carolina CERT Program Manager will broadcast information on these training opportunities via email and website posting. Those wishing to attend must contact the CERT Coordinator to RSVP space at such events.

14.6: It is the responsibility of each member to receive the required hours of continuing education training each year to renew membership. The CERT Administrative Section Chief will maintain individual training records. All CERT members must sign in when attending training to ensure time in training is recorded. They must also ensure that independent study correspondence completions and hours spent on other CERT related activities are reported to the Deputy Coordinator.

14.7: Though CPR is not in the CERT scope of work, it is important to be trained to provide CPR and use an AED and the CERT Coordinator will make arrangements for this training annually at no cost to CERT volunteers. There is no cost for the training but the American Heart Association requires $3.00 for a certification card that will be issued to all who complete the training.

14.8: CERT annual training plans will be approved by the Lee County Director of Emergency Services not later than December 31 of each year for the following years training.

Section 15: Personnel Accountability:

15.1: Category I and II CERT members will be issued Accountability Tags when they report to the Assembly Area. These tags should be collected by team leaders prior to sending the CERT member into a hazard area. The CERT member should then collect their accountability tag upon leaving the hazard area. Accountability for CERT volunteers may be kept by the IC, or by a designated Accountability Officer assigned by the IC. The CERT Team Leader may be designated for this purpose as the IC sees fit.

15.2: CERT Team Leaders must provide Personnel Accountability Reports (PAR) to the Operations Section every 15 minutes.

Section 16: Team Identification, Apparel and Signage:

16.1: Identification Cards: Lee County Identification cards will be worn by Category II CERT volunteers on the outermost garment at all times they are involved in CERT exercises or emergency response functions. CERT members will not be allowed to participate in any activation functions of the program without a proper ID Card. If the card is lost, notify the CERT Coordinator

16.2: Apparel: In emergency situations and during "hands on" training sessions, members must wear the issued CERT vest or other clothing containing the CERT logo, hard hat and adequate Personnel Protective Equipment (PPE). Members need to dress for the

conditions and should always wear long pants and closed toe footwear. It is the responsibility of the team member to maintain all garments in a presentable manner. When wearing CERT apparel, you are representing a Lee County response asset and you must maintain a professional demeanor.

16.3: Signage/Markings: In selected missions, team members may be issued magnetic CERT signage and warning lights for their vehicles; however, these items will only be allowed during official CERT functions. All driving laws must be followed when displaying CERT signage. Also, CERT volunteers may display a 3" x 5" CERT Logo sticker in the bottom corner of the rear window of their vehicle. All driving laws must be followed when displaying CERT signage.

Section 17: CERT Communications Plan:

17.1: The CERT communications plan establishes protocols for radio communications during exercises and emergencies. When multiple, geographically separated CERT teams are working on a larger incident and those teams must coordinate with other teams, the plan defines what organizations will use what means of communications. It also establishes rules for who can communicate with whom. These are necessary logistical rules in order to ensure that communications channels are open and available when they are needed.

17.2: This plan is not intended to replace existing emergency services like REACT, RACES/ACS, ARES, or any public safety organization such as fire, police or emergency medical teams. It is also not intended to replace volunteer service provided by operators licensed under the Amateur Radio Service of the Federal Communications Commission (FCC). Rather, our plan provides training, equipment and support that CERT volunteers can use to help themselves and others, if emergency services are not available or do not serve the particular needs of our neighborhoods. The Incident Command System (ICS) Form 205 will be utilized to outline exercise and emergency response specific data.

17.3: In a major disaster, like a hurricane or tornado, there's a good chance our communications systems will fail. Experience in other disasters and emergencies tell us that the cell phone system will fail, land line phones (if still connected) will work sporadically at best, and the Internet will generally be inaccessible. There's a good chance the power will fail over significant areas for considerable time – possibly several days. We could be on our own to take care of ourselves and our neighbors, and that's what CERT is all about. However, if your home or cellular phone system is working and it is appropriate to do so, use them. If the 911 system is working and you see an incident that requires emergency services, call 911 to report your incident. When normal communications fail, the CERT Communications Plan provides an alternative communications path. Remember, it's the message that is important, not the method. Be resourceful and flexible. Use whatever communications method is available and works – it may be portable radios, or it may be neighbors on bicycles carrying notes.

17.4: This is an emergency/exercise communications plan. It is designed to work in worst-case scenarios when normal communications have failed and emergency services are stretched thin and may not be available. This plan will enable us to communicate among teams and within teams and with Emergency Services. Remember that we can play an important role as the eyes and ears of Emergency Services and Lee County for incidents in our neighborhoods. Our participation could be invaluable helping Emergency Services understand the nature and scope of the emergencies in our neighborhoods so they can plan

their responses and allocate their resources efficiently. It will take commitment, training, and practice, but we can do it.

17.5: Practice two-way radio communications at CERT training sessions so you become you comfortable communicating with fellow volunteers. Guidance and tips for effective CERT Radio Communications is contained in Appendix B. Every CERT communicator should have the most recent copy of this plan.

17.6: On notification of alert (exercise practice or disaster response), the CERT Net Control Station (NCS) will open CERT MURS and amateur radio nets. All volunteers with radios should check in and standby. Do not transmit on the net until asked to do so by NCS. On mobilization (exercise or disaster response) the CERT Net Control Station (NCS) will begin transmitting every 10 minutes at 10, 20, 30, 40, and 50 minutes after the hour on MURS Channel #1 and on amateur radio. Again, after you have checked in, do not transmit on the net frequency unless you have identified an emergency or until asked to do so by NCS.

17.7: CERT has a narrow-band, digital radio that allows us to communicate with the EOC and fire departments anywhere in the county. This radio will be in the CERT Command Post with the CERT Coordinator or Deputy Coordinator. The Carolina Trace CERT also has inexpensive handheld radios for intra-team communications. These radios work well for short range, line of sight communications and all members should learn how to use them. A goal is to equip all members with a radio. Amateur radio is becoming more and more common among volunteer service workers and CERT intends to provide individual training and convert some MURS stations to amateur radio in 2017. This will allow for efficient and effective communications between key CERT stations and elements across the county.

17.8: CERT Net Control duties: The first station (station = a person with a radio) on the air will act as temporary net control until a more experienced station checks in and assumes net control duties.

17.8.1: Emergency missions almost always involve the establishment of an emergency net run by a designated Net Control Station (NCS). CERT will conduct monthly Net Control radio checks for MURS and amateur radio (once established) January through November. Every one of these nets will be led by a Net Control Station who is also practicing his or her net control skills. We all need to practice NCS duties.

17.8.2: The primary goal of the NCS is to establish a communication network that can be used to effectively communicate during times of an emergency, to streamline the process of passing messages between stations and to maintain order in what could otherwise be a chaotic situation. To accomplish this goal, the NCS must be able to both receive and transmit effectively throughout the coverage area of the Net. If the NCS is unsure of how their signal strength and clarity are being received, they should begin the Net with a check of that coverage. In the event the NCS cannot provide adequate communication from their location they should transfer the duties to another station that can.

17.8.3: The NCS needs to keep track of all radio stations participating in the Net and accurately log all Net activity, to include signal strength and clarity of each station on the net. To accomplish this, the NCS should establish a simple log that provides a record of Net activities. Stations logging in and out of the net are recorded, as are the messages which need to be passed and the messages or announcements that have been successfully

passed. This record will be forwarded to the CERT Coordinator following the closure of the net.

17.8.4: Tactical call signs are assigned by a Net Control Stations (NCS) and are made for the duration of an assignment. A tactical call sign is a designation assigned to a team or an individual based on function and location. A few examples are the "CERT Command", CERT Operations", "Team Alpha", "Team Bravo", "CERT MTA", etc.

17.8.5: The NCS records signal quality which is reported on two scales – first signal strength and second signal clarity. Both scales range from one to five where one is the worst and five is the best. "Five by Five" means the signal you hear has excellent strength and perfect clarity. As required, NCS uses relay stations to attempt the best signal quality possible.

17.8.6: The NCS should handle the highest precedence messages first. Emergency and Priority messages always have priority over Routine traffic (see Sections 16 and 17 below). To minimize the average duration between the when a message is listed and when it is sent, the Net Control Operator may ask stations to pass traffic on an alternate frequency or channel. NOTE: The NCS should always strive to increase the traffic throughput of the Net. By eliminating unnecessary chatter, employing additional frequencies or channels for handling traffic during peak activity times.

17.8.7: The NCS must check safety of their location: odor of gas, electrical hazards, and structural integrity if in building or collapse zone.

17.8.8: NCS should locate away from generators and other noisy areas.

17.8.9: NCS should instruct everyone to remain on the frequency they are assigned unless otherwise directed by NCS.

17.8.10: NCS will instruct all team leaders to check in once every 15 minutes with their location and Personnel Asset status.

17.8.11: The CERT Coordinator and Operations Section Chief and other leaders who may be in charge of radio/scribes should consider the needs of the radio operators and scribes working at the Command Post and Operations Section locations. Switch fatigued radio operators with their alternate operator for rest.

Section 18: Establishing Precedence of Message Traffic:

The precedence or ranking assigned to a message is the responsibility of the originator of the message. The originator must weigh subject matter and the time factor involved when deciding on precedence. By assigning precedence, the originator tells handling operators in what order the message will be handled and denotes the urgency of the information to the addresses(s).

18.1: **Emergency** is reserved for messages of extreme urgency relating to situations gravely affecting security. Emergency messages are to be handled as fast as humanly possible, ahead of all other messages. Messages of lower precedence are interrupted until the handling of emergency messages is completed. Examples include reports of natural disaster and requests for fire or medical assistance.

18.2: **Priority** is reserved for traffic requiring expeditious action by the addressee or for conducting operations in progress when routine precedence will not suffice, but not of sufficient gravity to class as an emergency. Examples include requests for supplies or equipment during an in-progress operation, time-critical items requiring quick response and situation reports. They are to be handled as quickly as possible.

18.3: **Routine** is used for all types of message traffic justifying transmission by rapid means, but not of sufficient urgency to require higher precedence. Examples include any message that requires the documentation of its transmission or delivery; periodic reports. They should be handled as soon as traffic flow allows. NOTE: In the event that a public safety official requests that CERT radio operators relay information or any message, this should be done according to the precedence, as assigned by the public safety requestor.

Section 19: Message Ranking Guidance:

Below is a list of priorities CERT should follow when directing incident information to radio operators during a disaster.

19.1: Emergency:

19.1.1: Any confirmed incident involving mass casualty and many injuries.

19.1.2: Any incident involving the potential for large loss of life or mass casualties.

19.1.3: Any incident involving many trapped victims needing rescue.

19.1.4: Any other incident with the potential for mass casualty

19.1.5: Any incident involving hazardous materials that may require mass evacuation

19.1.6: Any incident involving large scale fires with extreme spread potential (example: into wildland areas, from one involved building to many other uninvolved buildings, mass evacuation needed)

19.1.7: Any incident involving property damage to essential services occupancies (example: public safety buildings, electrical facilities, hospitals, sewer systems)

19.2: Priority:

19.2.1: Any incident involving the confirmed or potential risk of long-term environmental damage (example: sewer leaks, hazardous materials incidents, flooding)

19.2.2:   Any incidents involving severe damage to public safety, possible shelter or supply cache structures with no victim rescue concerns

19.2.3: Any other incident as deemed as a priority by the CERT Coordinator.

19.3: Routine: Casual, non-critical message traffic. For example, requests for eventual replenishment of supplies, non-urgent equipment, long-term shelter, etc., having little or no urgency for relay to other stations or to achieve resolution

Appendix A: CERT Job Descriptions:

Refer to your CERT Field Operating Guide for CERT Leader Checklists for additional information on position duties.

1. <u>General CERT Job Descriptions</u>:

    1.1: The <u>CERT Coordinator/Deputy Coordinator</u> will:

        1.1.2: Initiate call out procedures to activate CERT volunteers.

        1.1.3: Establish a Command Post (CP) for large scale responses. The Coordinator or the Deputy Coordinator will maintain a presence at the CP at all times during a major crisis.

        1.1.4: Ensure proper span of control (no less than three and no more than seven personnel per operational team).

        1.1.5: Establish and maintain communications with the Lee County Emergency Services Director.

        1.1.6: Provide CERT subordinate leaders specific instructions on procedures to initiate to begin the response and recovery process.

        1.1.7: After conclusion of an emergency, coordinate a review with the Lee County Emergency Services Director.

        1.1.8: Exercise the most current Lee County CERT SOG for CERT in a simulated disaster exercise at least annually.

        1.1.9: Coordinate with the Lee County Office of Emergency Services on program structure, direction, administrative functions and ensuring interoperability with first responders and emergency management support functions.

        1.1.10: Provide liaison to the Lee County Emergency Services Director.

        1.1.11: Maintain an activity log.

2. The <u>Plans and Operations Section Chief</u> will:

    2.1: Serve as Incident Commander in absence of the Coordinator and Deputy Coordinator.

    2.2: Coordinate with the CERT Coordinator//Deputy Coordinator, Logistics Chief, Administration Chief and Safety Officer to ensure plans and operations are developed to adequately test all key aspects of CERT.

    2.3: Coordinate updates to the Standard Operating Guidance as required.

    2.4: As required, establish and operate the On-Scene Command Post (OSCP) during exercises and actual emergencies.

    2.5: Manage span of control (three to seven personnel) in assigning team members to teams.

    2.6: Maintain an activity log.

2.7: Perform other duties as assigned.

 3. The <u>Logistics Section Chief</u> will:

3.1: Serve as Incident Commander in absence of the Coordinator, Deputy Coordinator and Operations Section Chief.

3.2: Maintain and account for CERT equipment. This responsibility includes conducting an annual inventory. If equipment is missing or damaged, address the issue with the CERT Coordinator.

3.3: Conduct an annual inventory of CERT equipment assigned to team members.

3.4: Order, receive, account for and maintain CERT common equipment.

3.5: Coordinate with the Plans and Operations Chief to ensure logistical issues are incorporated into training and disaster simulation exercises.

3.6: Coordinate for specialized equipment to support operations during exercises and emergencies.

3.7: Coordinate for supplies and services needed to sustain CERT members during mobilization and deployment.

3.8: Receive team member equipment being turned in once a member is no longer on a CERT Team.

3.9: Supervise the activities of the Communications Unit Leader IAW ICS requirements.

3.10: Maintain an activity log.

3.11: Perform other duties as assigned.

4. The <u>Administration Section Chief</u> will:

4.1: Maintain a roster of CERT volunteers that includes addresses and phone numbers (for use as a backup to the Automated 911 CERT Roster) and ensure all CERT members are provided current "For Official Use Only" rosters semi-annually.

4.2: Maintain and distribute CERT forms and files.

4.3: Staff administrative functions in the EOC and Operations Section.

4.4: Assemble and manage the annual budget.

4.5: Coordinate with Plans and Operations Chief and CERT Coordinator/Deputy Coordinator to ensure required documentation is adequately tested during training and disaster simulation exercises.

4.6: As required, maintain CERT meeting minutes and files.

4.7: Maintain an activity log.

4.8: Perform other duties as assigned.

5. The <u>Communications Unit Leader</u> will:

5.1: Under the direction of the Logistics Chief, develop and maintain an effective communications strategy that will support the missions and goals of CERT.

5.2: Through the Logistics Section Chief, coordinate with Plans and Operations Chief and CERT Coordinator/Deputy Coordinator to ensure communications systems are adequately tested during training and disaster simulation exercises.

5.3: Man Net Control and assign MURS and amateur frequencies to CERT elements prior to and as required during exercises and emergencies.

5.4: Track CERT communications equipment compatibility with Lee County EOC equipment.

5.5: Solicit volunteers to lead monthly CERT communications checks.

5.6: Maintain an activity log.

5.7: Perform other duties as assigned.

6. Team Safety Officer's will:

6.1: Develop and recommend measures for assuring personnel safety.

6.2: Assess and/or anticipate hazardous and unsafe conditions.

6.3: Cause operations to stop when necessary to maintain the safety of CERT members.

6.4: Advise CERT leaders and teams of safety issues before, during and after exercises and emergencies.

6.5: Investigate accidents that have occurred within the incident area.

6.6: Review and approve the medical plan.

6.7: Maintain an activity log.

7. The CERT Information Officer will:

7.1: Develop and release information about the incident to the news media, to incident personnel, and to other appropriate agencies and organizations.

7.2: Determine from the CERT Coordinator if there are any limits on information release.

7.3: Coordinating with the Lee County PIO system, develop material for use in media briefings.

7.4: Obtain CERT Coordinator's approval of media releases.

7.5: Inform media and conduct media briefings as directed.

7.6: Arrange tours and other interviews or briefings that may be required.

7.7: Obtain media information useful to incident planning.

7.8: Maintain current information summaries and/or displays on the incident and provide information on status of incident to assigned personnel.

7.9: Maintain an activity log.

8. The <u>CERT Liaison Officer</u> will:

      8.1: During incidents that are multi-jurisdictional, or have several agencies involved, a CT CERT Liaison Officer will be appointed. The Liaison Officer will:

            8.1.1: Serve as a contact point for agencies external to CERT.

            8.1.2: Maintain a list of assisting and cooperating agencies and their representatives.

            8.1.3: Assist in establishing and coordinating contacts external to CT CERT.

            8.1.4: Keep agencies supporting the incident aware of incident status.

            8.1.5: Monitor incident operations to identify current or potential organizational problems.

            8.1.6: Participate in planning meetings, providing current resource status, including limitations and capability of assisting agency resources.

            8.1.7: Maintain an activity log.

9. <u>CERT Team Leaders</u> will:

      9.1: Make an initial assessment of the scene and determine appropriate course of action for team members.

      9.2: Check team members prior to deployment to ensure they are accounted for, safe and equipped for the operation.

      9.3: Determine safe or unsafe working environment.

      9.4: Assign team member roles if not already assigned.

      9.5: Designate triage, treatment, morgue areas and traffic routes as required.

      9.6: Coordinate and direct team operations.

      9.7: Determine logistical needs (water, food, medical supplies, transportation. equipment, etc.) and determine ways to meet those needs.

      9.8: Collect and write reports on the operation and victims.

      9.9: Communicate and coordinate with the chain of command. ** Personnel Asset Reports (PAR) must be submitted through the chain of command to the CP every fifteen minutes during exercises and actual emergencies.

      9.10: Maintain an activity log.

      9.11: Perform other duties as assigned.

10. The <u>Fire Suppression Team(s)</u> will:

      10.1: Work under the supervision of the Team Leader to suppress small fires in designated work areas or as needed.

10.2: When not accomplishing the primary mission, assist the search and rescue, triage or treatment teams as directed.

10.3: Assist in evacuation and transport as needed.

10.4: Stay in communication with the chain of command.

10.5: Submit PAR's every fifteen minutes.

10.6: Maintain an activity log.

20.7: Perform other duties as assigned.

11. The Medical Triage Team Leader will:

11.1: Work under the supervision of the Team Leader, providing triage for victims found.

11.2: Mark victims with category of injury.

11.3: When not accomplishing the primary mission, assist medical treatment, fire suppression or search and rescue teams as directed.

11.4: Document victim names and status using Victim Treatment Area Report.

11.5: Stay in communication with the chain of command.

11.6: Submit PAR's every fifteen minutes.

11.7: Maintain an activity log.

11.8: Perform other duties as assigned.

12. The Medical Treatment Area Team Leader will:

12.1: Provide medical treatment (within the scope of their training) to victims in the Medical Treatment Area. This task is normally accomplished in the Treatment Area; however, it may take place in the affected area.

12.2: Establish Immediate, Delay and Morgue areas.

12.3: When not accomplishing the primary mission, assist medical triage, search and rescue or fire suppression teams as directed.

12.4: Stay in communication with the chain of command.   Submit PAR"S every fifteen minutes.

12.5: Coordinate the activities of the Transport Team.

12.6: Maintain an activity log.

12.7: Perform other duties as assigned.

13. The Search and Rescue Team Leaders will:

13.1: Work under the supervision of the Operations Section Chief to assess (size up) the situation and determine a safe action plan.

13.2: Search to locate victims and document their locations.

13.3: Conduct rescue operations required to extricate victims.

13.4: When not engaged in search and rescue operations, assist triage, treatment, or fire suppression teams as directed.

13.5: Stay in communication with the chain of command.

13.6: Submit PAR's every fifteen minutes.

13.7: Maintain an activity log.

13.8: Perform other duties as assigned.

14. Transport Team Leader. A Transport Team Leader will appointed the MTA Leader when needed to transport victims to/from the MTA. The Transport Team Leader will:

14.1: Ensure Transport Officer has a copy of the Victim Treatment Area Record, a clipboard and a pen.

14.2: Record who is being transported, intended destination, date and time of transport, and name of the individual receiving the victim for evacuation on the Victim Treatment Area Record.

NOTE: Victims may want to leave if not severely injured (Greens and some Yellows). Be sure to document all details if you cannot convince them to stay until professionals arrive.

15. All CERT Members will:

15.1: Provide current contact information to the CERT Administration Section Chief.

15.2: Maintain CERT equipment in serviceable condition.

15.3: Report broken, lost, consumed equipment to the CT CERT Logistics Section Chief.

15.4: Maintain and build proficiency through participation in quarterly training and at least one annual disaster exercise.

15.5: Twelve hours of participation is required annually to maintain membership in CERT. Six hours may be done through CERT related correspondence courses or on special CERT projects.

Appendix B: CERT Communications Plan Diagram:

The following diagram shows the basic scheme of our CERT communications plan. Note that while the members of each CERT team, following their chain of command, can communicate directly with one another, only the CERT Coordinator can communicate with other agencies or delegate other members to communicate with another agency directly.
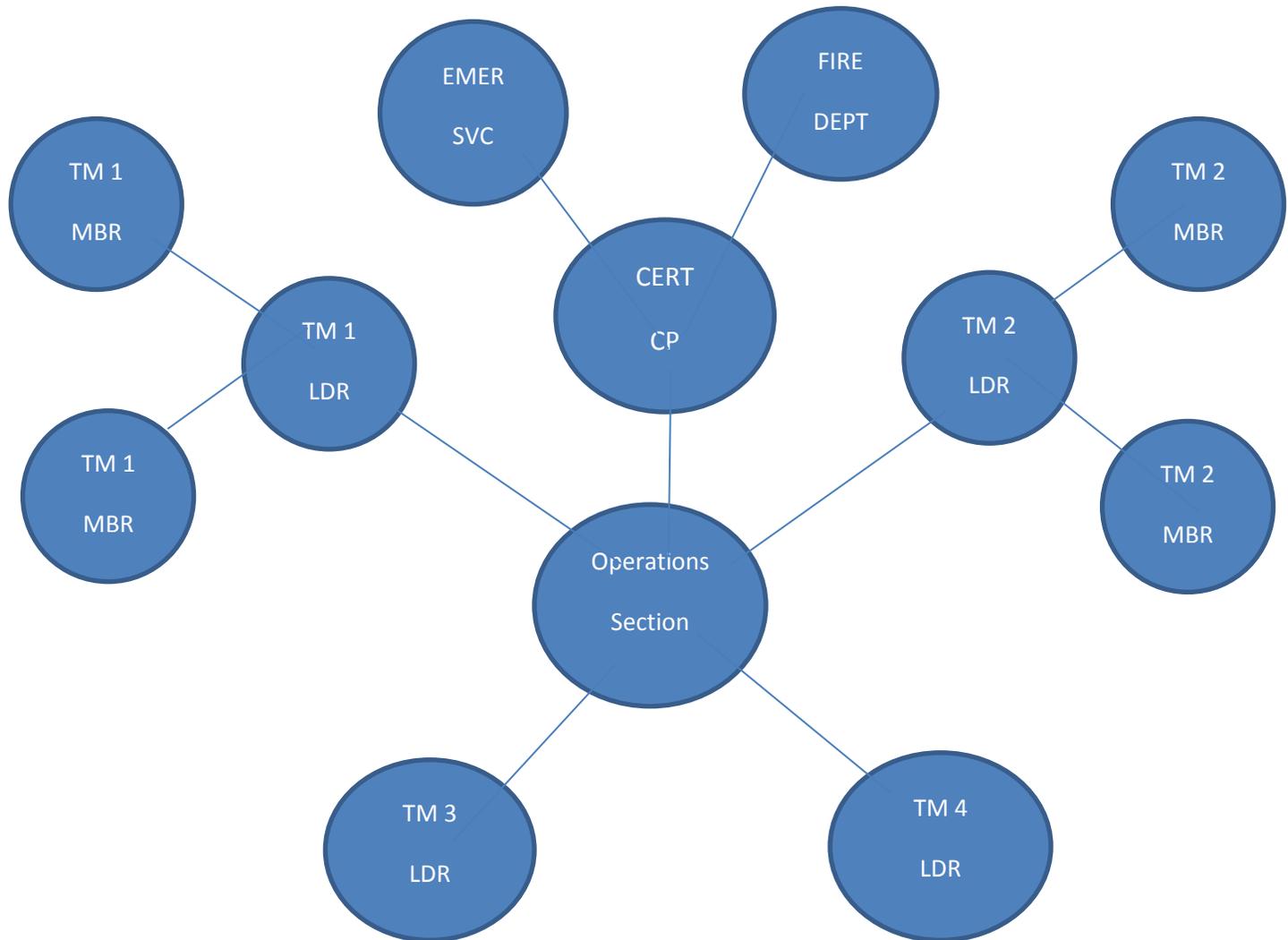
Communications from/to Emergency Services and fire departments is via narrow-band digital radio. Intra-team Carolina Trace communications is via MURS. Some CERT leaders will be equipped with amateur radios 2017. Designated CERT leader positions will operate via MURS and amateur radio. Not depicted are the Command Post radio links to the Safety Officer, Liaison Officer and Public Information Officer – all via MURS channels.

Appendix C: Effective CERT Radio Communication:

Effective radio communication requires gathering all the essential information in your head before you start to speak; then establish contact, keep it short, and sign off when done. Tick off "who, what, where, when, how" to keep track of the essential elements: "Who" = identify yourself "What" = what's happening, "Where" = where the incident is occurring, "When" = when action will be needed, and "How" = how you want the situation handled

1: Before transmitting, gather your thoughts, breathe, and listen for your frequency to be clear.

2: Hold the radio upright and face the station you are calling (radio waves follow line of sight).

3: Press the microphone button and pause before you start speaking, so your words are not cut off.

4: Speak closely across the microphone, rather than straight into it. Wait to be acknowledged.

5: Be brief. If your mind goes blank or you are interrupted, say, "Please stand by," and release the PTT button. If the situation does not resolve within a few seconds, clear the frequency and think your message through off the air: "Team 1A, out." Don't explain—just clear the frequency. Airtime is precious - use it sparingly.

6: Be polite and patient, especially during a crisis. The pay-off is efficient communication.

7: If you are unsure you are being heard, identify yourself and ask for a "signal check."

8: Sign off formally at the end of each conversation, so that your intention is obvious.

9: Always operate in a responsible manner. Remember that others are listening. Never interfere with the operations of another station.

10: Never use profanity or CB lingo (e.g., "10-4"). Be considerate of inexperienced operators.

11: Never transmit rumors. Your community will rely on you to supply complete and accurate information.

12: Pause between transmissions so that others can break in with urgent matters.

13: Maintain your equipment in good operating condition. Watch the strength gauge on your radio and know where you can get a spare battery at hand.

14: Relay transmissions from stations with weak signals to others, if necessary.

15: Never put yourself in a situation where you endanger yourself or others. Never make the situation worse by your presence or operations.

16: Never interfere with existing emergency services or groups. If another group is handling an emergency, let them handle it. Participate only if you are invited to do so.

17: Sometimes the best thing you can do is simply monitor the channel for someone in need. Being there when someone needs assistance is more important than constantly advertising your availability.

18: Get to know your neighbors and encourage them to join CERT. The more neighbors that are prepare for disaster and participate in the CERT program, the more the neighborhood will benefit.

Appendix D: Phonetic Alphabet

Tactical radio operators use code words to spell out difficult or ambiguous-sounding words. This is called using a phonetic alphabet. You will want to become familiar with the phonetic alphabet.

A – Alpha	**B - Bravo**	**C – Charlie**	**D – Delta**
E –Echo	**F – Foxtrot**	**G – Golf**	**H – Hotel**
I – India	**J – Juliet**	**K – Kilo**	**L - Lima**
M – Mike	**N – November**	**O – Oscar**	**P – Papa**
Q – Quebec	**R – Romeo**	**S – Sierra**	**T – Tango**
U – Uniform	**V – Victor**	**W – Whiskey**	**X – X-Ray**
Y – Yankee	**Z - Zulu**		

Appendix E: Common Radio Prowords

You should familiarize yourself with these words which are commonly used in radio transmissions:

• "Go ahead" gives permission to proceed with radio "traffic" (message).

• "Acknowledged" means "got your message" or "received and understood."

• "Roger" is radio slang for "acknowledged."

• "Over" means you have finished speaking and expect a response.

• "Out" means you are finished and signing off for now. (Note: "over and out" is nonsense.)

• "Clear" means "out" and is often used by ham operators.

• "Affirmative" means "yes" and is sometimes easier to understand over the radio.

• "Negative" means "no" and is sometimes easier to understand over the radio.

• "Correction" means that you are about to transmit corrected information.

• "Say again" is a request for the calling party to repeat. You can also specify the portion you want repeated, such as "Say again all after 'is flooding the street.'"

• "Stand by" asks the other party to wait briefly and not say anything. They may acknowledge by saying, "Team X, standing by."

• "Break" is either a request to interrupt traffic or a statement that you are pausing very briefly.

Appendix F – Hypothetical Radio Messaging Examples

Following are three sample radio transmissions – two well done and one not so well done. Though example three is all too wordy the important thing is that the message was passed up the chain of command.

Example #1: A good example of a CERT team out practicing:

"Command post, Team 1A, over."   Wait to be acknowledged.

"Team 1A, this is Command Post, go ahead."

"Command Post, we are in Old Mill Park. Two big dogs are fighting, and the owners cannot control them. A child has been knocked off the swings and is screaming but appears uninjured. We need animal control help. Over."   Wait for reply.

"Roger, Team 1A, we acknowledge dog fight and will send help. Try to clear the area of people. Over."

"Acknowledged, Command Post, we will try to clear the area. Team 1A, out."

Reviewing this example: "Who" = Team 1A. "What" = a dog fight with people endangered. "Where" = Old Mill Park. "When" = now, because this is obviously a minor emergency under normal conditions. "How" = summon animal control professionals.

Example #2: A good example of CERT volunteers assisting with the Lee County Fair:

"Net control, Lincoln School."   Wait to be acknowledged.

"Lincoln School, go ahead."

"We have a 4H team who will need to bring a few cattle through this area around noon. He requests that the path from the barn to the show rink be cleared of visitors at that time."   Wait for reply.

"Roger, Lincoln School, please assure the 4H team that we will notify law enforcement to have the roadway cleared at noon."   Acknowledge and clear the frequency.

"Roger, Net Control. Out."

Reviewing this example: "Who" = Lincoln School tactical call. "What" = 4H Club will need to use road. "Where" = Barn to Show Rink. "When" = at noon. "How" = somebody must clear the road (Net Control implies it will be the local law enforcement's job).

Example #3: An example of wordy message traffic from an excited, unfocused responder. Be succinct in covering the who, what, when, where and how.

"Command Post, this is Team 2A Yellow!"   Waits for acknowledgement.

"Team 2A Yellow, go ahead."

"This is 2A Yellow. A huge tree came down on Homestead Avenue and it's a real mess! There are tangled wires all over the place, and the downpour is unbelievable! Cars are starting to back up in the road. You can see the root ball sticking up, and it looks like it was chopped in half by the big construction project on the property. Nobody can get by! It's a good thing nobody was driving past when it fell! Umm, over!"

"Roger, 2A Yellow. We acknowledge a large tree down on Homestead with many fallen wires and blocked traffic. Can you give me an address or cross street? Over."

"Yeah, this is Team 2A Yellow. Umm, this is close to Gomez Way. Over."

"Roger, 2A Yellow, we acknowledge a large tree and many fallen wires blocking the roadway on Homestead near Gomez. Please stand by a minute."

Continuing, after consulting the Operations Chief: "Team 2A Yellow, this is Operations. Stay away from the wires and start to cordon off the area. Give the wires a wide berth of about 100 feet. Stay away from any pooled water. Use extreme caution. Do you need help? Over."

"Command Post, Team 2A Yellow. No, negative, we have some 'caution' tape and will block off the area ourselves. We'll be careful. Over."

"Roger, Team 2A Yellow. Go ahead and block off the area. Please report back in when you're done. Over."

"Acknowledged, Operations, we'll block off the area and report back when we're done. Team 2A Yellow, out."

"Operations standing by."

Appendix G: Radio Frequencies and Channels

MURS

MURS Channel	Receive & Transmit Frequencies
Channel # 1	151.82000 MHz - Both
Channel # 2	151.88000 MHz - Both
Channel # 3	151.94000 MHz - Both
Channel # 4	154.57000 MHz - Both
Channel # 5	154.60000 MHZ - Both

Amateur Radio Frequencies

Station	Frequency
Lee County Repeater	UHF 441.950 PL Tone 136.5, +5 MHz offset
Broadway Repeater	VHF 147.150, +600 offset

Note: Lee County Repeater is the <u>primary</u> repeater for CERT operations. The Broadway Repeater will serve as the alternate.

Security

Station	Frequency
Carolina Trace Guard House	151.71500 MHz – Sec 1

CERT Amateur Radio Operators

Call Sign	CERT Position	Name

Note: CERT amateur radio operators should use this chart to record call signs, positions, and names of fellow CERT amateur operator's as soon as possible in exercise and actual emergency situations. This information can be obtained from the CERT Command Post.

Appendix H: Glossary

Activation: Pursuant to ICS terminology, CERT activates things like the phone tree and shelters. However, during an incident resources are mobilized such as CERT members, Firefighter Task Forces, and helicopters.   In some circumstances CERT volunteers may be activated to do special work such as calling members of their Call-Out Roster with updates, or checking on neighbors in their neighborhood.

Assembly Area: An area where CT CERT is assembled preparatory to further action, e.g., deployment.

Assembly Point: An area within a HOA where CERT volunteers from that HOA may meet to deploy in teams to the Assembly Area.

Area Command: An Area Command is an expansion of the incident command function primarily designed to manage a very large incident that has multiple incident management teams assigned. However, an Area Command can be established at any time that incidents are close enough that oversight direction is required among incident management teams to ensure conflicts do not arise.

Plain Text: The use of plain English in radio communications transmissions. No "Ten Codes" or agency specific codes are used when using Clear Text.

Command: The act of directing, ordering and/or controlling resources by virtue of explicit legal, agency, or delegated authority.

Command Staff: The Command Staff consists of the Information Officer, Safety Officer, and Liaison Officer, who report directly to the Coordinator.

Community Emergency Response Team (CERT):   A nationwide, all-volunteer program involved in disaster preparedness, rescue, readiness, people-helping-people and doing the greatest good for the greatest number. Lee County CERT teams operate under the Lee County Emergency Services Director.

Coordination: The process of systematically analyzing a situation, developing relevant information and informing appropriate command authority (for its decision) of viable alternatives for selection of the most effective combination of available resources to meet specific objectives.

Deputy: A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies can be assigned to the Incident Commander and General Staff.

Demobilization: Orderly, safe, and efficient release CT CERT members and other incident resources.

Emergency: An incident or event which adversely impacts or threatens life, health or property on a large scale.

General Staff: The General Staff consists of the Coordinator, Deputy Coordinator, Plans and Operations Section Chief, Logistics Section Chief and Administration Section Chief.

Group: Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function.

Incident Objectives: Statements of guidance and direction necessary for the selection of appropriate strategy(s) and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Incident Commander (IC): The Incident Commander is responsible for the overall management of the incident. The Incident Commander is selected by qualifications and experience.

Incident Command System (ICS): The system used by fire and law enforcement agencies to manage emergency operations.

Mayday: An international distress signal. The term Mayday should not be used for ground communications which could cause confusion with the term used for aeronautical and nautical emergencies.

Mobilization: Pursuant to ICS terminology, it is the process and procedures used to respond to or support an incident. During a mobilization, CERT members are requested to assemble at particular location at a specified time.

Mobilization Alert: Also called "alert" means a CERT mobilization is imminent, and CERT members have been asked to prepare for mobilization.

Personnel Accountability: The ability to account for the whereabouts and welfare of personnel. It is accomplished when supervisors ensure that ICS principles and processes are functional and personnel are working within these guidelines.

Personnel Accountability Report: Personnel Accountability Reports (PAR) are to be submitted by all Team Leaders through the chain of command to the CERT Command Post every fifteen (15) minutes during exercises and emergency operations.

Responder Rehabilitation: Also known as "rehab"; resting and treatment of incident personnel who are suffering from the effects of strenuous work and/or extreme conditions.

Rest and Recuperation (R&R): Time away from work assignment to give personnel proper rest so they can remain productive, physically capable and mentally alert to perform their jobs safely.

Safety Officer: Primary duty includes maintaining the safety of CT CERT members during exercises and emergency situations.

Self-Mobilization: The process used by CERT members to respond to or support an incident that is in their neighborhood, or so widespread that a formal mobilization order has

not been issued in which case the need to help one's neighbors is apparent. Under no circumstances should CERT members self-mobilize anywhere but within their neighborhood.

Staging Area: That location where incident personnel and equipment are assigned for deployment to the incident site.

Stand Down: Means CERT is released from a Mobilization or Mobilization Alert and reverts back to "inactive training status."

Team Leader (CERT): Serves as the On Site Incident Commander until the individual best suited for the specific situation becomes available.

Triage: A process for sorting injured people into groups based on their need for or likely benefit from immediate (limited) medical treatment.

Other terminology definitions may be found at the FEMA website.

Appendix I: Lee County NC CERT Code of Conduct

You represent the CERT program to other members, to the public and to those whom we serve. It is important to portray a positive image. When disaster occurs, your first responsibility is to ensure your own safety and the safety of your family. As a volunteer with the Lee County CERT program, you are expected to comply with the following:

1. Dial 911 for emergencies, first.

2. Remember you are not a First Responder. You are trained as support to first responders when directed by officials.

3. Do not self-deploy to events (fires, accidents, etc.). If you have not been called and are available, call the CERT Coordinator.

4. Stay within the scope of your training. Bring your personal safety equipment.

5. Read and understand the Lee County Standard Operating Guidance for Community Emergency Response Teams (CERT) and the Lee County NC Field Operating Guide.

6. Absolutely no sandals or open-toed shoes are allowed.

7. Keep your actions to your physical and resource limitations when responding as a member of CERT. Such limitations may be determined by, but not limited to, equipment available, physical abilities, knowledge, authority and hazards.

8. Conduct yourself and act appropriately and responsibly at all times while assisting others.

9. Treat participants, guests, and property with respect and courtesy.

10. Be sensitive to the diversity of team members and those we assist.

11. Direct anyone who is looking for official statements to the Incident Commander on scene or the CERT Command Post.

12. Respect the privacy of persons and keep in confidence all information.

13. Keep CERT informed of any progress, concerns, or problems with tasks which you have been assigned.

14. Do not report for duty while under the influence of alcohol or drugs.

15. You are forbidden to carry guns, knives, sticks or other weapons. Multi-purpose tools, pliers, screwdrivers, wrenches, etc. are allowed

16. You are not authorized to use the name, emblem, or to endorse the services or property of the Lee County CERT program for the benefit or advantage of any person or organization without the approval of the Lee Co. Emergency Services.

17. You shall not accept, or seek on behalf of any other person, any money or gifts offered as a result of your affiliation with the Lee County CERT program.

18. You shall not use your participation in CERT to promote any political, civil, or religious organization on any matters or positions on any issue.

19. You shall avoid inappropriate conduct, both on- and off-duty, that would jeopardize program effectiveness. Such behavior includes, but is not limited to, the following: Offensive or profane language or gestures, public criticism of a CERT team member, its leaders or the CERT program or jeopardizing another team member's safety.

I do hereby certify that I have read and understand the Lee County Standard Operating Guidance for Community Emergency Response Teams (CERT), the CERT Code of Conduct and the Lee County, North Carolina Field Operating Guide and agree to abide by the rules. I understand that failure to comply with the rules could result in the termination of my volunteer service on the Community Emergency Response Team. I further understand that if I am removed from service, it is my responsibility to return all issued equipment and materials that I have received from the CERT program. If I fail or refuse to return the equipment or materials, I agree to pay the cost to replace any items not returned.

_____Member Signature
(Date)

_____
Address

Telephone Numbers:

     Home: _____ Cell: _____

     Work: _____

Email: _____

Special Skills: _____

_____

_____
CERT Program Manager/Designee   **(Date)**

The Lee County Community Emergency Response Team (CERT) Statement of Understanding is for the sole use of the Lee County CERT Teams and the Directorate of Lee County Emergency Services. Any review, use, distribution, or disclosure by others is strictly prohibited.

Appendix J: Member Notes