Adams county

STANDARD OPERATING PROCEDURES

August, 2009

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Developed By:

TABLE OF CONTENTS

Appendices:

    A   Hold Harmless Agreement (Training)
    B   Informed Consent, Waiver and Release Agreement
    C   Application Form
    D   Indiana Codes 10-14 and 34-30-12
    E   Group Status Sheet
    F   Group Status Sheet (Yellow)
    G   Group Status Sheet (Red)
    H   Group Status Sheet (Black)
    I   Identification Card
    J   Calling Tree
    K   Backpack Inventory Sheet
    L   Hand Receipt
    M   Situation Report

I. Introduction

Adams County recognizes:

That in the event of a major all-hazard emergency or disaster within the county, there is a likelihood that most emergency management and public safety resources, such as fire and rescue, emergency medical services, and law enforcement agencies will be overwhelmed.

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

That citizens within Adams County may need immediate response.

That the Community Emergency Response Team program offers a resource of citizens, trained by local emergency management and public safety professionals, that 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 Hoosier County 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

D. Background

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

E. Applicability

These procedures apply to Community Emergency Response Team operations and administration in Adams County for emergency or non-emergency operations. They are to be followed by CERT members, county emergency management agency officials, and city and county first responders.

II. Personnel

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

A. Basic Membership Eligibility

1. Appropriate Assignments. The basic intent in staffing the CERT program is the premise: "There is a job for everyone". This premise takes into consideration that some of the volunteers may be young or old, physically fit or disabled, highly educated or poorly educated, and so forth. The key to success in staffing the CERT program is to assign jobs appropriate to the individual.

2. Age. Inherent to CERT operations in a disaster environment are risks to the health and safety of CERT team members. Therefore, volunteers under the age of 18 (minors) are normally discouraged. However, if accepted, CERT team members under the age of 18 must only be assigned jobs and/or tasks of minimal risk. Similarly, members with advanced age should be assigned tasks appropriate to their physical ability.

3. Gender. There are no barriers to gender in this program.

4. Ethnic Group or Race. There are no barriers to ethnic groups or race.

NOTE: Ethnicity and race may vary in concentration geographically. Because of our diversity, volunteers of different races and ethnic groups are encouraged. They may be especially helpful when interpreters are needed. In areas in the county where there are higher concentrations of a particular race or ethnic group, the county will attempt to recruit CERT teams composed primarily of people in that group.

5. Disability. Many Americans with disabilities are extremely valuable if assigned to positions or duties within the scope of their abilities. Although there may be some physical barriers which people with disabilities may not overcome, not all tasks, duties, or positions subject people to these barriers. Therefore, assignment within capability may add a valuable member to the team that otherwise would have been overlooked or excluded.

6. Religion. There are no barriers to religion in this program.

B. Requirements For Membership

Potential CERT Team members should:

1. Be a resident of Adams County.

2. Be able, either physically, mentally (or both physically and mentally) as required, execute any or all competencies taught during basic CERT training.

3. Not be a convicted felon or is not currently under felony charges. Volunteers must be prepared to produce a police check (which they pay for) 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 Hold Harmless Agreement (Training) found at Appendix A.

7. Complete and return the Informed Consent, Waiver and Release Agreement Form found at Appendix B.

8. Complete and return the CERT Application Form found at Appendix C.

C. CERT Team Composition

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

The basic ten person CERT team is staffed to respond to the major challenges expected at a disaster scene: small fires, victims who may need assistance escaping from damaged areas, and victims who may need assistance due to injury or shock. The basic ten person CERT team consists of:

1. Team Leader. (1)
2. Fire Suppression Team (2)
3. Search and Rescue Team (2)
4. Medical Triage Team (2)
5. Treatment Team (2)

If the scene is large and there are multiple CERT teams present, a command structure will be initiated that loosely resembles the Incident Command System.

In the event that the CERT teams are the only personnel on-scene able to provide immediate assistance (Fire, Medical, Law Enforcement, or Emergency

Management personnel are not available or present), one of the members will be designated as Team Leader, who will coordinate the efforts of the CERT teams as a whole. As is necessary and possible, the Team Leader will designate members to coordinate:

Operations
Logistics
Planning
Administration

D. Position Descriptions

CERT INCIDENT COMMAND STRUCTURE

*IC will assign positions as needed	**Incident Commander**

Operations Section Chief	**Logistics Section Chief**	**Planning Section Chief**	**Administration Section Chief**
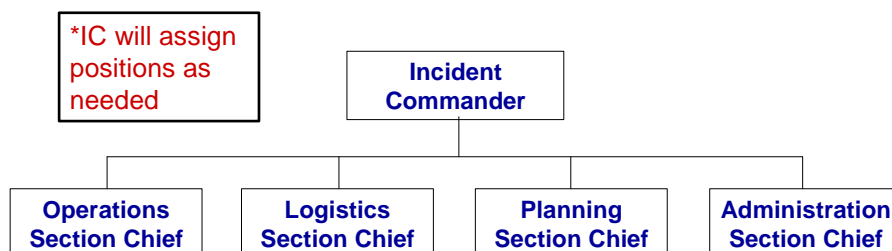
1. Incident Commander. (Team leader) coordinates and directs the efforts and resources of the CERT team(s) operating on the scene; ensures personnel accountability of team members; sets priority of work; designates safe or unsafe work areas; decides on best work plan; ensures teams are supplied with necessary logistics; ensures members receive necessary work breaks, fluids, and medical attention if needed; ensures operation is properly documented for handoff to professional public safety or emergency management official when Incident Command responsibilities are passed; establishes internal and external communication.

MULTIPLE TEAM
OPERATIONS STRUCTURE

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                    ┌─────────────────┐
                    │   Operations    │
                    │  Section Chief  │
                    └─────────────────┘
                             │
     ┌───────────────────────┼───────────────────────┐
┌──────────────┐    ┌──────────────────┐    ┌──────────────┐
│Fire Suppression│   │Search and Rescue │    │   Medical    │
│ Group Leader  │    │  Group Leader    │    │ Group Leader │
└──────────────┘    └──────────────────┘    └──────────────┘

┌──────────────┐    ┌──────────────────┐    ┌──────────────┐
│Fire Suppression│   │     S & R        │    │   Triage     │
│   Team A      │    │    Team A        │    │    Team      │
├──────────────┤    ├──────────────────┤    ├──────────────┤
│Fire Suppression│   │     S & R        │    │  Treatment   │
│   Team B      │    │    Team B        │    │    Team      │
├──────────────┤    ├──────────────────┤    ├──────────────┤
│Fire Suppression│   │     S & R        │    │   Morgue     │
│ Messengers    │    │  Messengers      │    │    Team      │
└──────────────┘    └──────────────────┘    └──────────────┘

┌──────────────┐    ┌──────────────────┐    ┌──────────────────┐
│ Staging Area │    │  Staging Area    │    │Triage, Treatment,│
│              │    │                  │    │ and Morgue Areas │
└──────────────┘    └──────────────────┘    └──────────────────┘
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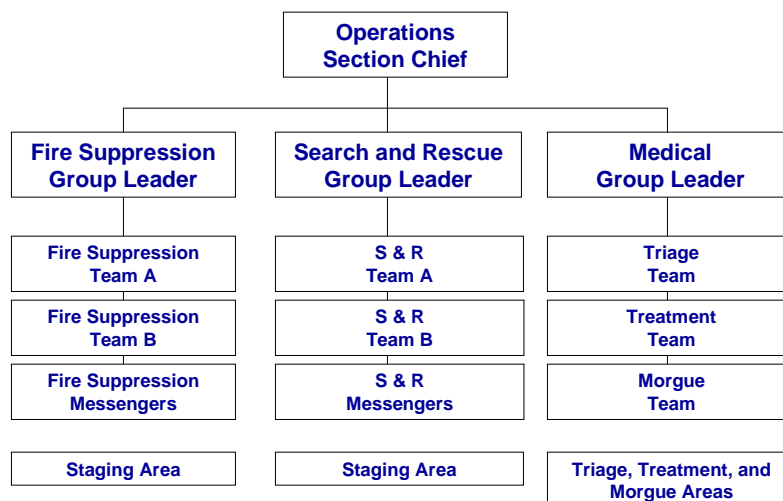
2.   Operations Section Chief. Works under the supervision of the Incident Commander, coordinating and directing the efforts of the CERT teams; helps to set work priorities; establishes communication between teams and Incident Commander; ensures information and documentation is passed to Incident Commander or to team leaders; reallocates manpower and equipment to meet the needs of the situation; other duties as assigned.

3.   Logistics Section Chief. Works under the supervision of the Incident Commander in concert with the Operations Section Chief, coordinating and directing logistical support to the operating CERT teams; assists the Incident Commander and Operations Section Chief in the overall plan of operation by providing logistical information input; acquires logistical items for team use, such as: water, food, medical supplies, transportation, equipment, etc.; ensures logistics for the operation are documented and provided the Incident Commander; other duties as assigned.

4.   Planning Section Chief. Works under the supervision of the Incident Commander in concert with the Operations Section Chief and logistics Section Chief, planning use of CERT teams for various types of disaster scenarios; other duties as assigned.

5.   Administrative Section Chief. Works under the supervision of the Incident Commander, ensuring documentation has been secured and safeguarded; establishes personnel list of CERT team members and victims; assists Incident Commander, Operations Section Chief and Logistics Section Chief in the overall plan of operation by providing administrative information input; other duties as assigned.

6. CERT Team Leader. If there is only one CERT team on-scene, is also the Incident Commander until the arrival of competent authority. Makes initial assessment of the scene and determines appropriate course of action for team members; checks team members prior to deployment to ensure they are safe and equipped for the operation; determines safe or unsafe working environment; assigns team member roles if not already assigned; designates triage area, treatment area, morgue, and vehicle traffic routes; coordinates and directs team operations; determines logistical needs (water, food, medical supplies, transportation, equipment, etc.) and determines ways to meet those needs through team members or citizen volunteers on the scene; collects and writes reports on the operation and victims; ensures team accountability; communicates and coordinates with the Incident Commander.

7. CERT Team Members.

   a. Fire Suppression Team (2). Work under the supervision of the Team Leader to suppress small fires in designated work areas or as needed; when not accomplishing their primary mission, assist the search and rescue team or triage team; assist in evacuation and transport as needed; assist in the triage or treatment area as needed, other duties as assigned; communicate with Team Leader.

   b. Search and Rescue Team (2). Work under the supervision of the Team Leader, searching for and providing rescue of victims as is prudent under the conditions; when not accomplishing their primary mission, assist the Fire Suppression Team, assist in the triage or treatment area as needed; other duties as assigned; communicate with Team Leader.

   c. Medical Triage Team (2). Work under the supervision of the Team Leader, providing START triage for victims found at the scene; marking victims with category of injury per the standard operating procedures; when not accomplishing their primary mission, assist the Fire Suppression Team if needed, assist the Search and Rescue Team if needed, assist in the Medical Triage Area if needed, assist in the Treatment Area if needed, other duties as assigned; communicate with Team Leader.

   d. Medical Treatment Team (2). Work under the supervision of the Team Leader, providing medical treatment to victims within the scope of their training. This task is normally accomplished in the Treatment Area, however, it may take place in the affected area as well. When not accomplishing their primary mission, assist the Fire Suppression Team as needed, assist the Medical Triage Team as needed; other duties as assigned; communicate with the Team Leader.

E. 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 Team Leader will be in charge. Initially, the first person of competent authority may be the Team Leader. This could be a professional public safety or emergency management official, or it could even be a CERT team member.

    4. If no public safety or emergency management personnel are on the scene, the CERT Team Leader will assume the role of Incident Commander 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 Incident Commander, and the basic Incident Command System staff structure will be initiated (Operations, Logistics, Planning, and Administrative).

    5. If the Team Leader/IC is lost, the Operations Section Chief will assume the role of Incident Commander.

    6. If the above are lost, the Planning Section Chief will assume the role of Incident Commander.

    7. If the above are lost, the Logistics Section Chief will assume the role of Incident Commander.

    8. If the above are lost, the Administrative Section Chief will assume the role of Incident Commander.

    9.   If only one CERT team is on-scene, the Team Leader will assume the role of Incident Commander. The Team Leader will designate internal chain of command.

F. Injuries

    1. CERT team members that self-activate and are injured in conjunction with emergency operations will not be covered by the county for purposes of insurance and medical care.

    2. Cert team members that are activated by the Director, Adams County EMA that are injured as a result of emergency operations are covered by county insurance and medical care. County activated CERT team members will receive care at the Adams County Memorial Hospital.

G. Liabilities

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:

- CERT Instructors have been trained by the State Emergency Management Agency Train-The-Trainer Course, or the same course offered by the Federal Emergency Management Agency at the Emergency Management Institute at Emmitsburg, Pennsylvania.

- CERT Instructors teach the CERT program according to the CERT Instructor and Participant Manuals promulgated by the Federal Emergency Management Agency, and there is no topical variance from these manuals. Instructors should ensure that each student has demonstrated competencies in all topics of discussion.

- 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's. This means that if they have received other specialized training in such things as First Responder, Emergency First Aid, CPR, AED, Chain Saw Operation, etc., that they must step outside their CERT role when exercising competencies not trained in the CERT program.

- That CERT's 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.

- That CERT members learn to communicate all important issues to their leadership during the course of emergency operation, and that everything is documented appropriately.

4. See Appendix D for Indiana Codes concerning liabilities.

H. Personnel 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 Group Status Sheet found at Appendix E. This sheet will be maintained by the Administrative Section if there are more than one CERT team operating together; or, it will be maintained by the Team Leader if the CERT team is operating independently.

    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.

    3.   Victims under control of the CERT team will also be carefully accounted for using the Group Status Sheets found at Appendices F through H. 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.

I. Identification

    Adams County CERT personnel will be readily identified by wearing the CERT green helmet and green vest. All public safety and emergency management organizations throughout the county will be made aware of these distinctive regalia. Additionally, CERT personnel will be issued a Adams County CERT picture identification that will be openly displayed when in a duty status. See sample at Appendix I.

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 by the victims. CERT teams and/or members are not intended to be used for routine emergencies such as house fires, car wrecks, heart attacks, etc.

   2.   CERT teams can operate in a pre-determined area of operations, or be directed by the Emergency Management Agency to operate at a specified location relevant to the disaster.

   3.   CERT's 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, suppress small fires, conduct medical triage, conduct light medical treatment, and organize the area for relief by appropriate agencies when they arrive.

   4.   CERT's should not be used for law enforcement, heavy fire fighting, heavy search and rescue, complex and technical medical treatment and procedures.

   5.   CERT's 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 resources of a low risk nature.

B. Activation

   Methods of Activation:

   1.   Self-Activation.

      a.   After ensuring that their own home and family are safe, CERT's should self-activate if their assigned team area (their neighborhood) has been stricken by a disaster such as a tornado, flood, blizzard, etc.

b. CERT's will move to the town square if their town has been stricken by a tornado, flood, blizzard, etc., but not their neighborhood or residence. There they will await the directions of the County Emergency Manager.

2.   Ordered Activation. The County Emergency Manager may activate CERT teams within the county. Even as such, CERT members are not mandated to appear for duty. The Emergency Manager is merely ordering the team to activation, not ordering private citizens to duty. This is a voluntary program. CERT members may choose not to present themselves for duty. When CERT teams are ordered to duty, the county Emergency Management Agency and Adams County assume responsibility. When an activation is ordered by the Hoosier County Emergency Management Agency, the Director or his/her representative will initiate use of the Calling Tree. See Appendix J.

3.   Staging Areas. All CERT Teams will have a designated staging area within their zone of activity. This is a place that is easily accessed and identified by the members. In the event of a local emergency, such as a tornado, 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 zone of activity, such as the neighborhood. Team leaders will furnish the Adams County EMA a map showing the location of the team's staging area. When activated by the Director of the Adams County EMA, CERT's will move to the primary county staging area, The first team leader present will initiate a list of CERT's present, inventory available equipment, and report to the Director for instructions.

C. Deactivation

Normally, CERT teams will be deactivated by the county Emergency Management Agency, irrespective of how they were activated. This is to ensure all information has been passed, and that everyone has been accounted for.

D. Search and Rescue

1. Search. CERT team members may conduct light search and rescue operations within their zone of activity using the techniques and methods taught during their CERT basic training course. Search means to seek victims in the disaster area using controlled and organized methods. Structures will receive a good external size-up prior to entry by CERT members. CERT's may only enter structures that, as a maximum, are moderately to lightly damaged. Structures judged as unsafe will not be searched. The size-up will include locating and de-energizing or turning off of 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.   Rescue. CERT team members may conduct light rescue. Rescue is to remove a victim from peril. Techniques for removal such as cribbing, cutting, lifting, clearing, carrying, etc., should not exceed the capabilities of the team, nor should they degrade the safety of all present. An example of degrading the safety of all 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

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's will triage and treat female victims, and male CERT's will triage and treat male victims. CERT's 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 page 4-4 of the CERT Participant Manual and page 4-12 of the instructor manual.

 1.   Triage. CERT's should "Do the greatest amount of good for the greatest number of people." This means that as the team moves through the area, START triage is conducted and the team keeps moving after assessing the victim. The team 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 to save life may be initiated. A more thorough triage will be conducted when the victim has been transported to a safer area.

 2.   Medical treatment. CERT's have been trained to conduct <u>limited</u> medical treatment. CERT's will not conduct medical treatment beyond the limits of their training while in a CERT status. Hoosier County recognizes three color status categories: yellow indicates a delayed status, Red indicates an urgent status, and Black indicates the victim is dead. CERT's will use the colored engineer tape found in their CERT backpacks to mark the category of injury. The tape will be tied on the victim's left wrist in plain sight. If the left wrist cannot be used, the tape will be tied to the right wrist in plain sight. If neither wrist can be used, the tape will be tied to something that will be easily seen. (The tape should not be covered, so if the victim is wrapped, CERT's will ensure another piece of tape is affixed to the outer wrapper (blanket, tarp, etc.) where it can be seen. If a victim is not breathing, after two attempts to resuscitate have failed, the victim is considered in the Black category. If a CERT has received higher levels of medical training, such as First Responder, CPR, AED, etc., they will remove their green

helmets and vests and notify the CERT team leader that they will be temporarily be acting in another capacity until the situation has been corrected. They may then return to CERT status. This procedure helps to eliminate the misconception that while acting in a CERT capacity, the rescuer conducted a procedure he or she was not trained to do, thereby endangering the reputation of the CERT program. Obviously, if this situation appeared in a court of law, the judge would recognize that the individual was properly trained and was operating within the scope of his or her training, and that the CERT helmet and vest were irrelevant. The medical treatment area will be located upwind and on higher ground from the disaster site and/or biological waste areas.

3. CERT's 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, who passed to and when, anticipated care facility sent to.

4. Triage and Treatment Areas, Morgue. A secondary triage area (outside the affected structure will be designated and used to conduct a more thorough triage and documentation. A treatment area will be established and run to care more appropriately for the victims. The treatment area will be divided into the yellow, and red areas so that appropriate levels of care will be given. CERT's 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 triage and treatment area. Each of these areas will be chosen for best shelter to the victims and accessibility from the work site and for vehicle transportation. If these area 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. coming 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's should be watchful to prevent children and animals in the waste areas.

F. Fire Suppression

1. CERT's will NOT attempt to suppress fires unless with a buddy.

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

3. CERT's will avoid operating in structures with hazard placards, especially those warning of highly toxic or explosive materials.

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

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

6. CERT's 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's are needed to assist Adams County public safety or emergency management personnel, they will be activated by the Director of the Emergency Management Agency 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's 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's 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 State Emergency Management Agency.

H. Non-Emergency Operations

CERT's may be used for non-emergency operations as long as these operations are related to the safety and well being of the citizens of Hoosier County. Examples of Non-Emergency Operations may be: CERT information booths at fairs, assisting at first aid tents, CERT demonstrations, assisting in the installation of smoke alarms, etc.

1.

I. 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. CERTs 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. Hoosier County CERT team members will NOT attempt CERT operations if they discover or strongly suspect the incident was caused by a terrorist act. CERT's 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's 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.

IV. Logistics

A. Team Member Backpacks.

1.   CERT backpacks are owned by the county and issued to CERT members upon completion of the CERT basic course.

2.   Issue to CERT team members will be accomplished on a temporary hand receipt. Backpacks will be inventoried on not less than a semi-annual basis. Inventory sheet may be found at Appendix K. Each backpack is required to contain all items on the inventory sheet.   Hand Receipt is found at Appendix L.

3.   CERT team members are responsible for replacement of lost items. This can be accomplished by payment to Hoosier County by check or money order for the amount of the items missing. Items lost during training will be the responsibility of the county to replace.

4.   Backpacks will be brought to all training events unless otherwise specified. Backpacks will be brought to all emergency response missions.

5.   Backpacks will additionally have at least one full water bottle present as a part of the pre-operation (or pre-training) inspection.

6.   Backpacks will remain in the possession of the CERT member, and will be kept in a location quickly accessible in the event it is needed.

7.   CERT Members are responsible for battery replenishment after the first issue.

8.   The backpack will be returned to the Adams County Emergency Management Agency immediately upon the termination or self-termination of the CERT member from the program. If the backpack is not returned, Adams County will bill the CERT member for the current value of a new backpack.

B. Supply and Re-supply

1.   CERT backpack shortages identified after a training or emergency response mission will be filled by the Adams County Emergency Management Agency.

2.   As a minimum, each CERT member will carry a ½ liter bottle of water as a part of standard equipment.

3.   Basic load for a CERT member is the items on the Backpack Inventory Sheet plus ½ liter of water.

4.   Water re-supply. If possible, the Adams County Emergency Management Agency will arrange to re-supply water to the CERT team work site through whatever means possible. If this cannot be accomplished, the Team Leader will search for locations where potable water may be obtained. The Team Leader will ensure all members of the team receive water and that they are hydrated regularly.

5.   Subsistence re-supply. . If possible, the Adams County Emergency Management Agency will arrange to re-supply subsistence (food) to the CERT team work site through whatever means possible. If this cannot be accomplished, the Team Leader will search for locations where safe and edible food may be obtained. The Team Leader will ensure all members of the team receive their ration and that they eat regularly.

6. Battery re-supply. The Team Leader should arrange to have a battery re-supply at least 4 hours into the emergency. Each CERT member, as a minimum will need a total of 6 (each) AA batteries for every four hours of work in darkness (inside a structure or at night).

7.   Medical re-supply. The Adams County Emergency management Agency will attempt to provide an on-site re-supply of medical supplies by the end of the first 12 hours of the operation. Possible sources of medical supplies are local hospitals and EMS organizations.

8.   Special equipment or materials. The Team Leader will attempt to locate and provide any special equipment or materials needed by the team to accomplish its mission, recognizing that the equipment contained in the backpack was chosen to match the scope of training and limitation of activities.

C. Storage

1.   The Adams County Emergency Management Agency will maintain a CERT storage area ,or POD Point of distribution

2.   CERT backpacks will be stored by each individual CERT member in a location where it can be most easily accessed.

3. One-half liter water bottles will be stored by the Hoosier County Emergency Management Agency at it's storage room. At least three bottles per day per CERT member will be stored. Stock will be used and rotated regularly to keep pure.

4. Military Meals Ready To Eat (MRE) will be stored at the CERT storage room. At least three meals per day per CERT member will be stored. MRE's will be checked for "use by" dates, and will be rotated as needed to insure purity.

5. Medical supplies will be stored at the CERT storage area, and will be checked by the local EMS on an annual basis.

6. Search and Rescue equipment will be kept in the CERT storage area, and checked at least annually.

7. Batteries for CERT flashlights, head lamps, and radios will be kept in the CERT storage area. A three day (72 hour) supply will be maintained.

8. Keys to the CERT storage area will be maintained by the Hoosier County Sheriff's Department Dispatcher's Office at 123 W. Main Street, Wahoo, Indiana.

D. Transportation

1. Trailer. The CERT trailer will be used to transport CERT supplies and equipment as required. The Hoosier County Emergency Management Agency Ford Expedition will be the primary tow vehicle. The Director of Hoosier County Emergency Management Agency will assign a driver to pull the trailer to its destination. The pulling vehicle must be equipped with a standard ball hitch that can hold a 2000 pound tongue weight. Electrical connection will be made using a _____ plug.

2. Re-supply. The Director of the Hoosier County Emergency Management Agency will use any means available to transport supplies and materials to CERT teams in operation. Primary means will be Hoosier County vehicles that can be reasonably expected to reach the destination under emergency circumstances. If no Hoosier County vehicles are available, the Director will attempt to find other methods which could include: National Guard assets (vehicles or helicopters), State vehicles (highway department), and as a last resort, civilian vehicles.

3.   CERT Team Members. Normally, CERT team members will not require transportation to or from the operation area. However, in the event that CERT's are needed elsewhere in the county, transportation becomes the responsibility of the Hoosier County Emergency Management Agency. The Director will find safe and appropriate transportation for CERT members to and from the operations area. The Director cannot guarantee that CERT's 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.

4.   The Director of the Hoosier County Emergency Management Agency is responsible for ensuring routes for transportation are mapped and fully briefed to the driver. If possible, the driver will have 2-way communication.

E. Food and Water

1.   The Director of the Hoosier County Emergency Management Agency will ensure that CERT's 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 as is possible.

2.   The Director cannot guarantee the food will be to everyone's personal taste; however it will be pure and edible.

F. Support During Emergency Operations

1.   By the Hoosier County Emergency Management Agency to CERT Teams in Operation. The Director of the Hoosier County Emergency Management Agency will ensure that CERT's who must remain on-scene for extended periods of time receive all possible logistical and administrative support.

2.   By CERT Teams for the Hoosier County Emergency Management Agency. If CERT members are needed by the Hoosier County Emergency Management Agency to support ongoing efforts by public safety and emergency management agencies, activation can be ordered by the Director of Hoosier County Emergency Management Agency. CERT activities are limited to their scope of training on-scene. Administrative

and logistical tasks which carry negligible personal risk are not currently limited, unless the CERT is somehow exposed to potential harm. When CERT teams are ordered to duty, the Hoosier County Emergency management Agency assumes responsibility and liability for personal injury or accident.

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 Hoosier County Emergency Management Agency, and will be incorporated into quarterly reports to the state.

3. Each CERT member will have a file containing information on training received. Each CERT Team Leader will ensure their member files are current.

B. Emergency Operations Documentation

1.   All CERT operations will be documented.

2.   CERT Team Leaders are responsible to furnish the Director of the Hoosier County Emergency Management Agency or appropriate officials on-scene (as necessary) 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 Hoosier County Emergency Management Agency 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. See Situation Report (SITREP) Form at Appendix M

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 callsign 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 will be issued 1 family system radio per team member for internal communications, and one VHF hand-held radio to each team leader for communications with EMA. CERT will use channel 4 to communicate with the EMA.

D. Report To Incident Commander

When competent authority arrives, they may become the Incident Commander. This means that all information acquired to that time should

be passed from the previous Incident Commander 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. The CERT Incident Commander should have similar information to be passed to the Director of the Hoosier County Emergency Management Agency as a part of the After Action Report. If only one copy is available, it should go to the new Incident Commander with a request that it be passed to the Director of Hoosier County Emergency Management Agency at the end of the operation.

E. Situation Reports

1.   Situation reports are made periodically to update the person in charge. At the scene, this is the Incident Commander. At the county level, this is the Director of Hoosier County Emergency Management Agency.

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. See Situation Report Form at Appendix J.

VII. Training

A. Basic CERT Training. To be entered onto the rolls as a CERT Team Member, citizens from the county must first receive official CERT training in a 21 hour program of instruction which is taught in accordance with the guidelines established by the Federal Emergency Management Agency, and this Standard Operating Procedure. Students will sign the Hold Harmless Agreement found at Appendix J or they will be prohibited from the training program. If the citizen volunteer comes from outside Hoosier County claiming to have already taken the training, he or she must present their certificate of training. The State Emergency Management Agency of Indiana provides signed certificates of training for all counties in Indiana. If there is a question about the validity of the certificate presented, call the State CERT Coordinator at (317) 234-3121.

B. Skills Refresher. 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. Hoosier County Emergency management Agency is responsible for scheduling and documenting training.

C. Tabletop Exercise. CERT will be included in the county 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 will be included in the county mock disaster exercise. CERT may also conduct its own mock disaster exercise in order to refresh member CERT skills and competencies.

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

G. Staff Training.

Volunteer or selected members will receive additional training on the duties of a CERT staff. These members will learn to organize and operate functions such as Operations, Planning, Logistics and Administration so that in the event a large scale operation is required, individuals will have training and experience supporting CERT operations.

H. Documentation.

1.   Buddy Teams. Two person buddy teams will ensure they document such things as victim information, structure information, etc.

2.   CERT Teams. Team leaders will ensure that they receive documentation on victims, structures, and anything else relative and important with respect to the disaster scene. They will also document information about the team, its members, their locations, actions taken, etc. Team Leaders will ensure documentation is appropriately consolidated for submission to a higher authority.

3.   Hoosier County Emergency Management Agency will consolidate all documentation and forward to the State Emergency Management Agency in accordance with the Agreement. The county will maintain files on emergency response documents and keep for a minimum of five years.

VIII. After Action Reporting

Many agencies and departments fail to realize the importance of the After Action Reporting process, and its benefits in supporting emergency management and public safety activities.

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

A. Conducting an After Action Review

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 CERT Team Leader, 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 personnel 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 Team Leader should take notes on the key issues discussed, considering the potential for both lessons learned and best practices.

B. Writing an After Action Report

Once the CERT team has conducted its After Action Review, it will compile its written After Action Report, which will capture those key issues and concerns provided during the group discussions. The report once completed, will be forwarded on to the Director of the Hoosier County Emergency Management Agency for review. This report will then become a part of the overall county and state After Action Report. Some items recommended for inclusion are:

1. Activation/Deactivation. What went well. What needs improvement. Why?

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

3. Operations. What went well? What needs improvement? Why?

4. Logistics. What went well? What needs improvement? Why?

5. Documentation. What went well? What needs improvement? Why?

6. Communications. What went well? What needs improvement? Why?

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

8. How many structures did our team search?

9. How many (total) victims were rescued?

10. How many (total) victims were (injury category):

Ambulatory: _____
Yellow: _____
Red: _____
Black:_____

11. Describe condition of objects of infrastructure in your area:

a. Streets and Roads.

b. Power lines.

c. Gas.

d. Phones.

12. Describe the structural damage in your area:

a. Homes. _____ Destroyed   _____Heavy Damage _____Moderate Damage _____Light Damage

b. Commercial or Business Structures. _____Destroyed _____Heavy Damage _____Light Damage.

C.   Report to State. When a community emergency response team is activated, for either a emergency or non-emergency situation, the Director, Hoosier County EMA 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 situation 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 enhanced a 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.