

SACRAMENTO FIRE DEPARTMENT C.E.R.T.

STANDARD OPERATING PROCEDURES September 19, 2006

Pages that have been revised are
marked with the revision date



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Policy

The Sacramento Fire Department 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 the City of Sacramento 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, can provide an immediate and deliberate response that may have the capability to save lives and property.

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.

Procedure

These procedures apply to Community Emergency Response Team operations and administration under the auspices of the Sacramento City Fire Department for emergency or non-emergency operations from the date of promulgation until formal deactivation of the program. Changes may be incorporated as required. The Community Emergency Response Team program is active within the City of Sacramento, but requires formal organizational structure, policy and procedures in order to operate efficiently, effectively, legally, and safely. Towards that end, this document has been created. These procedures apply to Community Emergency Response Team operations and administration in the City of Sacramento for emergency or non-emergency operations. They are to be followed by CERT members, city emergency management agency officials, and city first responders.

I. 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 older, physically fit or disabled, highly educated or less educated, and so forth. The key to success in staffing the CERT program is to assign jobs appropriate to the individual.

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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 city where there are higher concentrations of a particular race or ethnic group, the city 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 or work in the City of Sacramento.
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 undergo a police background check 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 all the required paperwork to be a CERT member.

C. CERT Team Composition

SFD CERT COORDINATOR: Capt. Bill White, Asst Cert Coordinator, Capt Anthony Medina. The CERT Coordinator for the Sacramento Fire Dept is the Program Manager for the CERT Program. He deals with the Regional office on all issues regarding the City CERT program. He is responsible for obtaining training, resources and the funding for the program.

CERT VOLUNTEER MANAGER: Pat Burritt

This position is the manager of the day to day activities of the CERT program. Examples of these duties are: Handle all of the paperwork for reporting volunteer and training hours to the City on a monthly basis; prepare the I.D. cards and certificates; maintain attendance records at all of the CERT classes; keep an updated membership sheet for each person; keep the team roster current; disseminate all information from the CERT Coordinator to the members; obtain volunteers for various functions and activities; serve as the webmaster, and various other duties as requested. This position serves as an administrative assistant for and reports to the SFD Cert Coordinator.

BATTALION CAPTAINS:

There are 5 Battalion Captains. Their responsibility is to set up response teams within their geographical area. Conduct bi-monthly or quarterly meetings with the members; plan training for their battalion members and **forward request through the appropriate channels**. Establish a communications system within the battalion for emergency call outs. These positions report to the **Cert Operations Manager**. Even though some of the battalions are outside the city limits, it gives the City CERT members who live in those areas an opportunity to meet among themselves.

TEAM LEADERS:

Within each battalion, there will be several teams (if membership permits). The team leader will be responsible for determining which people will be on each team. The team leader will need to be aware of what equipment each of their team members have available should the need arise. They need to keep a current list of their team members and how to contact them at any time should the need arise. These positions report to the Battalion Captain.

The Sacramento City CERT has been divided into Battalions based on the zip code of residence. **(See page 27)** Each Battalion will have a Captain and the Captain will determine the number of teams depending on the number of people in their Battalion.

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, Sacramento CERT will adjust and adapt the structure of the CERT team as required.

A suggested 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:

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1. Team Leader and scribe. (2)
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 Incident Commander, who will coordinate the efforts of the CERT teams as a whole. As is necessary and possible, the Incident Commander will designate members to coordinate:

Operations
Logistics
Communications
Planning/Administration

D. Position Descriptions

See next page

CERT INCIDENT COMMAND SYSTEM

INITIAL RESPONSE:

INCIDENT COMMANDER

IC Scribe

Note: Incident Commander will
Assign the positions

**OPERATIONS
SECTION LEADER**

**LOGISTICS
SECTION LEADER**

**PLANNING/ADMIN
SECTION LEADER**

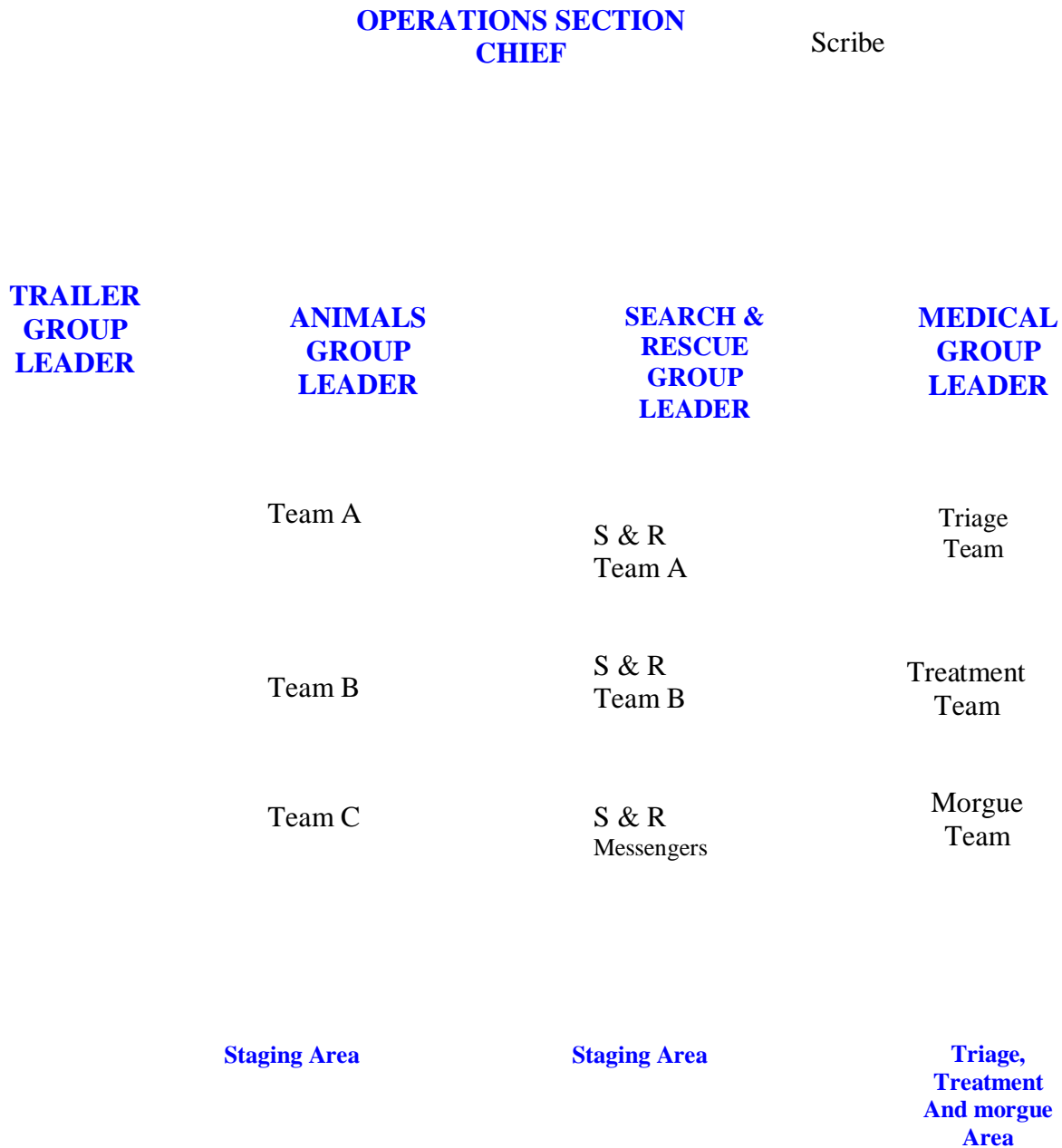
**COMMUNICATION
SECTION LEADER**

1. Incident Commander. The Incident Commander 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.

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MULTIPLE TEAM OPERATIONS STRUCTURE

CERT INCIDENT COMMAND SYSTEM



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1. 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.

2. 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.

3. Planning Section Chief/Administration 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 which include, 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.

4. **Communications Section Chief**

Works under the supervision of the Incident Commander. Is responsible for seeing that all Ham Radio Equipment and other radio equipment is properly maintained, installed in the trailers, and ready to use in the event it is needed. Also responsible for setting up classes twice a year to assist those who want to become licensed to receive the training. In an actual event will work in the command post and set up radio communications.

5. 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

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operation and victims; ensures team accountability; communicates and coordinates with the Incident Commander. Team leader stays in one place during operation.

6. 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 Incident Commander will be in charge. Initially, the first person of competent authority may be the Incident Commander. 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 **Communications** 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 for purposes of insurance and medical care.
2. Cert team members that are activated by the Sacramento Fire Department that are injured as a result of emergency operations are covered by insurance and medical care. All CERT members must complete a disaster service worker form and have it on file with the City and County of Sacramento.

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:
 - a. 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, Maryland.

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- b. 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.
- c. That CERT team members have completed the CERT Course and have received their training certificate.
- d. That CERT members are aware of the limits of operation as CERT. 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.**
- e. That CERT activate and deploy only as specified in this Standard Operating Procedures manual.
- f. That CERT teams rehearse and train on a regular basis using skills taught in their basic training course.
- g. That CERT members learn to communicate all important issues to their leadership during the course of emergency operation, and that everything is documented appropriately.

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 proper form in the ICS packet. This sheet will be maintained by the Administrative Section if there is 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 Victim Treatment Form. 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

Sacramento City CERT personnel will be readily identified by wearing the CERT green helmet and green vest and their full uniforms (**see Page 30**). All public safety and emergency management organizations throughout the city will be made aware of these distinctive regalia. Additionally, affiliated CERT personnel will be issued a Sacramento Fire Department CERT picture identification card that will be worn and openly displayed when in a duty status.

II. 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 an Emergency Management Agency to operate at a specified location relevant to a disaster.
3. CERT teams 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 teams should not be used for law enforcement, heavy fire fighting, heavy search and rescue, complex and technical medical treatment and procedures.
5. CERT teams may be used to assist professional public safety personnel in logistical and administrative support. They may also be used in non-disaster situations as 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 members should self-activate if their assigned team area (their neighborhood) has been stricken by a disaster such as a flood, tornado, etc.
 - b. CERT members will move to a designated area if the City has been stricken by an earthquake, flood, etc., in an area that is not their neighborhood or residence. There they will await the directions of the Emergency Manager in charge.
2. Ordered Activation. The County Emergency Operations Center 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 City of Sacramento assume responsibility. When any activation is

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ordered by the Sacramento Fire Department, the CERT Coordinator or the Fire Dispatcher will contact the CERT Volunteer Manager.

3. **Staging Areas.** All CERT Teams will determine 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 flood, 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 First Responder Incident Commander a map showing the location of the team's staging area. When activated by the Sacramento Fire Department CERT members will move to the staging area designated by the Fire Department at the time of the activation. The first team leader present will initiate a list of CERT members present, inventory available equipment, and report to the Incident Commander for instructions.

C. Deactivation

Normally, CERT teams will be deactivated by the City 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 members 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

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medical skills beyond the scope of their training. When possible, same-gender triage and treatment will be practiced. This means that a female CERT will triage and treat female victims, and a male CERT 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 the CERT Participant Manual.

1. Triage. CERT 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 members have been trained to conduct limited medical treatment. CERT will not conduct medical treatment beyond the limits of their training while in a CERT status. Sacramento County recognizes four color status categories: green indicates a minor status, yellow indicates a delayed status, Red indicates an urgent status, and Black indicates the victim is dead. **CERT will use the colored flagging tape 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 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.

Unless a CERT has received higher levels of CERT medical training, such as First Responder, CPR, AED, etc., and received CERT Level 3 certification from the Fire Department, **they will remove their green helmets and vests and notify the CERT team leader that they will temporarily be acting in another capacity until the situation has been corrected.** They may then return to CERT status. **Level 3 CERT have identification cards and patches that distinguish their training.** 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 teams 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 green, yellow, and red areas so that appropriate levels of care will be given. CERT teams 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 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. 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 members should be watchful to prevent children and animals in the waste areas.

F. Fire Suppression

1. CERT teams will NOT attempt to suppress fires unless with a buddy.
2. CERT members are trained to conduct limited fire suppression. This means fires no larger in area than a standard office desk. CERT will not attempt to suppress large, well developed fires. CERT will not normally attempt to extinguish Class C (energized electrical equipment) or Class D (combustible metals) fires.
3. CERT teams will avoid operating in structures with hazard placards, especially those warning of highly toxic or explosive materials.
4. CERT teams 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 teams may use fire extinguishers, hoses, or other means appropriate to the type of fire, size of fire, and ability to escape safely.
6. CERT teams will not be used by trained firefighters to put out major fires.

G. Assistance To Local Authorities During A 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 teams are needed to assist Sacramento public safety or emergency management personnel, they will be activated 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 teams 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 teams 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 teams may be used for non-emergency operations as long as these operations are booths at fairs, assisting at first aid tents, CERT demonstrations, assisting in the installation of smoke alarms, etc. and are within the City Limits.

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. CERT 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. Sacramento City 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.

III. Logistics

A. Team Member Backpacks.

1. CERT backpacks are purchased and owned by the individual CERT member. .

2. It is suggested each backpack contain some items from the list below.
 - Fold up shovel
 - Fold up hand saw
 - Hatchet
 - Hammer
 - Duct Tape
 - Tool to turn off gas, water
 - 50 feet of rope
 - Crescent Wrench
 - Screwdrivers
 - Sharp pocket knife
 - Dust masks
 - Respirator for smoke
 - Light Sticks
 - Flashlight – spare batteries
 - Portable radio (battery operated and hand crank)
 - Roll of barricade tape
 - Two way radios (2) FRS
 - Marking Pens (sharpies and fat ones)
 - Trash bags
 - Metal Whistle
 - Goggles
 - Work Gloves
 - Rain Gear
 - Tablet to write on
 - Bottles of Water
 - Emergency food packets
 - Waterproof matches
 - Personal First Aid Kit
 - EMT Snips (heavy duty 7.25 cuts leather) 1
 - Spring Loaded Center Punch (window breaking instrument) 1
 - Face Masks 4
 - Emergency space blankets 4
 - Antiseptic hand cleaning towels 24
 - Biohazard bags 3-5 gal 5
 - Various size band-aids 2 boxes
 - Splint materials (various sizes) 4
 - Cold compresses 4
 - Nitrile Gloves (non-latex) 12 prs
 - Flagging Tape (can be used for triage)
 - Red, Green, Yellow, Black

3. Backpacks will be brought to all training events unless otherwise specified.

4. Backpacks will be brought to all emergency response missions.

B. Supply and Re-supply

1. It will be the responsibility of the CERT member to refill any supplies used unless agreed prior to use that they will be replaced by the Sacramento Fire Department.
2. As a minimum, each CERT member will carry a ½ liter bottle of water as a part of standard equipment.
3. Basic load to carry for a CERT member is the Backpack plus ½ liter of water.
4. Water re-supply. If possible, the Sacramento Fire Department 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 Sacramento Fire Department 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 Cert Members 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). Bigger flashlights are suggested.
7. Medical re-supply. The Sacramento Fire Department 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 Sacramento Fire Department has 5 CERT trailers which will staged at strategic locations throughout the City. Designated CERT members will have access to them so they can be taken to the scene of use when needed.
2. The CERT program has equipment available for use for outdoor events and it is stored in the various trailers. There are pop-up canopies, tables, chairs, and other materials.

D. Transportation

1. Trailer. The CERT trailer will be used to transport CERT supplies and equipment as required. Designated CERT members will be authorized by the City to tow the trailers to whatever location they are needed. The pulling vehicle must be at least a ¾ ton pickup equipped with a standard ball hitch 2 5/16th that can tow a 7000 pound tongue weight. Electrical connection will be made using a 7 prong plug or a 4 prong adapter.
2. Re-supply. The Sacramento Fire Department will use any means available to transport supplies and materials to CERT teams in operation. Primary means will be City vehicles that can be reasonably expected to reach the destination under emergency circumstances. If no Emergency vehicles are available, the City 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 is needed elsewhere out of the county, efforts will be made to provide transportation. CERT members must be prepared to remain in the affected area at least three days (72 hours).

E. Support During An Emergency Operation

1. By the City of Sacramento to CERT Teams in Operation: The City of Sacramento Emergency Management Agency will ensure that CERT teams who must remain on-scene for extended periods of time receive all possible logistical and administrative support.
2. If CERT members are needed by the City of Sacramento to support ongoing efforts by public safety and emergency management agencies, activation can be ordered by the City 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 City of Sacramento assumes responsibility and liability for personal injury or accident.

IV. 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 Sacramento for their use.
3. Each CERT member will have a file containing information on training received. The CERT Volunteer Manager 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 CERT Coordinator and/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.

V. 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 Sacramento Fire Department 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.
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. Until further notice, CERT teams will use family system radios among the team members for internal communications. ICOM business radios, will be available for team leaders to communicate to the incident command and CERT HAM radio operators will also be available. A communications base control station will be activated in the communications trailer for all events.

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 Sacramento Fire Department to be included in 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 Sacramento Fire Department 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..
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.

VI. Training

- A. Basic CERT Training.** To be entered onto the rolls as a CERT Team Member, citizens must first receive official CERT training in a 24 hour program of instruction which is taught in accordance with the guidelines established by the Federal Emergency Management Agency, and this Standard Operating Procedure. If the citizen volunteer comes from outside the Sacramento area claiming to have already taken the training, he or she must present their certificate of training. Appropriate paperwork to complete the class will be obtained on the first night of training by the CERT Volunteer Manager. This includes a completed copy of the Disaster Service Worker Form and a photocopy of the applicants drivers license or state issued id card, and a photograph to be taken for the ID card which will be issued later.
- 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. The CERT Coordinator is responsible for the scheduling and the CERT Volunteer Manager will document the training.
- C. Tabletop Exercise.** CERT will be included in the county tabletop exercises. 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.

E. 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 basic CERT.

Unless they are certified as 2nd or 3rd Level CERT, while conducting tasks of a higher level of training, they should step out of their CERT role until the task is completed. Second level certification is by completing three Red Cross Classes from Disaster Services. They are Fulfilling our Mission; Community Services Overview, and Shelter Operations and management. Also completing the NIMS training is IS 100, 200, 700 and 800b, and the State of California Introduction to SEMS. Third level certification is achieved by completing the Red Cross Classes in either Title 22 First Aid, or Emergency Response, CPR for the Professional Rescuer (or a National Registered E.M.T., nurse or physician) or equivalent agency courses.

Other advanced training classes are First Responder Awareness to Hazardous Materials; Urban Wild-land Fire Interface, Flood and Swift Water Awareness and Techniques of Traffic Control are also offered by the Sacramento Fire Department.

F. Staff Training.

Volunteer or selected members will receive additional training on the duties of 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.

G. 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 your Battalion Captain who will forward it to the CERT Volunteer Manager.
3. The CERT Volunteer Manager will consolidate all documentation and forward to the Sacramento Fire Department CERT coordinator

VII. 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 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 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 Sacramento Fire Department CERT Coordinator. This report will then become a part of the overall 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?

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

Green: _____ 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:

. Homes. _____ Destroyed

_____ Heavy Damage _____ Moderate Damage _____ Light Damage

b. Commercial or Business Structures.

_____ Destroyed _____ Heavy Damage _____ Light Damage.

VIII. BATTALION LISTINGS

Battalion Coordinator – CERT Volunteer Manager Battalion Captains will report to the CERT Volunteer Manager

The CERT members are divided into Battalion's based on their ZIP Codes of residence only. For the CITY CERT members residing outside the city limits, some Battalions are organized for meetings and training purposes only. In the event of an event in their neighborhoods they will be a resource for whatever organization is in charge of the event. However many of them work in downtown Sacramento.

Battalion 1: 95811, 95814, 95816, 95818

Battalion Captain: Michael Galyen, Acting

Fire Stations within these zip codes:

- Station 1 624 "Q" street, 95814
- Station 2 1229 "I" street, 95814
- Station 4 3145 Granada Way, 95816
- Station 5 731 Broadway, 95818
- Station 14 1341 North "C" street, 95814

Battalion 2: 95817, 95819, 95820

Battalion Captain: Michael Galyen, Acting

Fire Stations within these zip codes:

- Station 6 3301 Martin Luther King Jr., Blvd, 95817
- Station 8 5990 "H" street, 95819

Battalion 3: 95815, 95833, 95834, 95835, 95838, 95673

Battalion Captain: Carol Willis

Fire Stations within these zip codes:

- Station 15 1591 Newborough Drive, 95833
- Station 17 1311 Bell Avenue, 95838
- Station 18 746 No Market Blvd, 95834
- Station 19 1700 Challenge Way, 95815
- Station 20 2512 Rio Linda Blvd, 95815
- Station 30 1901 Club Center Drive, 95835

Battalion 4: 95822, 95831

Battalion Captain: Gene Jorgensen

Fire Stations within these zip codes:

- Station 11 785 Florin Rd, 95831
- Station 12 4500 – 24th st, 95822
- Station 13 1100 – 43rd Ave, 95822
- Station 16 7366 – 24th st, 95822

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Battalion 5: **95823, 95824, 95828, 95829, 95758, 95624, 95632**
 Wilton, Elk Grove, Galt and other South County Areas
 Battalion Captain: John White Elk

Fire Stations within these zip codes:

Station 7 **6500 Wyndham Dr, 95823 (City)**
Station 10 **5642 – 55th st, 95824 (City)**
Station 56 **3720 – 47th ave, 95823 (City)**
Station 57 **7927 East Parkway, 95823 (City)**

Battalion 6: **95826, 95827, 95670, 95630**
 Battalion Captain: Michael Galyen

Fire Stations within these zip codes:

Station 60 **3301 Julliard Dr, 95826 (City)**

Battalion 7: Residing outside of City Limits, north of American River

Battalion Captain: Don Kunkel

Sacramento Zip Codes: 95821, 95825, 95841, 95842

Antelope; Carmichael, Citrus Heights, Fair Oaks, Orangevale, Rocklin, Roseville

Out of Sacramento County Residents: Will not be participating unless at work.
El Dorado, Grass Valley, Lincoln, Placerville, Woodland, Davis

IX. EMERGENCY CALLOUT PROCEDURES

**EMERGENCY CALL OUT PROCEDURES
BY THE FIRE DEPARTMENT**

Pagers have been issued to the Battalion Captains and all 2nd and 3rd level CERT members. They have also been issued to CERT chaplains. The CERT Volunteer Manager will be notified by either Capt White or the SFD Fire Dispatcher that CERT is needed. The CERT Volunteer Manager will send out a page to all pagers. Depending on the message will determine who responds to the page.

A staging area will be designated by the Fire Department and all CERT members who are available will assemble at that location in full uniform and with their CERT equipment.

The Incident Commander of the event will then instruct the CERT personnel on what they are expected to do.

**EMERGENCY CALL OUT PROCEDURES
FOR THE CA TASK FORCE 7 TEAM DEPLOYMENT**

In the event the USAR team is activated to be deployed, Capt White will notify the CERT Volunteer Manager. The Cert Volunteer Manager will send out a page to all pagers. Only those USAR trained CERT will respond to the page for USAR CERT. They will respond immediately to the USAR cache at McClelland.

Until further training is held for the CERT members by the USAR team, only CERT members who have been trained by CA Task Force 7 can assist with this deployment procedure.

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X. SACRAMENTO CERT UNIFORM POLICY:

The uniform for all actively participating members of the Sacramento City CERT shall be as follows:

Black BDU pants
Black Boots
Red Sacramento CERT T-Shirt
Black CERT baseball cap
CERT Vest, Helmet
Black BDU shirt (used as a jacket) – with printing on back (shirt is optional)

Chaplains only: - black T-Shirt with Chaplain printed under the Sacramento Cert on the back.

Volunteer Instructors- white Sacramento CERT polo shirt (can have name embroidered on them and the word instructor)

The uniforms will be worn for all events where the CERT members are taking an active part such as drills, graduations, emergency activation callouts, training, public education events, and any other event in which CERT members are representing the Sacramento Fire Department.

The cost of the uniforms is the responsibility of the CERT member. The costs are approximately,

\$25.00 – Black DBU pants
\$50-100 – Black Boots (steel toed preferred)
\$16.00 – Red Shirts (ordered through the Cert Volunteer Manager)
\$12.00 – Baseball Caps (ordered through the CERT Volunteer Manager)
\$12.00 – Black BDU shirt lettering and embroidery

\$20.00 – white instructor polo shirts

\$20.00 – red polo shirts may be ordered by any of the cert members to wear for community events such as safety fairs, first aid events in place of the red t-shirt if you would like one. They will have Sacramento CERT and your name embroidered on the front.

Summer outdoor events only: for events such as Operation River Safe, and outdoor safety fairs, those participating may wear the red shirts and black BDU shorts and the baseball cap. Black tennis shoes or closed toes may be worn instead of boots.

This page revised 04-03-09

APPROVED October 12, 2006

Original signed by

Fire Chief