

# SACRAMENTO FIRE DEPARTMENT C.E.R.T.

(Procedure Manual)  
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These are additional procedures that are not covered in our CERT Operations Manual



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# BATTALION CAPTAINS



## **SACRAMENTO FIRE DEPARTMENT CERT PROGRAM BATTALION CAPTAIN VOLUNTEER AGREEMENT & CODE OF CONDUCT**

The following are detailed policies regarding volunteer Battalion Captains for the Sacramento City Fire Department CERT program. These policies cover the definition of a volunteer, confidentiality, CERT program representation issues, inappropriate communications, when volunteers can represent the CERT Program, ending your role as a volunteer Coordinator with the CERT Program and **possible** dismissal of a volunteer.

### **PURPOSE OF VOLUNTEER POLICIES:**

These policies are written to provide overall guidance and direction to Battalion Captains Volunteers (BCV) engaged in the CERT Program Involvement and management efforts. These policies do not constitute a binding contractual or personnel agreement. The CERT Fire Department Program Manager reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Fire Department CERT Program Manager, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the CERT Program Manager and the Volunteer Manager.

### **DEFINITION OF BATTALION CAPTAIN VOLUNTEER**

A Battalion Captain is a selected individual who, without compensation or expectation of compensation beyond actual expenses, performs a task and other responsibilities at the direction of and on behalf of the CERT Program. Any individual serving as a Battalion Captain shall not receive any financial compensation while providing training or instruction to any individual, group, agency or organization. Exceptions: Any financial compensation and/or reimbursement for LONG DISTANCE outside agency training shall be prior approved in writing by the CERT Program Manager. A Battalion Captain must be officially accepted and enrolled by the CERT Program Manager and/or Volunteer Manager, prior to performance of the task and other responsibilities. Unless specifically stated, a Battalion Captain shall not be considered an “employee” of the CERT Program.

**Battalion Captain Positions:** Battalion Captain Volunteers are those serving in the **general** staffing position as defined by the Incident Command Organization, or as appointed by the Program Manager and/or the Volunteer Manager. Battalion Captains are under the supervision of the Operations Chief and shall report to that position as defined by the chain of command.

### **REQUIREMENTS FOR SACRAMENTO CERT BATTALION CAPTAIN VOLUNTEERS:**

- Be an active level 3 or otherwise qualified CERT member
- Sign the CERT BCV Agreement within one week after receipt.
- Have knowledge, understanding **of**, and adhere to the CERT Program chain of command.
- Wear approved CERT uniform when representing the CERT Program.
- Conduct at least 4 Battalion meetings per year
- Communicate monthly with Battalion members and the Operations Chief by e-mail if no meeting is held.



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- Have knowledge and understanding of, and adhere to the CERT SFD Standard Operating Procedure and operations manual.
- Update the Operations Chief on battalion activities, equipment status, battalion membership roster and other pertinent information that may affect every day CERT activity, and/or membership or unit deployment.
- Battalion Captains are responsible for maintaining the battalion trailers in a readiness mode including but not limited to: inventory, care, cleaning and seeing to maintenance of the battalion trailers.
- Battalion Captain shall complete other duties, tasks or assignments as assigned by superiors in the chain of command, or as directed by the CERT Program Manager, or Volunteer Manager.

**REPRESENTING THE SACRAMENTO CERT PROGRAM:**

Battalion Captain's are asked not to contact the Fire Chief, media or any organization on behalf of the CERT Program unless they are given express written directions to do so by the CERT Program Manager. Prior to any action or statement which might significantly affect or obligate the CERT Program, Battalion Captain's must seek prior consultation and approval through the appropriate CERT chain of command.

During a CERT sanctioned event, exercise or actual incident the Public Information Officer, (PIO), will assume the duties assigned to them under the authority of the incident command organization and become the media spokesperson in the absence of the Program Manager. Any releases or statements from the Public Information Officer shall be followed up with a written summary to the Program Manager and the Volunteer Manager to include in all official reports of the event. If a PIO is not available, all requests for official statements must be referred to the CERT Program Manager, Capt. White. These actions or requests may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Battalion Captains may **only** represent the CERT program when specifically requested to and/or approved by the Volunteer Manager or the CERT Program Manager.

**CONFIDENTIALITY:**

The CERT Program Manager, Volunteer Manager and Battalion Captain's are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving in CERT, whether this information involves a staff, volunteers, fire department personnel, or other CERT members. For everyday business, using or sharing member's phone numbers and e-mail address within the SFD CERT organization is permitted unless a member prohibits such use in writing. Other than e-mail address and phone numbers, the CERT Volunteer Manager, CERT Program Manager, Division Chiefs and Battalion Captain's will not share contact information or release anyone's age, address or personal information without the express consent from all parties involved. Failure to maintain confidentiality could result in termination of the volunteer's relations with the CERT Program.



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**CONTACTING OTHER VOLUNTEERS:**

Occasionally, Battalion Captain's will need to contact other volunteers with regard to their activities with the CERT Program. We expect all such communications among volunteers to follow general etiquette guidelines. We encourage volunteers to use common sense when communicating with other volunteers, or anyone whenever online. We suggest you follow this rule: Don't reveal anything about yourself online that you would not feel comfortable revealing to a stranger you met on the street.

**SELF-DISPATCHING:**

Only **Division Chief Volunteers** may respond to a Sacramento Fire Department incident, and then only to ask if a CERT call out is needed. Battalion Captains shall not respond to any incident unless notified by the automated system, or a pre-approved telephone call from the CERT Program Manager, the Volunteer Manager or Division Chief Volunteers.

**INAPPROPRIATE COMMUNICATIONS:**

If at any point you receive any email or other communication that you feel is inappropriate for any reason, and you believe you have received it in conjunction with your involvement with the CERT Program, please forward the email and other details about the communication to Capt. Bill White at [wwhite@sfd.cityofsacramento.org](mailto:wwhite@sfd.cityofsacramento.org) with a copy to the CERT volunteer manager at [sacramentocert@comcast.net](mailto:sacramentocert@comcast.net)

**CERT MEMBER/VOLUNTEER LIST**

The safety and privacy of our volunteers is important to us. The CERT Volunteer Manager shall maintain a data base of all volunteers who have **completed the CERT training, active members who have** attended drills and refreshers, along with where they reside, telephone numbers and their e-mail addresses in order to communicate upcoming events and activities. E-mail address will not be made **available on** a "live-line" on our website, or visible to non CERT members in order to protect member's privacy and prevent spam bots from harvesting members address to send mass unsolicited junk e-mail advertisements. The Volunteer Manager shall **provide an electronic copy** the CERT ACTIVE membership roster to **Battalion Captains** so they may contact members in order to carry out daily responsibilities and assignments. **Battalion Captain Volunteers will maintain an up-to-date roster of their battalion membership and will provide an electronic copy to the Volunteer Manager and the Operations Chief of any changes to the information contained in the roster.** All Battalion Captains will take whatever action is necessary to safeguard this volunteer list.

**ENDING YOUR VOLUNTEER ROLE:**

You can cease your volunteer role as a Battalion Captain, or membership any time you choose to do so. If you choose to relinquish your role please communicate your desire to the Volunteer Manager in writing. A follow-up verification e-mail will be sent confirming your resignation.



**SACRAMENTO FIRE DEPARTMENT CERT PROGRAM  
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**DISMISSAL OF A VOLUNTEER**

Volunteers who do not adhere to the rules and procedures of the CERT Program or who fail to satisfactorily perform their volunteer assignments are subject to removal from Battalion Captains position and/or dismissal from the CERT Program. The process will include progressive notices as follows: informal counseling, formal counseling and written “Notice to Improve”. No volunteer will be terminated **from the position or the program** until the volunteer has had an opportunity to discuss the reason for possible dismissal with the CERT Program Manager.

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of the Program materials. Abuse, threats, disrespect, continued use of inappropriate language, or mistreatment to staff, other volunteers or members within CERT or the community, failure to abide by Program policies and procedures, failure to satisfactorily perform assigned duties, failure to carry out probable duties or task directed by superiors, prejudicial, sexual misconduct or harassment or discriminatory behavior or actions towards any member, individual, group or organization.

The CERT program maintains a “Zero Tolerance” in regards to Discrimination and/or Harassment. As Battalion Captain’s you also have responsibilities for the integrity of the CERT Program and safety of our members. If you see, hear or are made aware of any violations or incidents as described in dismissal of a volunteer, you are required to report it to the CERT Program Manager.

By signing this CERT Battalion Captains Volunteer Agreement, I fully understand and agree to comply with it, its code of conduct and the CERT SFD Standard Operation Procedure and the CERT Operations manual.

Print Name \_\_\_\_\_

Battalion Captain’s Signature \_\_\_\_\_ Date \_\_\_\_\_

Volunteer managers Signature \_\_\_\_\_ Date: \_\_\_\_\_

**DIVISION CHIEF**



## ***SACRAMENTO FIRE DEPARTMENT CERT PROGRAM DIVISION CHIEF AGREEMENT & CODE OF CONDUCT***

The following are detailed policies regarding volunteer Division Chiefs for the Sacramento City Fire Department CERT program. These policies cover the definition of a volunteer, confidentiality, CERT program representation issues, inappropriate communications, when volunteers can represent the CERT Program, ending your role as a volunteer Chief with the CERT Program and dismissal of a volunteer.

### **PURPOSE OF VOLUNTEER POLICIES:**

These policies are written to provide overall guidance and direction to volunteer Division Chiefs engaged in the CERT Program Involvement and management efforts. These policies do not constitute a binding contractual or personnel agreement. The CERT Fire Department Program Manager reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Fire Department CERT Program Manager, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the CERT Program Manager and the Volunteer Manager.

### **DEFINITION OF DIVISION CHIEF VOLUNTEER**

A "Division Chief Volunteer" (DCV) is a selected individual who, without compensation or expectation of compensation beyond actual expenses performs a task and other responsibilities at the direction of and on behalf of the CERT Program. Any individual serving as a Division Chief, shall not receive any financial compensation while representing CERT, or providing training or instruction to any individual, group, agency or organization. Exception: Any financial compensation and/or reimbursement for LONG DISTANCE outside agency training or CERT representation shall be prior approved in writing by the CERT Program Manager. The Division Chief must be officially accepted and enrolled by the CERT Program Manager and/or Volunteer Manager, prior to performance of the task and other responsibilities. Unless specifically stated, a Division Chief shall not be considered an "employee" of the CERT Program.

**DIVISION CHIEF POSITIONS:** Division Chiefs are those serving in **command** management staffing positions as defined by the Incident Command Organization, or as appointed by the Program Manager and/or the Volunteer Manager. Division Chief includes the following positions: Operations Chief, Logistics Chief, Communications Chief, Planning/Administration Chief, Medical and Public Information Officer.

### **REQUIREMENTS FOR SACRAMENTO CERT DIVISION CHIEFS:**

- Be an active level 3 or otherwise qualified CERT member.
- Sign the CERT **Division** Chief Agreements within one week after receipt.
- Have knowledge, understanding, and adhere to the CERT Program chain of command.
- Wear approved CERT uniform when representing the CERT Program.
- Have knowledge, understanding **of** and adhere to CERT SFD Standard Operating Procedure and operations manual.



## ***SACRAMENTO FIRE DEPARTMENT CERT PROGRAM DIVISION CHIEF AGREEMENT & CODE OF CONDUCT***

### **REPRESENTING THE SACRAMENTO CERT PROGRAM:**

Division Chief's are asked not to contact the Fire Chief, media or any organization on behalf of the CERT Program unless they are given express written directions to do so by the CERT Program Manager. Prior to any action or statement which might significantly affect or obligate the CERT Program, Division Chief must seek prior consultation and approval from the appropriate CERT chain of command.

During a CERT sanctioned event, exercise or actual incident the Public Information Officer, (PIO), will assume the duties assigned to them under the authority of the incident command organization and become the media spokesperson. Any releases or statements from the Public Information Officer shall be followed up with a written summary to the Program Manager and the Volunteer Manager to include in all official reports of the event. If no PIO is available, requests for official statements must be referred to the CERT Program Manager, Capt. White or other Fire Dept Personnel. These actions or requests may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Division Chief's may **only** represent the CERT program when specifically requested to and/or approved by the Volunteer Manager or the CERT Program Manager.

### **CONFIDENTIALITY:**

The CERT Program Manager, Volunteer Manager and Division Chief's are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving in CERT, whether this information involves staff, volunteers, fire department personnel, or other CERT members. For everyday business, using or sharing member's phone numbers and e-mail address within the SFD CERT organization is permitted, unless a member prohibits such use in writing. Other than e-mail addresses and phone numbers, the CERT Volunteer Manager, CERT Program Manager, Battalion Captains and Division Chief's will not share contact information, or release anyone's age, address or personal information without the express consent from all parties involved. Failure to maintain confidentiality may result in termination of the volunteer's relations with the CERT Program.

### **CONTACTING OTHER VOLUNTEERS:**

Occasionally, Division Chief's will need to contact other volunteers with regard to their activities with the CERT Program. We expect all such communications among volunteers to follow general etiquette guidelines. We encourage volunteers to use common sense when communicating with other volunteers, or anyone, especially online. We suggest you follow this rule: Don't reveal anything about yourself online that you would not feel comfortable revealing to a stranger you met on the street.



## ***SACRAMENTO FIRE DEPARTMENT CERT PROGRAM DIVISION CHIEF AGREEMENT & CODE OF CONDUCT***

### **SELF-DISPATCHING:**

Only Division Chief's may respond to a Sacramento Fire Department incident, and then only to ask if a CERT call out is needed. If it isn't, leave the incident. However if membership call out is required, then contact the Program Manager or Volunteer Manager. Division Chief's shall wear their CERT uniform, vest and helmet. An official call out for **Division Chief's** will generally be activated by the CERT Volunteer Manager using the automated system or by a pre-approved telephone call.

### **INAPPROPRIATE COMMUNICATIONS:**

If at any point you receive any email or other communication that you feel is inappropriate for any reason, and you believe you have received it in conjunction with your involvement with the CERT Program, please forward the email and other details about the communication to Capt. Bill White at [wwhite@sfd.cityofsacramento.org](mailto:wwhite@sfd.cityofsacramento.org) with a copy to the CERT volunteer manager at [sacramentocert@comcast.net](mailto:sacramentocert@comcast.net)

### **CERT MEMBER/VOLUNTEER LIST**

The safety and privacy of our volunteers is important to us. The CERT Volunteer Manager shall maintain a database of volunteers who have completed the cert training, active members who attended drills and refreshers, along with where they reside, telephone numbers and their e-mail addresses in order to communicate upcoming events and activities. E-mail address will not be made available on a "live-line" website or visible to non CERT members in order to protect member's privacy and prevent spam bots from harvesting members address to send mass unsolicited junk e-mail advertisements. The Volunteer Manager shall maintain and update this list and shall provide an electronic copy of the CERT ACTIVE membership roster to Division Chief's so they may contact members in order to carry out daily responsibilities and assignments. Division Chief's shall do whatever action is necessary to safeguard this volunteer's list.

### **ENDING YOUR VOLUNTEER ROLE:**

You can cease your volunteer role as a Division Chief, or membership any time you choose to do so. If you choose to relinquish your role please communicate your desire to the Volunteer Manager in writing. A follow-up verification e-mail will be sent confirming your resignation.

### **DISMISSAL OF A VOLUNTEER**

Volunteers who do not adhere to the rules and procedures of the CERT Program or who fail to satisfactorily perform their volunteer assignments are subject to removal from Division Chief Positions and or dismissal from the CERT Program. The process will include progressive notices as follows: informal counseling, formal counseling and written "Notice to Improve". No volunteer will be terminated from the position or the program until the volunteer has had an opportunity to discuss the reason for possible dismissal with the CERT Program Manager.

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of the Program materials. Abuse, threats, disrespect, continued use of inappropriate language, or mistreatment of staff, other



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volunteers or members within CERT or the community, failure to abide by Program policies and procedures, failure to satisfactorily perform assigned duties, failure to follow or carry out probable duties or task given by other Division Chief's or superiors, prejudicial, sexual misconduct or harassment or discriminatory behavior or actions towards any member, individual, group or organization.

The CERT program maintains a "Zero Tolerance" in regards to Discrimination and/or Harassment. As Division Chief you also have responsibilities for the integrity of CERT Program and safety of our members. If you see, hear or are made aware of any violations or incidents as described in dismissal of a volunteer, you are required to report it to the CERT Program Manager.

By signing this CERT Division Chief Agreement, I fully understand and agree to comply with it, its code of conduct and the CERT SFD Standard Operation Procedure and the CERT Operations manual.

Print Name \_\_\_\_\_

Division Chief's Signature \_\_\_\_\_ Date \_\_\_\_\_

Volunteer Manager's Signature \_\_\_\_\_ Date: \_\_\_\_\_

# POSITION DESCRIPTIONS

**Position Description**  
**CERT COMMAND STAFF POSITIONS -DAILY BASIS ONLY**  
**CERT Program - Sacramento Fire Department**

**CERT VOLUNTEER MANAGER:** This position is the manager of and has the authority and responsibility of running the CERT program on a daily basis. This position reports to the SFD CERT Program manager.

- Handles all of the paperwork for reporting volunteer and training hours to the City on a monthly basis.
- Provide the SFD with copies of all manuals, power-points and other items used in advanced training classes for the Homeland Security Auditors.
- Prepare the ID cards and certificates
- Maintain attendance records at all of the CERT classes
- Maintains an updated membership data base for each member; keep the team rosters current
- Maintains a data base of all member training received
- Maintains a data base of all CERT equipment and property regardless of location
- Disseminate all information from the CERT Program manager or other sources to members
- Obtain volunteers for various functions and activities
- Serve as the webmaster and keeps CERT calendar current
- Responsible for scheduling all CERT training and obtaining instructors, drills, meeting and other events
- Prepares all of the official reports for any drill, event, etc. that needs to be turned into the Fire Department and/or City of Sacramento.
- Represent the CERT program at meetings, presentations, etc, unless unable to attend and then will appoint a representative.
- Direct the various Command Staff positions in tasks that need to be completed.
- Has overall daily authority of the CERT program.

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The **Command Staff** Division Chief positions were established in 2009 to provide delegation of authority, assist with better CERT volunteer accountability, logistics, operations, communications, and planning. The Division Chief is required to comply with the CERT Program and Sacramento Fire Department Incident Command System guidelines. The Division Chief supports the CERT Program throughout the City of Sacramento. The Division Chief's responsibilities include, but are not limited to the following:

**OPERATIONS:** Works under the supervision of the Volunteer Manager, coordinating, overseeing and directing the efforts of the CERT teams, and/or members. Helps to set work priorities, establishes communication between teams, ensures information and documentation is passed to the team leaders, Battalion Captains, **and** the Volunteer Manager. Reallocate manpower and equipment to meet the needs of the situation, duties, tasks, or assignments. Has responsibility for overseeing the CERT trailer operations, Battalion Captains, Medical and the Animal sections. Direct resources to achieve goals and tasks set by the Volunteer Manager.

**LOGISTICS:** Works under the supervision of the Volunteer Manager in concert with the other Division Chiefs, coordinating and directing logistical support to the CERT program. Assist the Operations Chief in the overall plan of operations by providing logistical information input and reporting acquired logistical items for team use. Has responsibility for the supply inventories and maintenance of the storage area at Arden Way.

**COMMUNICATIONS:** Work under the supervision of the Volunteer Manager in concert with the other Division Chief's. Work in conjunction with the Operations Chief to establish communications for members, and/or teams. Responsible for seeing that all Ham Radio Equipment and other radio equipment is properly maintained, fully functional and charged, and that all radio equipment is properly stored and installed in the trailers and ready to use in the event it is needed. Set up classes at least twice a year to assist those who want to receive training to become licensed. Responsible for providing quarterly training classes to our Ham Radio operators on message handling, usage of and programming of the radios in the trailers as well as the handheld radios. Responsible for preparing "cheat sheets" that can be put in the trailers as a guide for those that might need to make changes to the frequencies, etc.

**MEDICAL:** Works under the supervision of the Volunteer Manager and in concert with other Division Chiefs. This position will shall be responsible for the quarterly inventory of all medical equipment, bags, AED and other medical equipment located in all the CERT trailers. Quarterly reports of equipment conditions and inventory will be provided to the Operations Chief and the Volunteer Manager.

**PLANNING:** Works under the supervision of the Volunteer Manager in concert with other Division Chiefs, coordinating outside events that the CERT program is asked to participate in. Keeps Operations Chief informed of events including allocation and relocation of equipment and personnel.

ALL DIVISION Chief's:

- Assist in answering routine questions and to give general guidance to new CERT members
- Act as back-up Volunteer Manager if needed
- Submit, in writing, any ideas to provide either new CERT related training topics or review existing CERT topics to increase the "Ready Responsiveness" of our CERT program and teams.
- Identify potential volunteers for a Battalion Captain position should one become vacant.
- Encourage Battalion Captains to attend CERT classes when possible and to have regular (quarterly) CERT battalion meetings.
- Meet with the CERT Volunteer Manager and Program Manager on a bi-monthly basis.

A Division Chief is required to:

- Be an active qualified CERT member.
- Sign the CERT Coordinator Agreements.
- Have knowledge, understanding, and adhere to the CERT Program chain of command.
- Wear approved CERT uniform when representing CERT.

# CODE OF CONDUCT

## CODE OF CONDUCT – SACRAMENTO CITY FIRE CERT

The Sacramento City CERT program is one of the most active and respected CERT programs in the nation. This has been achieved due to the dedication and commitment of our members, who continually strive to be a resource to the Sacramento Community. You represent the CERT program to new members, to the public, and to those to whom we render our services. It is important to portray a positive image.

As a volunteer with the Sacramento City CERT program, you are expected to follow the daily ICS system implemented and comply with the following:

1. Dial 911 for all emergencies, first.
2. Know you are not a Firefighter. You are trained to function as an extension of the fire department's response to catastrophic disasters, when such circumstances exist or when directed by emergency services officials. When disaster occurs, your first responsibility is to ensure your own safety and the safety of your family.
3. Do not self deploy to local events (fires, accidents, etc) unless it is in your own neighborhood and you are the only one there. For Major incidents only the CERT Call Out Teams will be activated by the automated system or by a pre-approved telephone call.
4. Stay within the scope of your training. You have been trained under the curriculum of FEMA's Community Emergency Response Team program. Confine your actions to those guidelines and stay within the scope of your training and certification.
5. Bring or wear your personal safety equipment: helmet, vest, goggles, gloves, sturdy or steel toed boots, uniform, flashlight (with extra batteries) bottled water, non-perishable food and a set of CERT forms. Bring any other items you feel appropriate. Absolutely no sandals or open-toes shoes are allowed. For specific events shorts may be approved by the Volunteer Manager or the Division Chief's.
6. Confine your actions to your physical and resource limitations when responding as a member of CERT. Such limitations may be determined by, but not limited to, equipment available, physical abilities, knowledge, authority and hazards.
7. Conduct yourself with professionalism, dignity and pride, and act appropriately and responsibly at all times while assisting others.
8. Treat fellow team members, visitors, other volunteer program participants, guests, and property with respect and courtesy.
9. Be sensitive to the diversity of team members and those we assist.
10. Direct anyone who is looking for official CERT statements to Capt. Bill White, the Fire Department Program Manager at 916-216-0327.
11. Respect the privacy of persons served by Sacramento CERT and hold, in confidence, all sensitive, private, and personal information.

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12. Keep the Sacramento CERT manager or superior who assigned you a task informed of any progress, concerns, or problems with the tasks or duties which you have been assigned.
13. Partake of no alcohol or illegal drugs while representing SFD CERT and do not report for duty while under the influence of anything that might impair your judgment.
14. You are forbidden to carry guns, or weapons (You can have multi-purpose tools, pliers, screwdrivers, wrenches, pocket knife, etc.). You have been trained for immediate disaster response and there is no need, place or legal authorization for you to carry or use any weapons. To do so will jeopardize your own safety and the continued existence of the CERT program in Sacramento.
15. You shall not authorize the use of, or use for the benefit or advantage of any person, the name, emblem, endorsement, services or property of the SFD CERT Program, or the SFD logo without the approval of the SFD CERT Program Manager.
16. You shall not accept, seek, or benefit personally from any person, organization, or agency any money or gifts offered as a result of your affiliation with the Sacramento City CERT Program. Exceptions are acceptable discounts for events or drills from vendors or earning reward programs approved by the Program Manager or Volunteer Manager.
17. You shall not use your participation in CERT to promote any partisan politics, religious matters or positions on any issue.
18. When representing CERT or displaying any part of the CERT uniform, you shall avoid inappropriate conduct that would jeopardize program effectiveness or bring disgrace to the other members. Possible grounds for dismissal **from the program** may include, but are not limited to, the following:
  - Gross misconduct or insubordination
  - Theft of property or misuse of the Program materials
  - Abuse, threats, disrespect, continued use of inappropriate language, mistreatment of staff, other volunteers or members within CERT or the community
  - Failure to abide by Program policies and procedures
  - Failure to satisfactorily perform assigned duties
  - Failure to follow or carry out probable duties, tasks or directions given by the CERT Volunteer Manager, Division Chief Volunteers, team leaders or superiors.
  - Prejudicial, sexual misconduct, sexual harassment or discriminatory behavior or actions towards any member, individual, group or organization.
  - Public criticism of a CERT team member, its leaders or the CERT Program.
  - Jeopardizing another team member's safety.
  - Failure to follow the chain of command.

The CERT program maintains a “Zero Tolerance” in regards to Discrimination and/or Harassment. As CERT Members you also have responsibilities for the integrity of CERT Program and safety of our members. If you see, hear or are made aware of any violations

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or incidents as described in this document you are required to report it to your superior or the CERT Program Manager.

19. You can cease your volunteer role any time you choose to do so. If you choose to relinquish your role please communicate your desire to the Volunteer Manager in writing. A follow-up verification e-mail will be sent confirming your resignation.
20. Individuals will not contact the Fire Chief, Media or any organization on behalf of the CERT Program unless they are given express written directions to do so by the CERT Program Manager.
21. Individuals will direct all media request and actions or statements which might impact the affect, or obligate CERT Program, to the Program Manager, the Volunteer Manager or to Division Chiefs.
22. For everyday business, using or sharing member's phone numbers and e-mail address within the SFD CERT organization is permitted unless a member prohibits such use in writing. **Only e-mail addresses and phone numbers will be shared within the membership. No information will be given to anyone outside of the program.** This includes but not limited to member's age, address or personal information without the express consent of all parties involved. Failure to maintain confidentiality may result in termination of the volunteer relation with the CERT Program. Members shall take whatever action is necessary to safeguard member's phone numbers, e-mail addresses and hold, in confidence, all sensitive, private, and personal information.

Sacramento CERT is committed to a policy of fair representation and will not discriminate on the basis of race, ethnicity, age, disability, gender, color, religion, sexual orientation, geography, or group affiliations. Volunteers will adhere to these same standards in the course of their duties.

All violations will be thoroughly investigated. During the investigation process, involved members may be temporarily suspended from all CERT activities, pending the outcome of the investigation. Said members will be notified as to their status with the CERT program by the Fire Department CERT Program Manager.

Volunteers who do not adhere to the rules and procedures of the CERT Program could be subject to dismissal from the CERT Program. The process will include progressive notice(s). No volunteer will be terminated from the program until the volunteer has had an opportunity to discuss the reason for possible dismissal with the CERT Program Manager or unless the member cannot be contacted.

By signing this CERT Code of Conduct agreement, I fully understand and agree to comply with it, its code of conduct and the CERT SFD Standard Operation Procedure and the CERT Operations Manual.

\_\_\_\_\_  
Signature of CERT member

\_\_\_\_\_  
Date Signed

# SPECIAL EVENTS

## **CERT PLANNING SECTION – SPECIAL EVENTS & APPEARANCES**

### **PURPOSE:**

The purpose of this section, is to assist the CERT Volunteer Manager in tracking and following up on requests for CERT participation in requests such as, but not limited to events, parades, organizations and public appearances, etc. This document is not intended for scheduled drills, exercises, or training classes.

### **PROCEDURES:**

Requests for CERT participation in any non-training event must be approved by the SFD Program Manager, Capt. White prior to CERT's participation. All requests must be directed to the Planning Chief, who will contact the CERT Volunteer Manager. The term Planning Chief is making reference to the Planning Chief (primary or their backup as identified in the organization chart). The Planning Chief will be the **primary** contact individual (s) for all special and/or non scheduled events. All requests for CERT participation must be referred to them. One of them will contact the requesting party or organization.

The Request for Special Event Participation Form must be completed by the CERT member who is or was contacted by the person requesting participation of CERT and returned to the Planning Chief. They must provide a 15-30 day notice if possible. A fill in form is available from the Volunteer Manager via email and can be downloaded to a computer and then completed and forwarded by email to the Planning Chief(s). The internet copy is not a fill in form.

This information will be forwarded to the Volunteer Manager who will contact the CERT Program Manager, Captain White for approval. After approval by Captain White it will be put on the CERT calendar and listed under special events on our website. The CERT Volunteer manager will return the completed form to the Planning Chief. The CERT Planning Chief who made the contact will contact the Battalion Captain of the area the event is located in, and when necessary contact the organization they contacted, and let them know it was approved. It will be the responsibility of the Battalion Captain to obtain volunteers for the smaller events within their jurisdiction. The Planning Chief will contact the Volunteer Manager and the Operations Chief with all particulars prior to the event. The CERT Volunteer Manager will send emails to the other battalions should the need arise for more help or volunteers.

The Battalion Captain, or (for larger events the lead individual), must prepare a written After Action Report and email to the Operations Chief, with a copy to the volunteer manager, when the special event is completed with the names of the participants and the number of hours worked; the success of the event; and any other significant details including status of equipment that may have been used, any damage to, or missing equipment. The Volunteer Manager will forward this report to the Program Manager and it will be included in the official report to the City of Sacramento.

**NOTE:** Special events do not have priority over our scheduled training classes and the volunteers for the event must be CERT members who will not be instructing that day or members who do not want to attend the scheduled training. Grant funds are paid based on our training and we do not desire to cancel scheduled training or deprive anyone from attending training unless it can be rescheduled to another date. **Any level CERT member may participate in the special events.**

## Sacramento FD CERT - Request for Special Event Participation

This Special Event request can be completed by any CERT member. However it must be forwarded to the Planning Division Chief for their review. Approval must be obtained from the Program Manager, using the Chain of Command. Per SFD Protocol, you are not authorized to contact Captain B. White, or make any promises or suggest that the SFD CERT Organization will participate or attend any function or event. Inform the person making the request that someone from our agency will be contacting them.

Is the event within the Sacramento City Limits - <b>REQUIRED</b> <input type="checkbox"/> <b>yes</b> <input type="checkbox"/> <b>No</b>		
Date of the event? <b>Date:</b>	<b>Weekday:</b>	
What is the event time? <b>Start Time:</b>	<b>am / pm</b>	<b>To: am / pm Total Hrs</b>
What type, or kind of event?		
Contact person for this event:		
Contacts Information: <b>Phone # 1.</b>	<b>#2.</b>	
Contacts Information: <b>Email Address:</b>		
Number of people you anticipate will be attending:		
Special qualifications you require from our personnel?		
<input type="checkbox"/> <b>Provide Medical assistance,</b>	<input type="checkbox"/> <b>Radio Communications,</b>	<input type="checkbox"/> <b>Other:</b>
Will the event be: <input type="checkbox"/> <b>Outside,</b> <input type="checkbox"/> <b>Inside</b> or <input type="checkbox"/> <b>Both</b>		
Will the event be spread out in different locations? <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>		
<i>If yes - what are the locations we need to provide assistance:</i>		
What type of equipment is available, or will be provided for us? <i>Specify the number.</i>		
<input type="checkbox"/> <b>Electricity</b>	<input type="checkbox"/> <b>Tables</b>	<input type="checkbox"/> <b>Chairs</b> <input type="checkbox"/> <b>Other:</b>
Will you be providing food and water for our personnel? <input type="checkbox"/> <b>Food</b> <input type="checkbox"/> <b>Water</b> <input type="checkbox"/> <b>None</b>		
Do you want us to bring or display specific equipment? <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>		
If yes: What equipment?		
What time can we gain access to the site for setup? <b>Anytime after:</b> <input type="checkbox"/> <b>am / pm</b>		
Where can our personnel Park?		
Do you have forms or release documents that must be completed? <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>		
Are there any security issues that we need to be aware of? <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>		
Will Security be provide and by whom?		
Person completing report:	<b>Phone #:</b>	<b>Date:</b>
This form is to be sent by email to the Planning Chiefs at neylag@aol.com and		
tocherib@sbcglobal.net and the volunteer manager at sacramento-cert@comcast.net		

Items Below Are To Be Completed By SFD CERT Division Chief's or the Volunteer Manager.

Original Request Received by:

Original Request Received date: \_\_\_\_\_ Time: \_\_\_\_\_

Date Forwarded to Planning Chief:

Date Forwarded to Volunteer Manager

Volunteer Mgr verify that date is available for CERT to participate  yes  no

Volunteer Mgr approved and/or contacted Capt. White: Date: \_\_\_\_\_

Was the request:  APPROVED  DENIED DATE: \_\_\_\_\_

Volunteer Manager notified Planning of event status: Date: \_\_\_\_\_

Planning Chief Contact Original requestor to notify them of approval - Date: \_\_\_\_\_

Provide email copies of completed document to Vol. Mgr, Operations Chief, & Bat Capts.

Date Sent to above: \_\_\_\_\_

Volunteer Mgr will update CERT calendar and website: Date completed: \_\_\_\_\_

Special equipment or resources needed:

- Command Trailer
- CERT Trailer - from which station
- Level 3 CERT for first aid coverage
- HAM Radio Operators for Communication
- Any level CERT member
- Public Awareness Materials and Display items
- Other Resources (please list)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# I.D.CARDS

## SACRAMENTO FIRE DEPARTMENT CERT TEAM ID CARD PROCEDURES

### **BASIC COURSE PARTICIPATION:**

Many people take the CERT training as a way to increase their knowledge of disaster preparedness for their families, friends and neighbors. That is what the program was designed for. However, there is another group of people that take the program with the idea they want to be active and participate in more training, drills, and be able to give back to their community some of their volunteer time. The following is the policy regarding the issuance of Fire Department CERT ID cards.

The basic CERT course is open to every citizen of Sacramento who wishes to take the training regardless of background. Anyone who completes the basic training course including the graduation drill will receive equipment from the fire department which consists of a duffel bag, helmet, vest, goggles, gloves and a certificate of completion for the course. This means you have completed the basic training provided. However, by completing the initial course, you are not affiliated with the Sacramento Fire Department as a full fledged CERT team member. You are not provided with an ID card at this time.

### **AFFILIATED CARD CARRYING CERT TEAM MEMBER:**

In order to be an affiliated member of the Sacramento Fire Department CERT team, and be issued an official Fire Department CERT volunteer id card, you must obtain at least a deployable level 2 certification. These classes are the American Red Cross Fulfilling our Mission; Mass Care; and Shelter Operations which total 9 hours. Copies of your Red Cross cards must be provided to the CERT program Volunteer Manager. These classes are provided free to the public through the Red Cross. They can be taken through the Red Cross or through the CERT program which makes them available all at one time several times a year. You must also complete online FEMA IS100, 200, 700 and 800 Incident Command courses and provide copies of the certificates to the CERT program Volunteer Manager. These courses can be taken on line. **In order to remain at the level 3 certification you must keep your CPR for the professional rescuer and your level 3 medical certification current.**

**In order for the id card to be renewed after the two year period you must have been an active participant in other training, drills, and events of at least 24 hours per year.** You can also be issued an official id card if you have completed the basic cert program and the online courses and are either a member of our Chaplain Corps or a licensed Ham Radio Operator.

Those who have completed the basic CERT course and wish to participate with the CERT members for drills, classes, and public awareness events can do so but will not be deployable to an actual event (except within the City limits of Sacramento) unless you have obtained at least a level 2 rating and received an official Fire Dept. ID card.

Once you have obtained the level 2 rating, you must also purchase the required uniform for participating in the program. The required uniform is:

- Black Boots – steel toed
- Black BDU pants
- Red CERT shirt
- Black CERT baseball cap
- Black BDU shirt (optional)

The pants and BDU shirt can be purchased at Blumenthal's Uniforms, and/or Sacramento Uniforms both of which are on Arden Way or The Police Supply store at McClellan Park. Shirts and hats are through the Fire Department and will be ordered 3 times a year by the Volunteer Manager.

Capt Bill White, SFD CERT coordinator

Approved by Chief Ray Jones

# RAPID DEPLOYMENT TEAM



## **CERT RAPID DEPLOYMENT TEAM**

The purpose of this team would be a first response deployment team who would report to the area affected by the event, gather information and determine what resources are needed and then notify the CERT Headquarters IC or the SFD CERT Coordinator.

Public Information Officer – Carol Willis

### **QUALIFICATIONS FOR THIS TEAM:**

1. Level 2 or Level 3 CERT rating
2. Available for immediate deployment if necessary
3. Must be active participant in activities, drills and training
4. Must be able to commit to being available at least 80 percent of the time.
5. Need to be able to respond within 1 hours of being notified
6. Imperative to carry your pager at all times.

Team will be limited to 10 CERT members. This team would be activated if there was an event in the City of Sacramento, and if required, to be sent out of the City of Sacramento.

### **RESPONSIBILITIES:**

4 members – Set up the CERT command post at 300 Arden Way.

1. Pat Burritt – Incident Commander
2. Frank Reshke – Communications
3. Don Kunkel - Safety
4. Gary Bertsch - Operations

3 members – will be sent to scene of incident by Incident Commander to do a sizeup, set up staging area, and determine what CERT resources are needed.

1. John WhiteElk
2. Robert Ross – can pull trailer
- 3.. Gene Jorgensen – can pull trailer

Communications between the CERT headquarters and the CERT team in the field will be by HAM radio. If first person in field is not a HAM they can call CERT headquarters by cell phone (if service is available).

# SEARCH AND RESCUE

# SACRAMENTO FIRE DEPARTMENT CERT TEAM SEARCH AND RESCUE PROCEDURES

## BUILDING SIZEUP AND SEARCHES:

CERT are trained to do damage assessment of damaged buildings. After the damage assessments are made, the following procedures will be followed for conducting searches of damaged buildings:

Search & Rescue Damage Sizeup
Light
<b>Attempt rescue?</b> Yes. Locate, triage, and prioritize removal of victims to designated treatment area.
<i>Superficial damage, broken windows, fallen plaster, minor damage to contents</i>
<ol style="list-style-type: none"> <li>1. Secure building utilities (as needed).</li> <li>2. Establish and coordinate search and rescue teams with medical triage personnel.</li> <li>3. Establish "I" and "D" treatment areas.</li> <li>4. <u>Primary Mission</u>: Locate, triage, and prioritize removal of victims to designated treatment area.</li> <li>5. Continue evacuation process until all victims have been removed and accounted for.</li> <li>6. Reassess structural stability and available resources for heavy rescue problems. Communicate and document location of trapped and/or missing persons to emergency personnel.</li> </ol>

Search and Rescue Damage
Functional Team Involvement
<p><b>Fire</b></p> <ul style="list-style-type: none"> <li>▪ Shut off utilities as needed</li> <li>▪ Document</li> </ul> <p><b>Search &amp; Rescue</b></p> <ul style="list-style-type: none"> <li>▪ Locate</li> <li>▪ Triage</li> <li>▪ Tag</li> <li>▪ Continue</li> <li>▪ Document</li> </ul> <p><b>Medical</b></p> <ul style="list-style-type: none"> <li>▪ Triage again</li> <li>▪ Head-to-toe in place</li> <li>▪ Treatment in place</li> <li>▪ Transport when necessary</li> <li>▪ Document</li> </ul> <p><b>Treatment Area</b></p> <ul style="list-style-type: none"> <li>▪ Triage</li> <li>▪ Head-to-toe</li> <li>▪ Treatment</li> <li>▪ Document</li> </ul>

Search & Rescue Damage Sizeup
Moderate
<b>Attempt Rescue?</b> Yes, but perform only quick and safe removals; limit onsite medical care to checking for breathing, stopping major bleeding, and treating for shock. Minimize number of rescuers inside building.
<i>Visible signs of minor structural damage; decorative work damaged/fallen; many cracks in plaster; building still attached to foundation; major damage to contents</i>
<ol style="list-style-type: none"> <li>1. Secure building utilities.</li> <li>2. Gather information (victim locations).</li> <li>3. Establish control person at exit and entry points.</li> <li>4. Establish and coordinate two- to four-person rescue teams.</li> <li>5. <u>Primary Mission</u>: Locate, stabilize, and immediately evacuate victims to safe area while minimizing number of rescuers inside building.</li> <li>6. Perform triage and other medical care in safe area.</li> <li>7. Continue rescuing lightly trapped victims until complete or not safe.</li> </ol>

Search and Rescue Damage Sizeup
Functional Team Involvement
<p><b>Fire</b></p> <ul style="list-style-type: none"> <li>▪ Shut off utilities</li> <li>▪ Extinguish small fires to save lives</li> <li>▪ Document</li> </ul> <p><b>Search &amp; Rescue</b></p> <ul style="list-style-type: none"> <li>▪ Locate</li> <li>▪ Stabilize (triage)</li> <li>▪ Evacuate</li> <li>▪ Warn others</li> <li>▪ Continue sizeup</li> <li>▪ Document</li> </ul> <p><b>Medical</b></p> <ul style="list-style-type: none"> <li>▪ Triage again in safe zone</li> <li>▪ Head-to-toe in safe zone</li> <li>▪ Tag</li> <li>▪ Treatment</li> <li>▪ Transport</li> <li>▪ Document</li> </ul> <p><b>Treatment Area</b></p> <ul style="list-style-type: none"> <li>▪ Triage</li> <li>▪ Head-to-toe</li> <li>▪ Treatment</li> <li>▪ Document</li> </ul>

Search & Rescue Damage Sizeup
Heavy
<b>Attempt Rescue?</b> No. Too dangerous to enter. Warn people to stay away.
<i>Partial or total collapse of walls/ceilings; structural instability; tilting; off foundation; heavy smoke/fire; gas leaks; hazardous materials inside; rising/moving water</i>
<ol style="list-style-type: none"> <li>1. Communicate location and extent of damage to emergency personnel.</li> <li>2. Secure building perimeter and warn others about danger of entering building.</li> <li>3. From exterior of building, attempt to shut off gas (if possible and safe)</li> <li>4. Gather available information from survivors or witnesses for professional rescue teams.</li> </ol>
Functional Team Involvement
<p><b>Fire</b></p> <ul style="list-style-type: none"> <li>▪ Shut off utilities if safe to do so</li> <li>▪ Document</li> </ul> <p><b>Search &amp; Rescue</b></p> <ul style="list-style-type: none"> <li>▪ Warn others</li> <li>▪ Gather information</li> <li>▪ Document</li> </ul>

CERT members will only enter and search lightly damaged buildings that are accessible. They will only enter moderately damaged buildings that is safe within 25 feet or less of the front door only. You must have a team of at least 5 people to search any building. One will remain outside for safety while the other 4 enter the building and look for victims. Team members will remain within sight and calling distance of the rest of the team members.

If buildings do not have any damage and are secure they will not be entered. Do a lap around the building looking in windows and calling out. Mark front of building “Only checked from outside”. Document it on the damage assessment form that it was checked from outside only.

Prior to entering any building, knock loudly and shout: “Sacramento Fire Department CERT team, is anyone in there” Whether or not anyone answers and the building is accessible, enter through whatever entrance is available and begin your search. Document every building searched.

Private Property that is fenced or inaccessible will not be searched by CERT team members. Leave that to the professionals. Document on the damage assessment form the address and location and what type of structure it is.

When completing your search, if all victims are out of the building, close the doors if possible and make sure the correct markings are on the front of the building.

**MARKING BUILDINGS:**

The following markings will be used:

<b>Search and Rescue Damage Sizeup</b>
<b>Marking Searched Areas</b>
<ul style="list-style-type: none"> <li>▪ <i>Single diagonal slash next to door upon entering structure.</i></li> <li>▪ <i>Opposite slash creating an “X” when search and rescue efforts completed.</i></li> </ul>
<p><b>Report Results:</b> Keep records of removed, trapped or dead victims.</p>

In marking buildings use spray paint on the front door. If the door is missing put it on the wall by the front door. If spray paint is not available, then use Duct Tape and a waterproof marker pen. Write big so it is visible to those following behind.

Capt Bill White, SFD CERT Program Manager

# CHAPLAINS

## CERT CHAPLAIN CORPS

**PURPOSE:** To provide non denominational, non sectarian support in times of emergency and crisis to CERT trained personnel only, and will be available to assist others if assigned by an Incident Command.

**SUPERVISION:** Due to the CERT level of training for CERT deployment, deployment will be as a CERT chaplain only. At the site, be assigned by the CERT team leader to work primarily within the CERT staging area, unless services are needed or required elsewhere as determined by Incident Command.

**UNIFORMS:** Specially issued ID card designating them as a Chaplain. They will also be easily identified with SACRAMENTO CERT CHAPLAIN on the back of vest and Black shirts with Sacramento CERT Chaplain on the back.

**ADDITIONAL TRAINING AND/OR REVIEW AREAS:** For those who have not already completed a chaplaincy training course, additional training in the chaplaincy related courses necessary for the position need to be obtained. Some of the courses are in: PTSD, compassion fatigue, missing persons, and any supplemental subjects that may be considered necessary.

**MEMBERSHIP:** Open to any CERT trained person who is either: 1) an ordained minister, priest or rabbi; 2) a non-ordained volunteer minister associated with a church, or 3) a minister or chaplain from a church that does not ordain their ministers. The CERT member must provide a copy of their ordination certificate; a copy of a certificate issued by a church as a volunteer minister; or two letters from the leaders of a church that does not provide certificates or ordination papers. CERT trained members from any denomination are welcome to be a part of this group. We will not recruit outside people who have not undergone CERT training and become an affiliated member of the Sacramento CITY CERT.

**NON DISASTER SITUATION:** CERT chaplains are available to any Sacramento CERT member at any time if CERT member needs their services for visitation of ill members, family crisis, etc.

Contact: Lead Chaplain: Yusuf Muhammad 916-929-8829

# TRAILER TOWING

# Sacramento City FD - CERT Trailer Towing

## Requirements for Drivers and Towing Trailers

- Drivers **MUST** be EVOC trained.
- Towing vehicles must have a tow rating of 7000 lbs or greater.
- Towing vehicles must have a 2-5/16 inch ball.
- Hitches on towing vehicles must be adjusted so trailers are level.

## Trailer Hookup Checklist

- Secure trailer hitch to the ball and safety pin it in place.
- Secure safety chains crossed and attached to the towing vehicle.
- Attach electric power cord to the towing vehicle.
  - **NOTE: (Towing vehicle engine and lights should be OFF when connecting or unplugging power cord to prevent vehicle fuse blow out)**
- Tongue jack cranked to **full-up** position.
- Stabilizers on all four corners of the trailer are in **full-up** position.
- All tires, including spare should have tire pressure of 50 lbs.
- Check tires for crack, loose tread, etc.
- Check hubs for grease leakage.
- Check trailer exterior for any abnormalities
- Check lights (Brake, directional, emergency, and running).
- Remove Chocks.
- Make sure trailer cargo and doors are secured and locked.

## At Rest Stops

- Check hitch for proper connection.
- Check safety chains and pins.
- Check electrical power cord.
- Check tires for cracks, separation of tread, bulges and low air pressure.
- Feel hubs for overheating and observe for grease leaks.
- Do a visual of the trailer's exterior
- Do a visual of the trailer's interior to be sure the load is secure and in place.
- Report problems to the Trailer Officer or Convoy Manager before proceeding.

## Backing-Up the Trailer

**ALWAYS Have A Buddy To Guide You.**

## Disconnecting Trailer

- Place trailer on a level surface.
- Set Wheel chocks.
- Raise the tongue from the ball on the tow vehicle.
- Disconnect electrical power cord. **See NOTE in Trailer Hookup.**
  - Be sure that the electrical plug is facing down and shielded from rain and other sources of moisture.
- Disconnect safety chains from the tow vehicle and hook them to the trailer tongue.
- Disconnect the "brake away" cable and attach it the tongue of the trailer.
- Pull tow vehicle away from trailer.
- Level the trailer.
- Lower stabilizers on the rear of the trailer if necessary.