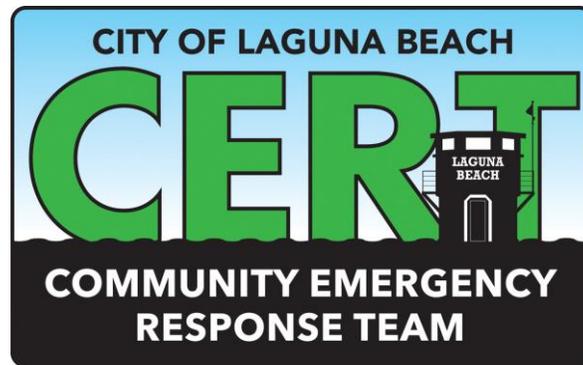




City of Laguna Beach Community Emergency Response Team (CERT)



Standard Operating Procedures

September 2017

**City of Laguna Beach
CERT Standard Operating Procedures
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CERT Standard Operating Procedures

I. Introduction

Laguna Beach recognizes:

In the event of a major emergency or disaster within Laguna Beach, most emergency management and public safety resources, such as fire and rescue, emergency medical services, and law enforcement agencies will be overwhelmed. Assistance from neighboring cities is probable; however, response time is unknown. Citizens within Laguna Beach may need immediate response.

The Community Emergency Response Team program offers a resource of citizens, trained by local emergency management and public safety professionals, which can provide an immediate and deliberate response that may have the capability to save lives and property.

A. Purpose

The purpose of this document is to provide procedural policy and guidance with respect to the Community Emergency Response Team program as a resource in disaster response.

B. Scope

These procedures apply to Community Emergency Response Team operations and administration in Laguna Beach for emergency or non-emergency operations from the date of promulgation until formal deactivation of the program. Changes may be incorporated as required.

C. Authority

City of Laguna Beach
Laguna Beach Emergency Operations Plan

D. Background

The Community Emergency Response Team program is active within Laguna Beach, but requires formal policy and procedures in order to operate efficiently, effectively, legally, and safely. Towards that end, Laguna Beach has created this document.

E. Applicability

These procedures apply to Community Emergency Response Team operations and administration in Laguna Beach for emergency or non-emergency operations. They are

to be followed by CERT members, city officials, and first responders operating within the city.

II. Personnel

This section provides policy, procedures, and guidance concerning matters relating to the people that comprise the Community Emergency Response Team (CERT).

A. Participant Eligibility

1. **Age and Physical Abilities:** Inherent to CERT operations in a disaster environment are risks to the health and safety of CERT team members. Volunteers under the age of 18 (minimum age is 13 years) may participate with parental approval and participation. Jobs and/or tasks will be assigned appropriate to age and/or physical ability.

B. Requirements for Membership

Potential CERT Team members shall:

1. Be a resident or employed in the City of Laguna Beach.
2. Be able, either physically, mentally (or both physically and mentally) as required, to execute any or all competencies taught during CERT training or Orange County CERT Mutual Aid program.
3. Not be a convicted felon or currently under felony charges. Volunteers may be asked to submit to background check and/or fingerprinting to attest to their lack of criminal history.
4. Not be known to be a member of any terrorist or subversive organization.
5. Be of a character that can be trusted under adverse conditions where victims of disaster could be at disadvantage. (CERT Team members must be trusted to treat victims and their property with highest respect and dignity.)
6. Complete and return the following documents to the City's Emergency Operations Coordinator/CERT Coordinator. The documents can be found at the end of this SOP:
 - City of Laguna Beach Community Emergency Response Team Code of Conduct
 - Informed Consent, Waiver, And Release Agreement for Community Emergency Response Team Program
 - Volunteer Agreement and Release

C. CERT Composition

Operating in teams provides more safety to the members as well as accountability of personnel therefore, CERT members shall work in pairs during activations and assignments. Although there is a basic CERT team position organizational template, Laguna Beach will adjust and adapt the structure of the CERT as required.

D. Chain of Command

1. Chain of command is a critical function that maintains the continuity of the operation and ensures that there is a structured conduit for operational communications and decisions. It also establishes a line of succession for leadership of the organization.
2. For the overall disaster or emergency, the Incident Command System will be used to establish leadership and operational and support functions of the available resources.
3. At the scene, the Incident Commander (IC) will be in charge. Initially, the first person of competent authority may be the IC. This could be a professional public safety or city official. When CERT is activated, the team will report to the CERT Unit Leader or to the Field IC.
4. If no public safety or emergency management personnel are on the scene, the CERT Unit Leader will assume the role of Incident Commander (will be titled CERT Team Leader) until relieved by higher authority. If more than one CERT team is operating in the area, one of the CERT Team Leaders will assume the role of the Command Post CERT Leader, and the basic Incident Command System staff structure will be initiated (Operations, Logistics, Planning/Documentation and Communications) for the Command Post.
5. If only one CERT team is on-scene, the Team Leader will assume the role of CERT Team Leader. The Team Leader will designate internal chain of command.

E. Injuries

1. CERT members who respond into the neighborhood, act on behalf of themselves and are covered for liability and the Good Samaritan Law.

CERT members that self-activate/deploy beyond their immediate neighborhood and are injured in conjunction with emergency operations will not be covered by the City of Laguna Beach for purposes of insurance and medical care.

2. Formal Activation

Only through Disaster Service Worker volunteer activation by a member of Emergency Services are you covered as a Disaster Service Worker volunteer. The Disaster Service Worker Volunteer Program (DSWVP) is managed and determined by the California Office of Emergency Services. Coverage as a DSWVP is applied by State Worker's Compensation insurance program **and** is based on the conditions and criteria of the operations conducted. Laguna Beach requires a CERT DSWVP member to be current, active, and in good standing with the Laguna Beach CERT Program to be eligible for this program. The CERT vest and helmet are visual tools for public safety officials. If you are wearing them, you will be identified as a member of CERT. These officials will believe that you have been activated by an official representative of Laguna Beach.

F. Liability

1. Incumbent with any disaster or emergency is the risk of loss of life, limb, or property. After the emergency has passed, if loss is experienced, the question then turns to the assessment of responsibility and liability.
2. Loss due to the action or lack of action by a CERT member is always a possibility. During an investigation, if it is found that the CERT member did everything possible within the scope of his or her training while acting as a volunteer during an emergency, state and federal laws will offer proper protection, not only to the CERT member, but the local agency responsible for their training and deployment as well.
3. There are important rules to follow to be reasonably safe from liability:
 - That instructors teach the CERT program according to the CERT Instructor and Participant Manuals promulgated by the Federal Emergency Management Agency, and there is minimal variance from these manuals that deal with localized emergency situations.
 - That CERT team members have completed the CERT Course and have received their training certificate.
 - That CERT members are aware of the limits of operation as CERT. This means that if they have received other specialized training outside of Laguna Beach training program such as professional first responder, heavy equipment operator or are employed as a, doctor, nurse, EMT, etc., that they must step outside their CERT role when exercising competencies not trained in the CERT program.
 - That CERT members activate and deploy only as specified in this Standard Operating Procedures manual.

- That CERT teams rehearse and train on a regular basis using skills taught in their basic training course and/or subsequent trainings offered by the City of Laguna Beach.
- That CERT members shall communicate all important issues to their leadership during the course of emergency operation, and that everything is documented appropriately.

G. CERT Accountability

1. In all CERT operations, training or actual emergency response, personnel accountability will be established and maintained. Leaders will always know the location and mission of their personnel. CERT teams conducting emergency operations (or training operations) will use the Personnel Resources Form. If forms are unavailable, then documentation should be done on plain paper and should include date, time, person reporting, conditions or issues that are observed or reported and other important facts to be shared with other including professional responders. All documentation should be turned in to the city's CERT Coordinator.
2. Personnel accountability will be checked at the initiation of the emergency operation, at regular periods thereafter, and at the end of the CERT emergency operation. If a member is missing, the team will make every attempt to determine whereabouts and re-establish accountability. All documentation should be turned in to the city's CERT Coordinator.
3. Victims under control of the CERT team will also be carefully accounted for using the Victim Treatment Area Record Form (or plain paper until forms are available). Victims will be listed in the Medical Triage and Medical Treatment areas. The list will be checked every 30 minutes to ensure victims are present and/or accounted for. All transfers to other locations or release to EMS or ambulance will be documented. All documentation should be turned in to city's Emergency Operations Coordinator/CERT Coordinator.

H. Identification

Laguna Beach CERT personnel will be readily identified by wearing the CERT green helmet and green or yellow vest. All public safety and emergency management organizations throughout Laguna Beach will be made aware of these distinctive identifiers. Current photo identification card (driver's license or state identification cards) are required to be used for positive identification purposes.

III. Operations

A. Utilization

1. CERT teams are primarily intended for use during disasters or large scale local emergencies where firefighters, law enforcement officials and emergency medical services are overwhelmed, yet there is a need for immediate assistance to the victims. CERT teams and/or members are not intended to be used for routine emergencies such as house fires, car crashes, heart attacks, etc.
2. CERT teams can operate in a pre-determined area of operations, or be directed by the Emergency Services to operate at a specified location relevant to the disaster. CERT Standing Orders (as listed in the Code of Conduct) are to help yourself, family and immediate neighbors (those that you can see from your home's front yard or apartment complex or when distances are distinctly far apart within a reasonable distance).
3. CERT members should only be used in situations for which they are trained, and execute tasks within the scope of their training. They can operate in buildings with moderate to light damage as long as in the judgment of the person in charge, the structure is safe. They can conduct light search and rescue, conduct damage assessment in controlled areas, suppress small fires, conduct medical triage, conduct medical treatment, and organize the area for relief by appropriate agencies when they arrive.
4. CERT members should not be used for law enforcement, heavy fire fighting, heavy search and rescue, complex and technical medical treatment and procedures.
5. CERT members may be used to assist professional public safety personnel in logistical and administrative support. They may also be used in non-disaster situations as a public safety or emergency management resource of a low-risk nature.

B. Activation/Standing Orders

Methods of Activation:

1. Neighborhood Response
 - a. After ensuring that their own home and family are safe, CERT members should self-activate in their own immediate neighborhood if there has been a disaster such as an earthquake, flood, fire, severe weather, etc. CERT members will be under the authority of the Good Samaritan Law.

2. Official City Activation

- a. Laguna Beach Emergency Operations Coordinator/CERT Coordinator may activate CERT teams within Laguna Beach. Even as such, CERT members are not mandated to respond. The Emergency Operations Coordinator/CERT Coordinator is merely activating the team to support a response, not ordering private citizens to duty. This is a voluntary program. When CERT teams are officially activated, the City of Laguna Beach assumes liability/responsibility. When an activation is ordered by the City of Laguna Beach, the Emergency Operations Coordinator/CERT Coordinator or his/her representative will initiate use of Better Impact, AlertOC, Phone Tree, and/or email.
- b. CERT members will report to the designated CERT Command Post or Staging Area and await directions of the Laguna Beach Emergency Operations Coordinator/CERT Coordinator or Public Safety Official. CERT members should be clear on the location they are being asked to stage at or report to before responding. The first team member present will initiate a list of CERT members present, inventory available equipment, and report to the Field IC, City Emergency Operations Center or representative for instructions.
- c. Neighborhood CERT Command Post/Staging Areas. All neighborhood CERT members should select a designated staging area within their area. This should be a place that is easily accessed and identified by the members. In the event of a local emergency, such as an earthquake, individual members will initially see to the safety of their home and family. Then, they will move to the team staging area to link-up with the rest of the team, organize, and expand CERT operations into their area, such as the neighborhood.

C. Deactivation

CERT teams will be deactivated by Laguna Beach Emergency Services (Emergency Operations Coordinator/CERT Coordinator or designee) irrespective of how they were activated. This is to ensure all information has been passed, and that everyone has been accounted for.

Any documentation created should be organized and provided to the EOC or retained by the city's Emergency Operations Coordinator/CERT Coordinator in the event that questions arise.

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

Injury information should be provided to deactivating agency or person.

D. Size Up for Search and Rescue Operations Defined

1. Size Up to Search

CERT team members may conduct light search and rescue operations within their neighborhood using the techniques and methods taught during their CERT basic training course. Search means to seek victims in the disaster area using controlled and organized methods. Structures will receive a good external size-up prior to entry by CERT members.

CERT members may only enter structures that are lightly damaged. Structures judged as unsafe by any member of the team will not be searched. The size-up will include locating and de-energizing or turning off utilities such as gas, electricity, and water. Utilities will be de-energized if, in the opinion of the person in charge and depending upon the situation on the scene, that the utility could pose a threat to life, limb, or property. Once turned off, utilities will be marked at the shutoff point (valve or box) with the date, time, and person shutting it off. Gas lines will NOT be turned on by anyone other than gas company personnel.

2. Size Up Rescue

CERT team members may conduct light rescue. Rescue is to remove a victim from peril. Techniques for removal such as cribbing, cutting, lifting, clearing, carrying, etc., should not exceed the capabilities of the team, nor should they degrade the safety of any present. An example of degrading the safety of any present would be to change the structural integrity of the structure to extricate a victim. The structural change could cause the building to collapse.

E. Medical Operations Defined

CERT Medical Operations consist of medical triage and medical treatment as taught in the CERT basic course. CERT members are not responsible for knowing or practicing medical skills beyond the scope of their training. When possible, same-gender triage and treatment will be practiced. This means that female CERT member will triage and treat female victims, and male CERT members will triage and treat male victims. CERT members will use personal protective equipment (exam gloves, masks, and goggles) to the greatest extent possible while conducting triage and treatment of the victims. For organization of the medical operation, see section four of the CERT Participant Manual.

1. Triage:

CERT members should, "Do the greatest good for the greatest number in the shortest amount of time." This means that as the team moves through the area, START triage is conducted and the team keeps moving after assessing the victim. The team will not initiate CPR or other treatment that will commit the team and keep them from helping others. However, after triage has been conducted, they may return to treat the injured. Simple treatment, such as application of a

pressure bandage, opening the airway and treating for shock to save life may be initiated. A more thorough assessment will be conducted when the victim has been transported to a safer area.

2. Treatment:

CERT members have been trained to conduct limited medical treatment. CERT members will not conduct medical treatment beyond the limits of their training while in a CERT status. Laguna Beach recognizes four status categories: "M" or GREEN indicates minor (walking wounded) status, "D" or YELLOW indicates a delayed status, "I" or RED indicates an immediate or urgent status, and "DEAD" or BLACK indicates the victim is deceased. CERT members should use approved marking methods (masking tape or triage tags as available) to mark the category of injury. The markings should be in plain sight on the front of the chest. If a victim is not breathing, after two attempts to resuscitate have failed, the victim is considered dead. If Triage Tags are available, they are to be used in the Medical Treatment area. The medical treatment area will be located upwind and on higher ground from the disaster site and/or biological waste areas.

3. Documentation:

CERT members will maintain documentation on all victims treated. A copy of the documentation will accompany the victim if responsibility for care shifts to competent authority such as the local Emergency Medical Services personnel. The CERT team will, as a minimum, retain documentation on the victim such as: name, gender, location found, date and time, results of triage (injuries, complaints, etc.), treatment, the patient/victim disposition- transported/pick up by a responsible party/person (family member, EMS, public safety, coroner, etc.), time of transport and a physical location of where the victim was taken.

4. Medical Treatment Area, Triage and Morgue Operations:

Victim triage may also occur in this area for victims that arrive by vehicle or on-foot. Victims should be categorized using the START Triage Criteria (30-2-Can do) formula and appropriately tagged to a triage classification.

The treatment area will be established and run to care more appropriately for victims. The treatment area will be divided into the yellow, green, red and black areas so that appropriate levels of care will be given. CERT members will attempt to provide shelter from the elements for the victims to the best degree possible. A morgue will be established outside the view of victims in the medical treatment area. Each of these areas will be chosen for best shelter to the victims and accessibility from the incident site and for vehicle transportation. If these areas are established, a minimum of one CERT member will be in charge of each.

5. Biological Waste:

Sites will be selected that can be used for human waste (toilet facilities, slit trenches, etc.) and for biological waste (blood saturated materials, fecal matter, urine, vomit, etc. from victims). Selection will be made keeping in mind the

weather conditions and drainage, as well as security. These areas will be marked and protected. Outside toilets (latrines) will normally be trenches dug into the ground 2 feet deep by 2 feet long. When full, they will be covered with dirt and plainly marked. There should be some form of view protection surrounding the latrine. Biological waste should be, as a minimum, double bagged, and placed in a trash can with secure lid, or buried. Burial sites should be clearly marked. All CERT members should be watchful to protect children and animals in the waste areas.

F. Fire Suppression

1. CERT members understand that visible smoke inside a location is a stop sign and warrants immediate action to evacuate and report the location of the fire via radio communications or face to face.
2. CERT will NOT attempt to suppress small fires unless working with a buddy or team. CERT members may use fire extinguishers, hoses, or other means appropriate to the type of fire, size of fire, and ability to escape safely.
3. CERT members are trained to conduct limited fire suppression. This means fires no larger in area than a standard office desk. CERT members will not attempt to suppress large, well developed fires. CERT members will not normally attempt to extinguish Class C (energized electrical equipment) or Class D (combustible metals) fires.
4. CERT members will avoid operating in structures with hazard placards, especially those warning of highly toxic or explosive materials. Signs indicating any number higher than "2" will be an automatic recognition for all CERT members to leave the area immediately.
5. CERT members who encounter black smoke in a structure will not attempt to continue into the remainder of the building to suppress the fire. Thick black smoke that instantly causes coughing and eye irritation is very toxic smoke and could cause death.
6. CERT members will not be used by trained firefighters to put out major fires.

G. Assistance to Local Authorities during Disaster

1. In some cases, the local authorities may have the resources to handle the emergency response to a disaster. However, they may need assistance and support by CERT personnel to assume some of the disaster related, labor intensive tasks that are important, but of a lesser priority.
2. If CERT members are needed to assist Laguna Beach public safety or emergency management personnel, they will be activated by the Emergency

Operations Coordinator/CERT Coordinator and assigned appropriate tasks. Such tasks will not be of any higher risk than a CERT would normally encounter in their emergency response role.

3. CERT members will not be used for law enforcement, such as roving guard to stop looters, or making arrests. They may be used to assist administratively or logistically.
4. All utilization of CERT members in support of local authorities will be documented with CERT names, addresses, and phone numbers, tasks, locations, etc. This documentation will serve as a basis for reporting to the Laguna Beach Emergency Operations Coordinator/CERT Coordinator.

CERT members are limited to response operations as outlined in the approved training modules. **Acting outside the parameters of the Laguna Beach CERT Code of Conduct or in another capacity other than a citizen volunteer is grounds for dismissal.** Actions taken or committed outside the parameters may be also be subject to legal action and can endanger the reputation of the CERT program.

H. Operations and Terrorism

CERT teams are not intended to combat terrorism, nor are they expected to operate in the presence of a high-risk environment. CERT members may be used for work that is related to the threat or as a response element after a terrorist act for work that poses little or no threat to their safety, yet provides assistance to public safety personnel by assuming safe, ancillary functions that would degrade their (public safety personnel) effectiveness in the emergency. Laguna Beach CERT team members will NOT attempt CERT operations if they discover or strongly suspect the incident was caused by a terrorist act. CERT members themselves could become casualties from the residual effects of chemical, biological, or nuclear weapons of mass destruction. They could also become casualties from secondary explosive devices. CERT members who discover or strongly suspect that an incident was caused by a terrorist act will immediately leave the area and report all known information to the first public safety officials they can contact.

I. Non-Emergency Operations

CERT members may be used for non-emergency operations as long as these operations are related to the safety and well-being of the citizens of Laguna Beach. Examples of Non-Emergency Operations may be: CERT information booths at fairs, Public Safety Expo, Emergency Preparedness Expo, Public Outreach activities, assisting at first aid tents, CERT demonstrations, assisting in the dissemination of emergency preparedness information, etc.

IV. Logistics

A. Team Member Search and Rescue Bags

1. CERT response bags are to be acquired and maintained by each member and should contain items from the suggested supplies list (attachments section of this document). CERT members meeting the current requirements of Level I will be issued a green CERT helmet and green or yellow safety vest provided by the City of Laguna Beach.
2. CERT Documentation Forms (attachments section of this document) should also be included. Use plain paper until forms are accessible.
3. CERT team members are responsible for replenishment of supplies used.
4. Bags will be brought to all emergency response requests.
5. Bags will additionally have at least one full water bottle.
6. Bags will remain in the possession of the CERT member, and will be kept in a location quickly accessible in the event it is needed. Theft of any provided CERT equipment (helmet and vest) will be reported immediately to the Emergency Operations Coordinator/CERT Coordinator.

B. Transportation

CERT team members may be required to use their own transportation to and/or from the operation area. Accessibility will be determined by the Field IC or designee. Regardless of activation, CERT volunteers and vehicles (of any kind) will be allowed to enter the incident area with the permission of the emergency personnel at the scene. Identification will be required and must be accessed quickly. If access is denied, return to staging, and/or home and notify the Emergency Operations Coordinator/CERT Coordinator.

In the event that CERT (Mutual Aid) members are needed elsewhere in the county, transportation may become the responsibility of the Operational Area/County Emergency Management Agency. The Director may find safe and appropriate transportation for CERT members to and from the operations area. The Director cannot guarantee that CERT members will have regular daily transportation to and from the operations area. CERT members must be prepared to remain in the affected area at least three days (72 hours). Emergency transportation home cannot be guaranteed, however, the Director will attempt to arrange return transportation for those with personal emergencies that must return.

C. Food and Water

1. The EOC will ensure that CERT members who must remain on-scene for extended periods of time receive rations of food and water. These should be delivered to the scene at least once per day and distributed to the CERT members. If possible, hot food will be coordinated and brought to the scene.
2. The city cannot guarantee the food will be to everyone's personal taste and/or dietary requirements; however, it will be pure and edible.

D. Support during Emergency Operations

1. The Laguna Beach Emergency Operations Coordinator/CERT Coordinator will ensure that CERT members who must remain on-scene for extended periods of time receive all possible logistical and administrative support.
2. Orange County CERT Mutual Aid Program (CMAP)
If CERT members are needed by the OC Operational Area Emergency Management Agency to support ongoing efforts by public safety and emergency management agencies, activation can be ordered by the Orange County Emergency Management Division. CERT activities are limited to their scope of training. Administrative and logistical tasks which carry negligible personal risk are not currently limited, unless the CERT is somehow exposed to potential harm. When CERT members are activated to duty on a county-wide response, the Orange County Emergency Management Division or receiving agency may assume responsibility and liability for personal injury or accident. CERT members must meet the qualification outlined in the current Laguna Beach CERT Advanced Training and CMAP Level. (See appendix for the current list of levels)

V. Documentation

A. Training Documentation

1. All training conducted for and by CERT will be documented.
2. Each class will receive documentation on: title, date(s), time(s), location, students completing, etc. This information will be maintained by the City of Laguna Beach Emergency Operations Coordinator/CERT Coordinator and will be incorporated into reports.
3. Each CERT member will have a personnel file (in Better Impact, volunteer management software) containing information on training received.

B. Emergency Operations Documentation

1. All CERT operations will be documented.
2. CERT Team Leaders are responsible to furnish documentation relating to the operation which includes such things as: How and when notified, how activated, arrival date and time, team members present, team organization, description of activities and results, visitations by others, logistical needs, problems encountered and solutions, date and time of stand-down order, after action report, etc.

VI. Communications

A. Written

Sometimes, due to the situation, use of telephone, cell phone, or radio may be impossible. In these situations, a messenger and written message may be used. This method should be used only for required messages or urgent messages due to the risk to the messenger.

1. Written operational communications between the Laguna Beach EOC and CERT teams in operation will contain, as a minimum, the following: sender name and phone number, position, location, receiver name, position, location, date, time, message. Incident Briefing Report/Message Form.
2. Some messages will require acknowledgement, which means, the receiver will acknowledge receipt of the message by signature, date, and time. If the message must be returned, it can be returned by the messenger that brought it.

B. Telephonic

Telephonic messages should contain name and location of sender, phone number of the sender, and the message. If the telephonic message is being taken by someone other than the intended receiver, the sender should ask that the message be read back.

C. Radio

Messages by radio should be brief and to the point so that the frequency will not be cluttered, and batteries can be conserved. When contact is established, the sender should ensure the receiver gets the following information: sender call sign or name, location, message. If the receiver is not the person intended, the receiver should be asked to read back the message for accuracy. CERT teams can utilize family service radio (FSR) or GMRS Radio per team member for internal communications.

D. Report to Incident Commander:

When a competent authority arrives, they may become the Incident Commander of the current incident. This means that all information acquired to that time should be passed from the previous CERT Team Leader to the new Incident Commander. This can be done verbally or in writing or both verbally and in writing. It is preferred that the information be passed in writing with verbal explanation.

E. Incident Briefing Reports

1. Briefing reports are made periodically to update the person in charge. At the scene, this is the CERT Team Leader and the Field Incident Commander. At Laguna Beach City level, this is the Emergency Operations Coordinator/CERT Coordinator in the EOC.
2. Situation reports may contain the following example information: Sender name, location, position, date, time, number operational personnel, number of injured personnel, number of victims on-scene and status, number of victims transported and status, homes destroyed (by level of destruction), commercial structures destroyed (by level of destruction), infrastructure (streets, utilities, bridges, reservoirs, etc.), weather conditions, dangerous situations, etc.

VII. Training

A. CERT Training Levels

To be an active CERT Team Member in good standing, participants must first receive official CERT training in a 20-hour program of instruction which is taught in accordance with the guidelines established by the Federal Emergency Management Agency, and this Standard Operating Procedure. Additional required training for CERT Mutual Aid (CMAP) Responder can be found in the current CERT Training Plan in this SOP.

If a citizen volunteer wishes to join CERT of Laguna Beach and has already taken the training, he or she must present their certificate of training and complete all requirements listed in this document related to additional training. If there is a question about the validity of the certificate presented, the State CERT Coordinator or local jurisdiction coordinator will be contacted.

B. Skills Refreshers

CERT members will receive refresher training on the topics taught in the basic course at least once per year. This can be in short increments taught throughout the year. Laguna Beach's Emergency Operations Coordinator/CERT Coordinator is responsible for scheduling and documenting training.

C. Tabletop Exercises

CERT may be included in a city, county or state tabletop exercise. CERT may also conduct its own version of the tabletop exercise to identify weaknesses and strategies for operations.

D. Mock Disaster Exercise

CERT may be included in Laguna Beach, county or state mock disaster exercise. CERT may also conduct its own mock disaster exercise in order to refresh member CERT skills and competencies.

E. Additional Skills and Training

CERT and CERT Mutual Aid Program (CMAP)

CERT members may receive training that enhances CERT effectiveness in a disaster situation. These skills should fall within the parameters of the FEMA CERT instruction. It is the responsibility of the CERT member to maintain records of participation in all activities. Training records for additional courses related to the CERT Levels will also be maintained by the individual CERT member. A copy of course completion certificates should be provided to the Emergency Operations Coordinator/CERT Coordinator to determine individual Level changes.

Persons who are CERT qualified may be excellent candidates for training in non-CERT, but disaster related skills. If such training is received, CERT members must know when to set aside their CERT role for the role required for this specialized training. As an example, if a CERT member receives training in CPR, First Responder, or AED, they are aware that the scope of training is beyond that of CERT. Therefore, while conducting tasks of a higher level of training, they should step out of their CERT role until the task is completed. Some additional topics for training may be: shelter management, community relations, donations management, special needs concerns, debris removal, utilities control, advanced first aid, automated external defibrillator use, and CPR skills.

F. Volunteer Instructor Training

Select volunteer members may receive additional training on the duties of a CERT Instructor staff member. Selection will be determined by the CERT Program Coordinator.

VIII. After-Action Reporting

The After Action reporting process is comprised of two main parts, which are the After Action Review and the After Action Report.

A. Conducting an After Action Review

1. An After Action Review is a facilitated group discussion of the key issues and actions that were observed or performed during a significant event. For CERT teams, each work site should hold an individual after action review. It should be facilitated by the Field IC, CERT Team Leader and Emergency Operations Coordinator/CERT Coordinator, who will ask leading and probing questions as to what went well, what needs improvement, and why.
2. The After-Action review will not be a venting session where personal attacks or critiques will be tolerated or made. All personnel who had a role in the emergency response will be encouraged to participate and provide comments to the group.
3. The CERT IC should take notes on the key issues discussed, considering the potential for both lessons learned and best practices.

B. Writing an After Action Report (AAR)

Once the CERT team has conducted its AAR, it will compile its written AAR, which will capture those key issues and concerns provided during the group discussions. The report once completed, will be forwarded on to the Emergency Operations Coordinator/CERT Coordinator for review. This report will then become a part of the county and state AAR.

C. Report to State

When a community emergency response team is activated, for either an emergency or non-emergency situation, the Emergency Operations Coordinator/CERT Coordinator will submit an activation report to the State within thirty (30) days after the end of this activation. This report shall be submitted on the report form developed and supplied by the State, and shall include all information required by the form and its accompanying instructions. An emergency activation would include, but not be limited to, those situations where community emergency response team members have been used to augment the County's emergency management capability. An example of a non-emergency activation would be a special project or activity in which a community emergency response team is used to enhance the community's preparedness. In the event that such activation reports are not submitted within the time frame allotted, the State may withhold authorization for any payment request of the grant funds until such time as the deficiency is corrected.

IX. Leadership

Emergency Operations Coordinator
Jordan Villwock, MS
505 Forest Avenue, Laguna Beach, CA 92651
949-497-0389 / jvillwock@lagunabeachcity.net

City of Laguna Beach

CERT SOP

ATTACHMENTS

CERT Training Plan

You may begin courses at any level at any time and provide the CERT Coordinator with documentation as you complete training courses. Keep all certifications for your records.

A member in **good standing** who has completed the required training and paperwork may be eligible to respond in a disaster upon activation by the City and/or representatives from law, fire or emergency management. ***No self-deployment or activation is allowed.***

CERT - Basic

CLASS NAME	LOCATION	DATE	INITIAL
CERT Academy			
IS100b (Basic ICS)	Online		
IS700a (NIMS)	Online		
Quarterly Training 1 (Attend 3/4)			
Quarterly Training 2 (Attend 3/4)			
Quarterly Training 3 (Attend 3/4)			
Quarterly Training 4 (Attend 3/4)			

Upon completion of CERT Basic training:

- Volunteers become official City of Laguna Beach CERT Members and can be called out to respond on an official City Activation.
- CERT Members are added to the AlertOC call out list for CERT Activations.
- CERT Members receive city issued CERT vest, hard hat, and backpack.
- CERT Members can attend trainings and exercises held outside of the City of Laguna Beach on behalf of Laguna Beach CERT, with approval by CERT Coordinator.
- CERT Members can take on leadership roles within the City of Laguna Beach CERT.
- CERT Members can volunteer at City events on behalf of Laguna Beach CERT.
- CERT Members are eligible to take the CERT Mutual Aid Program (CMAP) Training and become members of the CERT Mutual Aid Program and deploy outside of the City of Laguna Beach on behalf of Laguna Beach CERT.

CERT Mutual Aid Program (CMAP)

CLASS NAME	LOCATION	DATE	INITIAL
Completion of CERT Basic Requirements			
Shelter Fundamentals (Red Cross)	Online or Classroom		
CPR/AED/First Aid			
CERT Mutual Aid Program (CMAP) Training			

Upon completion of CERT Mutual Aid (CMAP) training:

- CERT Members are eligible to become members of the CERT Mutual Aid Program and deploy outside of the City of Laguna Beach on behalf of Laguna Beach CERT.

Training Details

Quarterly Training:

Quarterly trainings will be organized by the Emergency Operations Coordinator/CERT Coordinator and/or CERT Board. CERT Members in good standing will attend at least 2 of the 4 quarterly trainings to maintain their active status.

Online FEMA courses:

*Independent study courses are designed for the adult learner and provide participants the ability to work at their own pace. There are no enrollment fees or charges. You will need a FEMA Student ID (SID) before you take the courses. You can apply for a FEMA SID at <https://cdp.dhs.gov/femasid>

CPR/AED/First Aid:

Any certified CPR/AED/First Aid program will be accepted after review by the CERT coordinator.

American Red Cross (ARC) courses:

Register for ARC courses through the local chapter: Desert to the Sea Region, Orange County Chapter: <http://www.redcross.org/local/california/desert-to-the-sea> or 714-481-5300.

CERT Mutual Aid Program (CMAP) Training:

CMAP Training is required to become a member of CMAP. CMAP members can deploy, when activated, to other cities within Orange County on behalf of Laguna Beach CERT. The CERT CMAP training is not regularly scheduled and based on the demands of CERT programs within Orange County.

CERT After Action Report City of Laguna Beach

Some items recommended for inclusion are:

Activation/Deactivation: What went well? What needs improvement? Why?

Personnel Issues: What went well? What needs improvement? Why?

Operations: What went well? What needs improvement? Why?

Logistics: What went well? What needs improvement? Why?

Documentation: What went well? What needs improvement? Why?

Communications: What went well? What needs improvement? Why?

Training: Were we able to accomplish our mission because our training gave us what we needed to know to be effective? What do we need additional training on?

How many structures did our team search?

How many (total) victims were rescued?

How many (total) victims were injured (by category):

Ambulatory: ____

Minor: ____

Delayed: ____ (Yellow)

Immediate: ____ (Red)

Deceased: ____ (Black)

Describe condition of objects of infrastructure in your area:

Streets and Roads

Power lines

Gas

Phones

Describe the structural damage in your area:

Homes:

Destroyed: ____

Heavy Damage: ____

Moderate Damage: ____

Light Damage: ____

Commercial or Business

Structures: ____

Destroyed: ____

Heavy Damage ____

Light Damage ____

CERT Suggested Supplies List

BASIC SUPPLIES	QUANTITY
CERT Response Bag	1
ID and Medical Alert Info	1
Field Operations Guide (FOG)	1
Hard Hat	1
CERT Vest	1
AM/FM Radio – crank/solar/battery powered	1
CERT Phone Number list	1
Gloves – utility and medical	1
Goggles	1
Mask - N-95	4
Knee Pads	1
Multi-tool, Leatherman, Gerber, etc.	1
Whistle	1
Ear plugs	2
Tissues - travel pack	1
Flashlight - D or AA cell	2
Batteries - spare - D or AA or both	2
Glo-stick	2
Rain poncho	1
Space Blanket	1
Duct Tape - 2"	1
Garbage Bag - Large	2
Waterproof pen	1
Waterproof notebook	1
Pencil	2
Permanent Marker - Sharpie or similar	1
Notebook	1
Local map	1
Flash drive with photos, documents in double Zip bag	1
List of emergency point-of-contact phone numbers	1
Insurance policy numbers, names, contact numbers	1
List of allergies to any drug (especially antibiotics) or food	1
Copy of health insurance and identification cards	1
Extra prescription eye glasses, hearing aid or other vital personal items	1
Prescription medications	1
Toothbrush and toothpaste	1
Safety Pins - large	1

Mirror - small metal	1
Extra keys to your house and vehicle	1
Sunglasses	1
Money, small bills and quarters	1
Hand sanitizer	1
Insect repellent	1
Sunscreen	1
Hat	1
Socks and underwear in Zip-lock baggy	1
Small cotton terry towels	1
Energy bars	1
Water bottles - 16 oz	1
Knife, Fork and Spoon	1
Can/bottle opener	1
Basic Hygiene kit	1
Toilet paper	1
Utility Shutoff Tools - non-sparking	1
Marker - Broad-point	1
Crayon - lumber	1
Pry bar - 12-14" Wonderbar or equiv.	1
Screwdriver - flat, large	1
Pliers - 6"	1
Wrench - Adjustable 12"	1
Knife - large blade	1
Paracord - 550 100'	1
Carabiners	1
Compass	1
Entrenching tool - folding	1
GMRS Radio, pair	1
2M, 70cm H/T w/auto-charger, spare batteries	1
MEDICAL SUPPLIES	QUANTITY
Non-latex Exam Gloves, pr	1
Sanitary Napkins (ultra-thin)	1
Scissors - bandage	1
EMT Shears	1
Adhesive bandages, assortment	1
Bandage - 4" Sq	1
Bandage - 2" roll	1
Bandage - Triangular	1
Triage tape kit w/4 rolls tape	1
Head-to-Toe eval tags	1

Sterile water bottle	1
Adhesive tape roll	1
Bloodstopper Trauma Dressing	1
Israeli Bandage - 4"	1
Flagging (Caution) Tape - roll	1
Zip-lock bags - Gallon	1
Tweezers	1
Moleskin sheet or roll	1
ACE Bandage	1
SAM splint 4x30	1
White cotton gloves, pair	1
TRAFFIC CONTROL SUPPLIES	QUANTITY
Flashlight - D Cell with red cone for directing traffic	1
Light - flashing for attracting attention	1
FORMS	QUANTITY
CERT Victim Treatment Area Record Form	10
CERT Post Incident Status Form	10
CERT Personnel Resources Form	10
CERT Message Form	50
CERT Incident Briefing Form	20
CERT Equipment Resources Form	20
CERT Damage Assessment Form	50
CERT Assignment Status Form	20

MESSAGE FORM

TO:	Message Center Use Only Incident : _____ Time: _____ Date: _____ <input type="checkbox"/> Incoming <input type="checkbox"/> Outgoing
FROM:	
TIME:	
MESSAGE TEXT:	
ACTION TAKEN:	

USE CLEAR CONCISE TEXT

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Examples: assignment completed, additional resources needed, unable to complete, special information/status update.

MESSAGE FORM

TO:	Message Center Use Only Incident : _____ Time: _____ Date: _____ <input type="checkbox"/> Incoming <input type="checkbox"/> Outgoing
FROM:	
TIME:	
MESSAGE TEXT:	
ACTION TAKEN:	

USE CLEAR CONCISE TEXT

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Examples: assignment completed, additional resources needed, unable to complete, special information/status update

ASSIGNMENT STATUS

DATE:		PERSON REPORTING:						PAGE #:	
TEAM LEADER		ASST. TEAM LEADER		ASSIGNMENT					
TEAM TYPE		TEAM TYPE		TEAM TYPE		TEAM TYPE		TEAM TYPE	
START TIME	END TIME	START TIME	END TIME	START TIME	END TIME	START TIME	END TIME	START TIME	END TIME
1		1		1		1		1	
2		2		2		2		2	
3		3		3		3		3	
4		4		4		4		4	
5		5		5		5		5	
ASSIGNMENT		ASSIGNMENT		ASSIGNMENT		ASSIGNMENT		ASSIGNMENT	
COMMENTS		COMMENTS		COMMENTS		COMMENTS		COMMENTS	

TO TRACK PERSONNEL ON AN ASSIGNMENT.

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Print type of team (for example, Fire). Print team members' names in numbered boxes. If a team completes an assignment, use another team column for the next assignment. Return this form, with Incident Briefing, to Incident Command

INCIDENT BRIEFING

PREPARED BY:	DATE:	TIME:
INCIDENT NAME:		
MAP SKETCH:		
CURRENT ORGANIZATION:	INCIDENT COMMANDER:	BATTALION:
SUMMARY OF CURRENT ACTIONS: <i>Be aware of hazards! Work as a team!</i>		

FOR INCIDENT COMMANDER

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10/08/01

Incident Command: Transfer an incident from Damage Assessment sheet. Sketch a map of the incident area, if known, with any hazards. Enter Incident Commander's name and Battalion number under current organization. Give to incident team leader with Assignment Status sheet.

Incident team leader: Sketch a map of the incident area with any hazards, if not done by Incident Command. Summarize the actions of your teams. When incident is complete, return this form, along with Assignment Status, to Incident Command.

CITY OF LAGUNA BEACH COMMUNITY EMERGENCY RESPONSE TEAM (CERT) CODE OF CONDUCT

For the safety of yourself and others you must follow the directions given to you by your assigned supervisor. During training events your supervisor will be a class instructor. In the event of an emergency, direction may come from a designated CERT member, fire or law enforcement supervisors or military personnel.

DO NOT call 9-1-1 to ask if CERT has been activated or requested. **Standing Orders** for current active CERT members will be to assist your home and family, then your immediate neighbors (the neighbors on your block or in visual site). Secure your home or workplace and then check your immediate neighborhood before reporting to the CERT activation location or staging area. Observe and take note of area damage, safety issues or concerns. Bring your personal response bag, IDENTIFICATION (Driver's License or other form of picture ID), cell phone, and/or walkie-talkie, GMRS Radio, Amateur Radio or Family Service Radio (FSR).

Emergency response is a team effort. Acting independently of the coordinated emergency response plan can be dangerous and is not permitted. **“Self-deploying” to any emergency response or event as a CERT member will result in your removal from the City of Laguna Beach’s Community Emergency Response Team.** If you find yourself in an emergency situation and have not yet been assigned a supervisor, it is critical that your decisions and actions be based on sound judgment and the need to save and protect lives, including your own and other rescue workers.

Disaster Service Workers are volunteers. CERT members are expected to act responsibly and treat all other volunteers, community members, and emergency response personnel with respect. Some members of law enforcement, fire, military, and local government or assisting response agencies may not be aware of CERT and may turn you away from the response area. CERT members shall report back to the CERT Command Post or assigned area location if resistance is encountered.

1. I will never act unprofessionally while representing the City of Laguna Beach or perform any conduct which would bring discredit upon the CERT organization.
2. I will never use or attempt to use City of Laguna Beach CERT insignia, badge, decal, plaques, stickers or city issued equipment or any article giving reference to membership in Laguna Beach CERT to influence and City Employee, Police or Fire official during a non-emergency situation without special approval by the Emergency Operations Coordinator of the City of Laguna Beach.
3. I will provide no false or misleading information on the CERT application.
4. I will never be insubordinate to CERT management or City Officials during any event, disaster or drill except when compliance with orders would be criminal in nature or would endanger any person or property.

5. I will always treat my fellow CERT members, City Officials, City Employees, the public, and disaster victims with respect and dignity.
6. No weapons are allowed on any CERT activation, deployment, training, or exercise including those who have a CCW.
7. I understand that this is a volunteer position and I can be removed from the CERT program at any time, with or without cause.

There are many areas where Disaster Service Workers may be needed. CERT contact information for emergency response is vital to any emergency event. If you move or change phone numbers, increase your training level, or no longer have an interest in participating, please contact the Emergency Operations Coordinator/CERT Coordinator.

Failure to follow the Code of Conduct and act responsibly during any CERT event may result in participant being dismissed from Community Emergency Response Team for the City of Laguna Beach.

SIGNATURE OF VOLUNTEER: _____

PRINT NAME: _____

DATE: _____ / _____ / 20_____

**CITY OF LAGUNA BEACH
INFORMED CONSENT, WAIVER, AND RELEASE AGREEMENT FOR
COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM**

The undersigned, being at least 18 years of age and in consideration for participation in the Community Emergency Response Team (CERT) program, sponsored by the City of Laguna Beach, do hereby agree to this waiver and release.

I recognize that the Community Emergency Response Team (CERT) Program will involve physical labor and may carry a risk of personal injury. I further recognize that there are natural and manmade hazards, environmental conditions, diseases and other risks, which in combination with my actions can cause injury to me. I hereby agree to assume all risks which may be associated with or may result from my participation in the program, including, but not limited to, transportation to and from volunteer sites, extinguishing small fires, providing disaster medical care (e.g. controlling bleeding, treating shock, treating sprains and fractures, opening airways, transporting patients, etc.) performing light search and rescue activities (e.g. cribbing and leveraging, victim extrication transportation, etc) and other similar activities.

I recognize that these program activities will involve physical activity and may cause physical and emotional discomfort. I state that I am free from any known heart, or serious health problems that could prevent me from participating in any of the activities associated with this program. I further state that I am sufficiently physically fit to participate in the activities of this program.

I recognize that upon completion of the program, I will be covered by the provisions of the "California Disaster Act," during the time I am performing approved volunteer activities. I specifically recognize that in accordance with this act, worker's compensation and medical benefits shall be the exclusive remedy for any injury that I sustain in the course and scope of my participation in a disaster response. In addition, I certify that I have medical insurance to cover the cost of any emergency or other medical care that I may receive for an illness or injury that is outside the program related medical coverage provided through worker's compensation. I certify that if I do not have medical insurance, I will be personally responsible for the cost of any emergency or medical care that I receive that is not covered under the applicable worker's compensation benefits. I agree to release the City of Laguna Beach, its agencies, departments, agents, officers, employees, affiliates, directors, servants, and volunteers, from the cost of any medical care that I receive while participating in this program or as a result of it.

I further agree to release the City of Laguna Beach, its agencies, departments, officers, employees, agents, and all sponsors and/or officials and staff of any said entity or person, their representatives, agents, affiliates, directors, servants, volunteers and employees from any and all liability, claims, demands, actions and causes of actions whatsoever for any loss claim, damage, injury, illness, attorney's fees or harm of any kind or nature to me arising out of any and all activities associated with the aforementioned activities.

I further agree to hold harmless, and hereby release the abovementioned entities and persons from all liability, negligence or breach of warranty associated with injuries or damages from any claim by me, my family, estate, heirs, or assigns from or in any way connected with the aforementioned activities.

I HAVE CAREFULLY READ AND UNDERSTAND THE CONTENTS OF THE FOREGOING LANGUAGE AND I SPECIFICALLY INTEND IT TO COVER ANY PARTICIPATION IN THE COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM SPONSORED BY THE CITY OF LAGUNA BEACH.

PRINT NAME _____

DATE _____

SIGNATURE _____

CITY OF LAGUNA BEACH VOLUNTEER AGREEMENT AND RELEASE

Confidentiality Agreement

I respect the confidentiality of the City information and will discuss or give official information only as directed by a supervisor. No confidential information will be provided to the public except within the guidelines of the City.

Photo Release

I give permission to the City of Laguna Beach to photograph me or my children participating in events for use in future City publicity and understand that I will not receive any compensation for such use.

City of Laguna Beach Community Emergency Response Team Standard Operating Procedures

I certify that I have received and reviewed the City of Laguna Beach Community Emergency Response Team Standard Operating Procedures.

I further understand that, by signing this statement as required, I am indicating that I will read the City of Laguna Beach Community Emergency Response Team (CERT) Standard Operating Procedures and understand its contents, or will discuss questions I have with the City of Laguna Beach's Emergency Operations Coordinator/CERT Coordinator. I also realize that this statement will become a permanent part of my volunteer file.

Permission of Seek Medical Treatment

In the event of an emergency, I hereby give the City of Laguna Beach permission to seek medical attention for myself or my child, if applicant is less than 18 years of age.

Insurance Information and Release

In consideration of accepting this position as a volunteer, I assume all risks for any injury whatsoever arising out of my participation in this activity. I do hereby release, indemnify, and hold harmless the City of Laguna Beach and its agencies, departments, officers, clients, agents, volunteers or employees from any and all claims, damages, or losses, caused by the negligent omissions of the City's officers, clients, agents, volunteers or employees that result in bodily injury, property damage, or any other injury or loss to myself and to any minor children for whom I have the capacity to contract arising out of the participation in this activity or others sponsored by the City, for a calendar year.

I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A PARTIAL RELEASE OF LIABILITY AND A CONTRACT BETWEEN MYSELF AND THE CITY OF LAGUNA BEACH. BY SIGNING BELOW, I EXPRESS MY UNDERSTANDING AND INTENT TO ENTER INTO THIS AGREEMENT WILLINGLY AND VOLUNTARILY.

Name (Please Print)	Signature	Date
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Name of Parent/Guardian (if volunteer is under 18 years of age)	Date
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